



Newsletter



2025

Hartstene Pointe Water-Sewer District

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Pay Your Bill 24/7

Online: hpwsd.org

By Phone: 360-427-2413

Billing Office Hours

Mondays: 9:00 am—2:00 pm

Tuesdays: 9:00 am—2:00 pm

Thursdays: 9:00 am—2:00 pm

Board of Commissioners meetings are held on the 1st & 3rd Thursdays of the month at 1:00 pm in the District Office, 119 E Liberty Rd. All meetings are open to the public.

Hartstene Pointe Water-Sewer District is not associated with or governed by the Hartstene Pointe Maintenance Association. Please direct water-sewer service related questions to the District.

Hartstene Pointe Water-Sewer District is an equal opportunity provider and employer.

Emergency Water Repairs, Update Your Contact Information, Prepare for Utility Outages

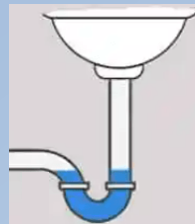
As contractors were making progress with sewer rehabilitation on Nantucket, multiple water main breaks occurred that required repairs and/or replacement. Due to the severity of the breaks, water service had to be shut off to Cutty Sark Road and most of Nantucket Road. The age and the extent of years of deterioration of the underground infrastructure contributed toward its fragility. District operators had to act as quickly as possible to shut off water, as the pressure was worsening the main break second by second. In these types of outages, it is not possible to provide advance notice—that is part of the nature of emergencies. Contacting the District by phone can be difficult, as staff are either active in repair work or drafting emergency communications to the community.

If you do not already receive emails from the District, consider signing up as this is the quickest way for staff to reach the community at large. Do you have other contact information, such as phone numbers, that might need updating for your water-sewer account? Please contact the District office to help keep District records up-to-date.

Please consider being prepared for utility outages. Disruptions in water service can be inconvenient, but having plenty of water in backup supply can make disruptions much easier to endure. The CDC recommends keeping a three-day supply for your household. Read more about being prepared from the CDC: www.cdc.gov/water-emergency/about/how-to-create-and-store-an-emergency-water-supply.html



Prevent Dry Household P-Traps



Plumbing traps or “P-traps” are critical components of plumbing systems. P-traps are installed underneath every plumbing fixture, such as sinks, tubs and toilets. When water enters the fixture’s drain, the u-shaped p-trap traps and holds enough water to prevent sewer gases and odors from becoming airborne in the home.

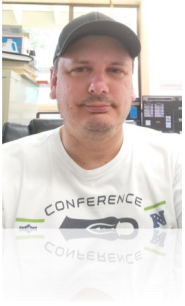
A number of issues can cause water barriers in p-traps to dry up. A dry p-trap poses serious safety hazards and can cause health problems. If you notice strange sewer-like smells coming from a fixture in your home, it is critical to take action to remedy the issue.

The most common cause of a dry p-trap is that a fixture has not been used for an extended period of time, especially if it is in a warm, dry location. Simply flushing a toilet or pouring water down the seldom-used drain will restore the water barrier. Other causes of a dry p-trap can be addressed by a plumber.

There may be instances throughout the sewer project in which fumes may be generated—making sure all of your home’s p-traps have a water seal will keep any of these fumes out.

General Manager's Report

District Appreciation



As our sewer project progresses, I wanted to say a very sincere thank you on behalf of all of us at the District, Century West Engineering, and the contractor's, Roglin's and Iron Horse.

This project is much needed, but it is also an inconvenience for many. From moving boats out of the storage area, to having roadways partially or fully blocked, to suddenly finding yourself without water—this list goes on. And as the project continues, there will be more inconveniences. I can assure you, while we hope they stay to a minimum, we also are realistic about it, and know that sometimes, they can't be avoided.

If you have any questions or concerns during all this, after checking our website and bulletin boards, please do not hesitate to contact us. I know the impulse is to go to HPMA about it, this is a District project, and has no connection to HPMA.

Again, thank you one and all for your support, patience, endurance and understanding! —Jeff Palmer, General Manager

Sewer Project Updates



Sewer rehabilitation is progressing rapidly, with much of the work currently taking place on Nantucket Road. Weekly summaries of what to expect are posted by the mail-room and on the District's website. There is a new photo gallery on the sewer project page of the website that people can visit to see what's going on! Check it out from time to time as photos continue to be added.

Weekly construction meetings continue to be held with contractors, engineers, District personnel and HPMA's GM in order to keep everyone on the same page and to keep all lines of communication open.



District staff & contractors determine a grinder pump location



www.hpwsd.org/news/wirp/

Excavating for determining depth requirements for grinder pumps along the Pointe bluff



New service lines staged prior to installation



Sewer laterals temporarily rerouted as service lines are worked on



TOILETS ARE NOT TRASHCANS™

visit www.nacwa.org/toilets

Only Flush the 3 P's: Pee, Poop, & Toilet Paper



Drippy the Droplet's Water-Saving Tip:

"Replacing your older toilets (especially those manufactured before 1993) with a dual flush or low flow toilet or install a conversion kit. Older toilets can waste twice as much per flush as a new one."



Heavy equipment used to rehabilitate service lines