



# Newsletter

August 2025

## Hartstene Pointe Water-Sewer District

(360) 427-2413  
772 E Chesapeake Dr.  
Shelton, WA 98584  
Email: [info@hpwsd.org](mailto:info@hpwsd.org)  
Website: [hpwsd.org](http://hpwsd.org)

### General Manager:

*Jeff Palmer*  
[gm@hpwsd.org](mailto:gm@hpwsd.org)

### Commissioners:

*Carl Anderson*  
[Commissioner1@hpwsd.org](mailto:Commissioner1@hpwsd.org)  
*Stefan Birgh*  
[Commissioner2@hpwsd.org](mailto:Commissioner2@hpwsd.org)  
*Stacy Swart*  
[Commissioner3@hpwsd.org](mailto:Commissioner3@hpwsd.org)

### Pay Your Bill 24/7

Online: [hpwsd.org](http://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 9:00 am 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.*

## Culprit Found: a T-Shirt...Lift Station Pump Repairs



The District's sewer lift station on Nantucket has had serious issues taking place in the past month that have been expensive both in contracted services and labor hours. After one of the pumps in the lift station failed, the second (and only other) pump also failed. As often seems the case, this happened during the holiday weekend. In order to keep removing sewage from the lift station, septic crews had to be hired, which of course costs more on

a holiday weekend. Subsequently, Rognlin's Construction (the contractor working on the sewer project) was able to periodically remove sewage from the lift station, which will be invoiced on top of the unrelated sewer project.

A new pump was procured and District operators removed one of the non-functioning pumps from the lift station, with the plan to install the new one and send in the old one for repairs. Once lifted, operators determined why the existing pump failed—a t-shirt clogging the pump's impeller. Fortunately, operators were able to disassemble the pump, remove the t-shirt and place the pump back into operation successfully, but not after considerable time and racking up expenses.

In the sewer industry, operators cannot stress enough that non-flushable items need to be disposed of properly, whether that's depositing them into a wastebasket, recycle bin or to a waste management operation. PLEASE: remember the "3 p's"—only flush Pee, Poop & Toilet Paper.



visit [www.nacwa.org/toilets](http://www.nacwa.org/toilets)

**TOILETS ARE NOT TRASHCANS™**

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

## District Refreshes Branding with New Logo

A contest was held between staff and District volunteers to create a new logo for the District (see top, left!). With great enthusiasm and a friendly spirit of competition, there were a number of strong entries presented to the Board of Commissioners for consideration. After review, the winning submission came from District Water & Wastewater Treatment Operator, Jaron. Over time, the newly refreshed logo will replace the old one across facilities, bulletin boards, etc. You will start seeing the new logo on future correspondence & billing statements going forward.

# General Manager's Report

## Urban Legends



Have you ever heard the urban legend about alligators lurking in sewer systems? It's been around for decades. Yet, it's actually more myth than reality. Any actual cases are rare, and occur when stormwater is collected along with wastewater, but the idea makes for a good story.

Recently, I heard a story that was supposedly happening here in Hartstene Pointe: that all the digging work related to our sewer project is allowing mice to enter the sewer system and make their way up toilets into people's homes. Let me tell you: it's also more myth than reality.

While it's true that rodents are excellent swimmers, it is rare for them to actually enter the system and climb up inside toilets. I can personally say that in 10 years of doing pest control and now 20 of working in water & sewer, I have never seen any instances of it, nor have I ever heard of this actually happening. And as the contractors work on our sewer system here, any mice in the immediate area of the work would run far away, and there are no pipes left open overnight that tie directly into the active sewer lines. The more likely way mice get into homes is any small opening—if a pencil can fit through, so can a mouse.

This is not the only story I've heard in relation to our sewer project. I'm not sure where these stories get started, but I will say that to get the truth, you need to hear it straight from the horse's mouth. As always, be sure we have your current phone number and email address. That way, you can get the most accurate information and not just another story!

—Jeff Palmer, General Manager

## Reservoir Cleaning & Inspection Completed

In order to ensure the safety and quality of drinking water, the District's reservoir is cleaned and inspected from time to time. Regular maintenance is crucial to prevent unsafe water quality conditions and keep the integrity of the steel structure. Midco Diving was awarded the contract for the project and will provide a report of the inspection.



The crew also repaired two issues that were previously identified. Old paint was scraped off of the access hatch atop the 80+-foot structure and applied fresh paint (the old paint had been laboratory tested to rule out the presence of lead). Also, the existing padlock and hasp were corroded beyond repair, both of which were replaced with new hardware. While the reservoir itself is in a secure location and ladder access is additionally locked off, the hatch also needs to be locked based upon Department of Health regulations—this adds an additional layer of security to keep public drinking water safe.

## Heed Road Signs, Closures for Safety

In order to keep the community safe and keep the sewer project progressing on schedule, it is important for community residents and visitors to pay attention to road signs and follow detour routes throughout the duration of the project. This includes trail closures. As work continues, there is heavy equipment on site and other potentially hazardous conditions, such as deep, open trenches.

Unfortunately, there have been multiple instances of signs being ignored, circumvention of fencing and dangerous speeding around contractors.

Please do your part to keep crews, yourself and others safe. It is necessary for certain areas to be closed off and accessible to sewer contractors only. Thank you for your cooperation.



## Drippy the Droplet's Water-Saving Tip:

**"Keep an eye out for leaks inside and outside. Even a seemingly slow drip from a spigot or faucet can add to substantial waste, which can lead to extra consumption charges on your bill."**