



Newsletter



Hartstene Pointe Water-Sewer District

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Pay Your Bill 24/7

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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.

Tree Roots, How They Can Negatively Affect Sewers



At Hartstene Pointe, trees are beautiful assets throughout the entire community. Trees large and small provide many benefits to the environment and the Pointe is fortunate to have such plentiful tree-growth.

As trees grow, tap roots must grow deeper into soil to find water and nutrients, so the paths these roots take are unpredictable. Roots can grow hundreds of feet!

Tree roots are attracted to sewer pipes, since they contain moisture, oxygen and various nutrients. At first, condensation around pipes draws roots to them. If roots can enter into cracks in sewer pipes, it's just a matter of time before pipes become completely blocked by tree roots, backing up sewage in households. District operators have had to clear out tree roots in sewer laterals on many occasions.

There is good news! As sewer rehabilitation continues in the Pointe community, whether replacement or lining, the risk of root penetration is greatly reduced and the infrastructure is expected to work as intended for decades to come.



Trees on Pointes Drive West

Be Proactive, Install Leak Detection Devices

Household damages caused by leaks can be devastating and expensive, especially in circumstances when it's preventable. Fortunately there is newer technology now available that not only can detect leaks in household plumbing, but can also shut off water when a leak is detected.



There are plenty of options to choose from, ranging from fairly cheap to relatively expensive, simple or complex. Some units just detect and report leaks, some protect a single appliance, while others detect and protect an entire household.

Many insurance companies are willing to provide or pay for installation of a leak detection device in your home, since it can save thousands of dollars on homeowners' insurance claims annually. Consider reaching out to your homeowner insurance provider, as you may already be eligible for a cost-free option that benefits you and your home.

General Manager's Report

CenturyLink Outage



As many residents experienced, there was an extensive CenturyLink outage that occurred on August 11. This caused a week-long headache for everyone—residents, the contractors and us here at the District. And it seems to have been quite the conversation piece around here, so here are some details you may not have heard.

This was related to our sewer project, as it was our contractors digging at PDE and Portage who hit the CenturyLink line. As required by law, the contractor had called WA 811 on July 22 to request 'locates'—these are the colored paint marks on the ground that indicate what utility is buried there. On Friday Aug 8, the person who locates the CenturyLink lines was out here and the contractor spoke with him. He told the contractor that he didn't detect any lines in the spot where they needed to dig. So, on Monday Aug. 11, the contractor proceeded to dig with their large excavator and ended up hitting the unmarked line.

Once this happened, the contractor immediately called CenturyLink to report it, using a phone number that is provided for just such an incident. CenturyLink said they would send someone out the next day, which they did, but he was only here to assess the damage. The actual repair crew arrived on Wednesday Aug 13. Once they were done, we were told everything was back to normal, but that evening I received reports of residents still being without internet. CenturyLink crews returned the next day, then on Friday they finally got everything restored.

Unfortunately, these incidents have become commonplace due to missing CenturyLink locates or mis-located lines, leading to service disruption. While there is expectation of prompt repair, actual service response times to the Pointe have been proven to vary despite our substantial efforts to expedite restoration of service.

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Importance of Water & Sewer Utility Workforce Development



Most people don't stop to think about where their fresh water comes from or how wastewater effortlessly flushes with the press of a lever. Behind every faucet and drain are dedicated workers who make everything run 24/7. These professionals work to keep families safe, while being as environmentally friendly as they can. There are at least 182 *Special Purpose Water & Sewer Districts* in WA State, which are each guided by locally elected officials, serving everyone from densely populated cities to rural communities, like Hartstene Pointe.

These Special Purpose Districts provide clean drinking water to around 20% of Washington State citizens and process wastewater from around 14%.

At these Districts, many of the dedicated workforce are retiring and the need for skilled, reliable workers is in higher demand. Whether fixing pumps, performing laboratory testing for contaminants, or fine-tuning process controls, every job in water & wastewater utilities has a direct impact on public health. Every staff member here at Hartstene Pointe takes that seriously and they always pursue continuing education to stay on top of the latest industry-best practices.

Adapted from waswd.org Pipeline

WIRP Loan Repayment Begins December 2026

Repayment for the construction phase of the Sewer project begins at the end of next year. This will have a notable impact to base sewer rates for everyone, as the District must have funds to make the first payment.

Budget season is approaching, so it is too early to provide detailed increased amounts, but based on preliminary estimates, residents should expect *at least* a \$40 increase in monthly sewer rates with an additional increase anticipated in 2027 to cover the cost of the debt service.

District Commissioners do not make these decisions lightly, as they pay the same rates as everyone else. They are responsible to fulfill their duty to fund a solvent District.



Drippy the Droplet's Water-Saving Tip:

"Consider reducing frequency of taking showers and length of shower time. This is an easy way to save gallons of water on a daily

basis!"

Continued from General Manager's Column
Please remember that your outage-related calls should be directed to the utility rather than the District, as we continue to conduct our routine business and operations during the outages.

—Jeff Palmer, General Manager