



Newsletter

October 2025

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.

Operators, Volunteers Fix Leak into Late Night



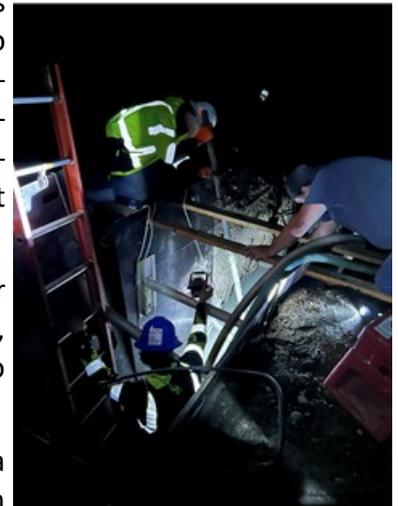
Operator, Jaron, climbs into trench to perform repairs, a pump evacuates pooled water

As the sewer project continues moving forward, there have been multiple instances of utility line breaks, whether that be telecommunications or water/sewer lines. In some cases, operators have drained water lines to alleviate pressure to prevent damage to infrastructure. As stated in previously-sent notices and newsletters, these occurrences are due to incorrectly painted locate marks. Contractors take every precaution to avoid striking infrastructure, as it slows the progress of their work and creates more work for District operators.

Many water and sewer lines locations underground are not precisely known, since they were not plotted when initially installed, so oftentimes locate marks cannot be precisely placed.

On Friday, September 12, heavy machinery struck a water line on Pointes Drive East, forcing disruption in water service to a section of homes in the vicinity. Operators made a repair that afternoon, but the repair failed and water loss from the ensuing leak was substantial enough to overwhelm water production at the wells. The GM, operator Jaron, Commissioner Swart and a volunteer worked for four hours until the permanent repair was completed around 2:00 am.

While these situations are frustrating for all parties involved, all efforts are made to avoid them altogether. Rest assured, though, that when service disruptions arise, our dedicated teams always work tirelessly to restore service as quickly and safely as possible—even if it's in the dark.



Repair workers shed light, assess emergency

Reserve Study Underway

HPWSD contracted with *Association Reserves* to put together a reserve study to comprehensively analyze District-owned assets and plan for timelines of needed asset replacements. The plan will provide a framework that will more robustly aid in budgeting and planning capital improvements. A representative met with District staff and conducted a site visit of the facilities across the Pointe. The reserve study should be completed this month and will be reassessed annually.

General Manager's Report

Proper Paint Disposal



As new homes are being built, or old homes are being touched up, we would like to remind everyone about an important matter: **at no time** should any paint go down drains. This not only means dumping leftover paint down a drain, but also not rinsing paint from supplies.

Nowadays, they do make all-natural, biodegradable paint that is safe to dump, but unless you are 100% certain it's the type of paint you have and not latex or oil paints, it's best to be on the safe side.

Every so often, we see signs of paint mixed in with the wastewater coming into our treatment plant. Paint can be harmful to wastewater plants, which use microscopic bugs to treat sewage. The paint, and many other chemicals, can harm these bugs, resulting in inadequate treatment. In turn, this can be harmful to the environment, and also lead to fines and lawsuits. It also has the possibility of damaging household plumbing.

Instead of rinsing paint out in a sink or outdoors, here are some better alternatives:

- Dry out excess paint: Allow excess paint to dry completely before disposing of it in the trash
- Check for local hazardous waste collection programs: Some areas have programs for collecting and recycling paint waste
- Consider donating it: sometimes, you'll find you can donate to an art teacher, theater group, or someone else in the community

—Jeff Palmer, General Manager

New Lift Station Installed

A new lift station was installed on Portage Road along with an adjacent underground vault for control equipment. The lift station has three pumps, two of which are for redundancy, ensuring uninterrupted operations when pumps are repaired for routine work and unanticipated failures. Pictured below, notice pumps are installed in a separate vault instead of other lift station configurations where pumps are submerged in accumulated sewage.



There are notable advantages to having pumps installed outside of the "wet well," where sewage is stored. First, pumps are in a drier environment and will last longer before repair work or replacement is necessary. Secondly, when repair work is performed, it

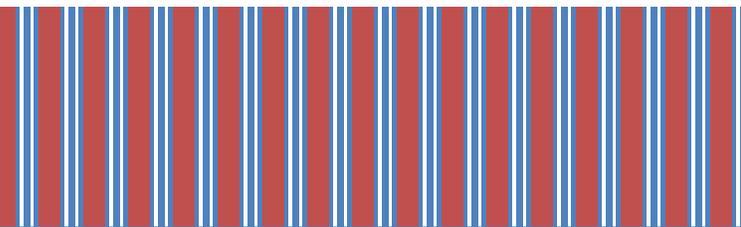
is much easier and safer for workers to gain access to pumps.

The 36-inch pipe (right) is more than amply-sized to handle pumping requirements when in operation.



EVOLUTION OF EXCAVATION EQUIPMENT

In the last 15 years, the size of the hydro excavation industry has grown as utility owners push for safer digging around underground infrastructure. With this growth, new and improved equipment has come in the way of trucks, blowers, boilers, nozzles, etc. The development of dry suction excavation allows for excavation when high-pressure water cannot or should not be used.



Drippy the Droplet's Water-Saving Tip:

"Share your water-saving practices with Family & Friends! Spreading awareness about the importance of water conservation helps build a community that values & protects this vital resource."