

From Mary Massad, Manager/CEO



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Happy Summer everyone! This year, 2016, marks the 30th year of construction for the Southwest Pipeline Project (SWPP). It is amazing to think the Project has been under construction for 30 years! The North Dakota Legislature funded and construction began in the spring of 1986. The first water service was to the city of Dickinson on October 17, 1991.

The SWPP continues construction in the Oliver, Mercer, North Dunn Service Area with three rural contracts under construction. These contracts will bring water to more than 1,000 rural customers in the southwest region of the state. The supplemental intake construction continues at Renner Bay on Lake Sakakawea. The Lake is the water source for the SWPP. This is the largest of the mainstem dams on the Missouri River system. The people of southwest North Dakota are very fortunate to have such a consistent and reliable water source for our drinking water.

Construction began this last winter on the supplemental water treatment plant (WTP) in Dickinson. This WTP will provide an additional six million gallons per day (MGD) capacity bringing the total capacity for treatment to 18 MGD in Dickinson. With the OMND WTP north of Zap, capacity of 5.25 MGD combined with treatment in Dickinson, total Project capacity will be at 23.25 MGD when this plant is complete. The WTP in Dickinson should be complete in the winter of 2017-2018.

All rural customers in new construction areas will have satellite-read units installed which will allow SWA to automatically monitor usage. These units are also being installed system wide as time and money allow. Use of the automatic satellite-read meters will eliminate the customers need to call in a reading and alert SWA to possible leaks. Information on the installation of the units is on page three of this newsletter.

Long-term construction continues to meet the needs of both current customers and future generations. It is this long-term outlook that keeps us growing and building to bring each of you what is essential . . . quality water, each and every time you turn on the tap.

Quality water for southwest North Dakota! Happy 30th Anniversary!

Report on Quality Water



SWA has provided you, our customers, with the 2015 Consumer Confidence Report (CCR).

Every year, public water systems such as SWA, are required to provide what's called a Consumer Confidence Report (CCR). It is an annual water quality report based on the 1996 Amendments to the Safe Drinking Water Act and the right-to-know provisions of that Act. The CCR was created to help people make informed choices about the water they drink. The report lets the customers of SWA know what contaminants, if any, are in their drinking water, and how these contaminants may affect their health. While the CCR's are mailed out once a year, they are available for your review 24/7 on our website.



In Case of an Emergency



There is nothing we take more seriously than the quality of water we deliver to our customers. And while we try to prevent issues such as water shortage or line breaks, we also must recognize things happen.

In the event of a water emergency, such as a pipeline break or water shortage, SWA will identify the affected area and send a verbal message that describes the situation and recommends the actions, if any, the residents should take. The automated system will call out to the telephone listed on the account and deliver the recorded message once a voice is heard. If your phone line is busy, the

system will attempt to redial the number three times to make contact. If an answering machine picks up the call, the emergency message will be left on the machine.

As with any such system, SWA's calling system has its limitations.

Please consider this when registering cell phone information for addition to SWA's database. Keep in mind that our calling system is an excellent enhancement to our effort to share emergency and important information with our customers, but registration will not guarantee notification of any specific event. So you are still encouraged to visit our website and Facebook page, and to stay tuned to local news channels and radio stations during a water crisis.

Please visit our website www.swwater.com and submit your emergency contact information. You can also email your contact information to us at: swa@swwater.com.

New SWA Hookups



If you are a new customer to us... "Welcome!" We are happy to serve you and hope you enjoy our quality, award-winning, water. Once water is available, you will receive a "Welcome" packet from us in the mail. The packet includes an official notification that you are ready to

be connected to our water system. Be sure to read the information provided in the packet to avoid any delays in receiving SWA's quality water. Please contact our Customer Service Department if you need any assistance.



Our Vision:
People and Business
Succeeding with
Quality Water

Our Mission:
Quality Water for
Southwest
North Dakota

Water Works is the Official
Publication of Southwest Water
Authority and the Southwest Pipeline
Project.

Visit our website...from job
postings to the latest pipeline and
water news, it's all online!

www.swwater.com

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SWA does not discriminate on the basis of race, color, national origin, sex, religion, age, marital status or disability in employment or the provision of services.

Summer Construction and Settlements

Our operators are extremely busy this time of year — especially with several construction projects crisscrossing the 12-county service area. Perhaps you’ve seen them out in the field diligently repairing leaks, reseeding grass and performing weed control around recently laid pipelines. It is important to know many settlement issues fall under the construction company warranties.

Contact SWA’s office in Dickinson with any questions regarding your property’s settlement or other concerns. If you have questions about where the contractors have crossed your land, please contact our office. We are here to help.



Transferring Service

When a landowner or tenant requests monthly SWA statements be directly mailed to the tenant, two steps are required. First, the tenant and the landowner must sign the same Water Customer Information and Agreement and secondly a \$75 tenant deposit must be paid to SWA, which is refundable if the account is current when the tenant transfers the billing back to the landowner. Unless these two steps are completed, all correspondence and statements will go to the landowner.

If a tenant becomes delinquent on the billing, the landowner will be notified before the water is disconnected at the location. It is the customer’s responsibility to give not less than seven days notice to SWA in person or in writing, to discontinue service or change occupancy. The outgoing party shall be responsible for all water consumed up to the time specified for departure.



Satellite-Read Meters

SWA is currently installing satellite-read units to automatically read water meters at customer locations. Please be sure your contractor installs a post (per specifications) so the satellite meter read equipment can be installed. This equipment must be connected to a post in conjunction with the water tap being turned on. If you have a basement meter, the remote wireline running outside will need a southern or eastern exposure and a clear view to the sky. For pasture tap locations, it is important to mount the satellite unit at least two feet inside fencing to prevent damage caused by livestock. Remember it is the property owner’s responsibility to keep the meters free from obstruction and to provide protection. For more information please contact our office or visit our website.



Examples of satellite unit installations in a pasture location



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