

# Water Works



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## From Mary Massad, Manager/CEO



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Manager/CEO

The demand for drinking water in SWA's service area has never been greater. Fortunately, the State Water Commission's funding continues to enable us to move forward to meet the unprecedented

demand for quality water. It certainly has been a team effort, often complicated by Mother Nature's ever-present challenges. Undaunted, however, we continue moving forward into the construction season as the snows of winter are a distant memory.

**Busy times:** Rural contracts in the Oliver, Mercer and North Dunn (OMND) regional service areas are underway. Construction has resumed on the East and West Center Service Areas and construction on the Halliday and North Dunn Service Area will begin soon. Once complete, these contracts will add over 770 miles of water lines to the system and quality water will be delivered to more than 1,045 new rural service locations. Meanwhile, crews have launched the microtunnel-boring machine, which will carve out 2,800 feet from the caisson out under Lake Sakakawea. This massive project of installing a supplemental water intake at Renner Bay of Lake Sakakawea will further increase the amount of

water supply available for growing communities.

Construction contracts nearing completion include the Killdeer Mountain Elevated Tank, the Dunn Center Elevated Tank, a 1.5 million gallon per day (MGD) upgrade to the OMND WTP and a Main Transmission Line from the OMND WTP to northwest of the city of Killdeer. Each of these contracts plays an important role in the Southwest Pipeline Project's (SWPP) ability to serve the city of Killdeer award-winning drinking water by the end of summer. It will also be the foundation to serve the rural communities in the region. Several other construction projects are also under way or in planning and design. These include the Finished Water Pump Station in Dickinson, a new 6 MGD WTP in Dickinson, upgrades to existing pumping stations, paralleling pipe and additional reservoirs.

It's important to remember that if the pace of construction is to meet expectations, cooperation from landowners in providing gratis easements is essential. Permission to cross properties is a vital part of getting drinking water to those still in need. I encourage anyone receiving an easement to return it promptly to help facilitate project construction. Each signed easement brings SWA one step closer to fulfilling the mission of quality water for southwest North Dakota.

## Bottled vs. Tap Water Regulations

Think bottled water is superior to tap water? That's probably not the case. The quality of public drinking water is regulated by the EPA, while the FDA exerts, at best, minimal control. Each year, the EPA requires every public water system (like SWA) to perform an annual water quality test report (CCR). The FDA, however, does not require bottled water companies to disclose to consumers where the water came from, how it's been treated, or what contaminants it contains.



## Problems paying?



Sometimes paying the monthly bills can be a bit of a challenge. If you're finding it hard to stay current with your SWA bill, please contact us before it ever becomes over 30-days past due. That's because we never like to shut anyone's water off. So, it is important to call us during normal business hours at 888.425.0241 if you have any concerns or questions about your account's status. To help make payments easy and convenient, we accept payments from all major credit and debit cards for a nominal charge. We also offer automatic bill payments, accept checks and take cash payments at our office.



## 8-11 is Call Before You Dig Day

Actually every day it is important to call 811 BEFORE you dig! Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job!



## A Reliable Water Supply Increases Property Values



From the outside looking in it's easy to see why most landowners in Southwest ND don't think twice about granting an easement for a water pipeline, especially in an area where groundwater

has proven to be undrinkable. Water pipes crossing these properties are buried seven and one half feet below the surface, and no towers, wires or infrastructure are left to clutter the landscape. In addition, the Project strives to leave the land able to bounce back over the course of a summer with little (if anything) remaining to disclose the presence of a waterline buried beneath. In fact at SWA, we have a team whose daily job consists of contacting landowners for easements. They work with landowners to ensure completion of all relevant paperwork, and dedicate themselves to mitigating impacts on the land. While SWA has more than 70 percent of the easements notarized and filed, there are a few holdouts for easements that remain in rural service areas of OMND.

Perhaps so many landowners grant easements because they welcome the quality water it brings, especially when weighed against the truly minimal impact a water pipeline has on our environment. Or maybe it just makes financial sense. In Southwest ND, 58,000 residents in 12 counties rely heavily on this process to receive quality water to sustain their livelihood every single day — 365 days a year.

Imagine what is required in order for a single drop of water to travel from Lake Sakakawea to a water faucet in Rhame or to

a farm in Billings County. Miles and miles of pipeline trenched across land owned by perhaps dozens of individuals from all corners of the earth and all walks of life — all of whom must agree in order for this miracle to take place.

You see, not everyone (especially those living outside of North Dakota) understands how vital water quality is to local residents, and to their property values. Some think it's like putting in a power line or gas pipeline, but that's not the case.

*"I've seen it all. I remember people who didn't want to give easements for power lines because they didn't know what electricity was at the time or how valuable it would be to them! Having quality water adds value to your property."* SWA Customer

So help us out: If you have a neighbor or know of someone who doesn't understand the role of safe drinking water in protecting property values and quality of life ... please talk with them and let them know exactly why it matters.



If you have received an easement from SWA, time is of the essence. Please join your neighbors in notarizing your signature and returning the easement to our office. If you need a notary, we have three of them on staff.

To learn more visit: [www.SWwater.com](http://www.SWwater.com) or call Misti at our office: 701-225-0241.



**Our Vision:**  
People and Business  
Succeeding with  
Quality Water

**Our Mission:**  
Quality Water for  
Southwest  
North Dakota

**Water Works** is the  
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[www.swwater.com](http://www.swwater.com)

Send address changes to:  
Southwest Water Authority  
4665 Second Street Southwest  
Dickinson, ND 58601-7231

Phone: **(701) 225-0241**  
Toll Free: **(888) 425-0241**  
Email: [swa@swwater.com](mailto:swa@swwater.com)  
Fax: **(701) 225-4058**

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## Operators & Construction



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 pipe. That's why it is important to know that many settlement issues fall under the construction company warranties, which is why our operators help coordinate any needed repairs or mitigations.

If you have any issues with your property settling or other concerns, we are here to help. If you have questions about our contractors that have been on your land, please contact our office so we can help achieve resolution. **Remember to let us know if you are experiencing a settlement issue, as we are here to help.**



### Southwest Oil Impact & Water Supply Tour



Join us for a fascinating tour of the technology and science required to provide quality water to an area rich in oil and gas. The tour includes transportation, multiple points of interest (such as Baker Boy Bake Shop, Dakota Prairie Refinery, Bakken Oil Express, and the Finished Water Pump Station), lunch, refreshments, informational material and a one-year subscription to the *North Dakota Water* magazine. For more information or to register online, visit [www.swwater.com](http://www.swwater.com).

### Don't Turn it On Yourself!

It's important to know you should never try to turn on a new SWA water connection on your own. Not only is it illegal, it's also unsafe! Any new service location must have its water turned on by a Southwest Water Authority employee. Please call our office at 701-225-0241 at least 3 days in advance to schedule activation of your new connection.

## Southwest Water Authority Tenant/Landowner and Transfer Policies

When a landowner or tenant requests monthly SWA statements be directly mailed to the tenant, two steps are required. The tenant and the landowner must sign the same Water Customer Information and Agreement and a \$75.00 tenant deposit must be paid, which is refundable when the tenant transfers the billing back to the landowner. Unless these two steps are completed, all correspondence 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. A Water Customer Information and Agreement form must be completed within the seven days. The outgoing party shall be responsible for all water consumed up to the time specified for departure.

When property is sold or transferred to a new owner, it is SWA policy for water service to stay with the property. The original water service customer is unable to transfer their water service to a new location, except prior to construction depending on capacity available in the new location.



If the transfer of property occurs before a rural construction area is bid, there is no charge for transferring service from one party to another. If the construction bid has been awarded, there is a \$50.00 transfer fee and a Transfer of Signup will need to be completed. All transfers are subject to the approval of Southwest Water Authority. If you have any questions, please call 888-425-0241 or email [swa@swwater.com](mailto:swa@swwater.com).



## SWA Board of Directors



Jonathon Eaton  
Adams County  
jonathoneaton@swwater.com



James Odermann  
Billings County  
jamesodermann@swwater.com



Rick Seifert  
Bowman County  
rickseifert@swwater.com



Glenn Eckelberg  
Dunn County  
gleneckelberg@swwater.com



Gene Allen  
Golden Valley County  
geneallen@swwater.com



Brian Roth  
Grant County  
brianroth@swwater.com



Ray Bieber  
Hettinger County  
raybieber@swwater.com



Marie Johnson  
Mercer County  
mariejohnson@swwater.com



George Saxowsky  
Morton County  
georgesaxowsky@swwater.com



Duane Bueligen  
Oliver County  
duanebueligen@swwater.com



Dave Juntunen  
Slope County  
davejuntunen@swwater.com



Steve Schneider  
Stark County  
steveschneider@swwater.com



Larry Bares  
City of Dickinson  
larrybares@swwater.com



Larry Stang  
City of Dickinson  
larrystang@swwater.com



Bob Leingang  
City of Mandan  
bobleingang@swwater.com