

## From Mary Massad, Manager/CEO



Mary Massad,  
 Manager/CEO

The numbers are in and we are pleased to announce that the summer of 2016 was a record breaking year for water sales, with July being over 303 million gallons of water. This is the highest usage month in the history of Southwest Water Authority (SWA) and the Southwest Pipeline Project (SWPP).

As we head into the colder months, construction of the SWPP continues full speed ahead on all fronts before winter. The contractors of the Supplemental Raw Water Intake have been onsite since the beginning of August and have completed drilling holes for the jet grouting operation. The sub-contractor has mobilized to the site and the jet-grouting operation commenced in early September and is now complete. Construction of the new, six million gallons per day, supplemental water treatment plant in Dickinson is on track. The concrete pours for the basement and its exterior walls are complete.

SWA has completed the required lead and copper testing for all five of SWA's public water systems for 2016. These include: the Water Treatment Plant (WTP) in Dickinson, the Oliver, Mercer, North Dunn (OMND) WTP, Crown Butte, Tower Hill and Junction Inn, depending on your water source. All the samples met the EPA's testing requirements, and therefore SWA continues to be on reduced monitoring until 2019. SWA also adds a corrosion inhibitor to the water, during the treatment process, to prevent lead from leaching into tap water should a homeowner have lead or copper in their plumbing.

SWA's lead and copper test results are listed in the Consumer Confidence Report (CCR) for each public water system. These are mailed annually to all customers in June of each year. The current year (2015) CCR's are available online at <http://swwater.com/consumer-confidence-reports/>. This is another reason SWA continues to deliver some of the best-tasting, best-quality drinking water in the world.

The 17th Annual "Make a Splash" Water Festival was another great success this year. For 17 years, SWA has partnered with the ND State Water Commission, Project Water Education for Teachers (WET) to provide fifth-grade students in the twelve-county region of southwest North Dakota an opportunity to learn about the role of water in their lives. Through hands-on, water-related activities, students have fun while learning about our most precious natural resource. This year, Family Night was brought back with activities for the whole family.

Next to delivering safe drinking water, hearing how much people appreciate getting connected to SWA is rewarding. It is a metric we use to continue our dedication to connect others and to always look to how we can improve our services. Be sure to read Dale and Rita McKnight's thank you note in this newsletter.

## Letter From SWA Customer...

To whom it may concern:

We just got connected to SWA in August of 2016. The water is great, nice and clean and we have good water pressure.

Seventeen years ago, my wife and I bought land in the country and built a new home on it in 1998. We asked the previous owner if he had drilled a well and we got no answer.

We had our own well drilled in 1998. It is 385 feet deep and the water is the color of whiskey. So we bought a big iron system, which cost \$4,500. We had to flush the system every two days for two and a half hours, which led to putting in another drain field, which cost another \$2,500 plus the costs of all the chemicals only for poor water quality results. Anyway, if anyone has doubts about hooking up to SWA, they can call us.

Thanks again (SWA) for the great water!

Dale & Rita McKnight

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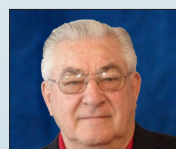
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# Get Ready for Winter

When the weather turns cold – it's time to winterize. Be sure to turn off irrigation systems and blow out irrigation lines with air. Disconnect hoses and store them. Taking these steps will ensure a safe transition into the colder temperatures. Below are some tips on how to manage water pipes during the winter months.

- 1. Winterize Pipes:** When temperatures fall below freezing, exposed pipes on the exterior of your home are vulnerable. Protect exposed pipe by wrapping them with insulation.
- 2. Frozen Pipes:** What if it's too late? During an extended cold spell, your pipes can freeze, even if you take all the proper precautions. If you think you know where the freeze occurred and want to try thawing it yourself, the easiest tool to use is a hair dryer with a low-heat setting. Do NOT under any circumstances use an open flame. Using a hair dryer, wave the warm air back and forth along the pipe. Do NOT heat only one spot on the pipe, as this can cause it to burst. If you don't have a hair dryer, you can wrap the frozen section with rags or towels and pour hot water over them. It's messy, but it works.
- 3. Have a Plan:** When you're away, have a plan to keep your thermostat at 55 degrees or higher – If you plan on not being home for an extended period of time, have a plan so you don't return to a broken water pipe!



*"After a long journey on this project, we finally have rural water at... the farm! No more well issues! Hallelujah! Del and I feel like we won the powerball! A special thank you to James, of SWA, who had the honor of taking the final step of turning the water on for us. We love this water!"*

Delton & Dawn Shepard

## New This Month

SWA now offers electronic billing. Go to [www.swwater.com/e-billing](http://www.swwater.com/e-billing) and provide your email address, name, account number, and telephone number. Contact us at 701-225-0241 or 1-800-425-0241 or [swa@swwater.com](mailto:swa@swwater.com) with any questions.



**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  
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water news, it's all online!

[www.swwater.com](http://www.swwater.com)

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.

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# News From the Field

Ask Grace Rixen-Handford why she likes being the Water Treatment Plant Manager of Southwest Water Authority's (SWA) two (and soon to be three) water treatment plants and she will sum it up in one word, satisfaction. There is a satisfaction that comes from knowing that she is leading a team of dedicated, capable and conscientious operators who never fail to provide safe, sufficient and great tasting drinking water to a quarter of the State. There is satisfaction in the confidence that her years of experience of water treatment in places like Montana, Wyoming, Louisiana, and North Dakota have prepared her to face the challenges of increasing regulation, new treatment technology, rapid increases in demand, maintaining aging facilities and whatever each new day throws her way. There is a satisfaction in helping operators succeed in developing the proficiency, knowledge, and teamwork necessary to keeping SWA's legacy of quality water and excellent service intact. The challenges she faces every day make the satisfaction of this job so much sweeter and she can rest each night knowing that her efforts help the SWA fulfill its vision statement, "People and business succeeding with quality water."



Water Treatment Plant Construction  
as of August 31, 2016

## Reminder...

Send SWA your email and/or current telephone number should we need to contact you regarding a water interruption. Call 701-225-0241 or 1-800-425-0241 or email us at [swa@swwater.com](mailto:swa@swwater.com).

# Making a Splash with 5th Grade Students

The 17th Annual "Make A Splash" Water Festival was held September 22 and 23 in Dickinson for fifth grade students located in SWA's service area. Engaging facilitators provided by the ND State Water Commission, Project Water Education for Teachers (WET), led students through fun hands-on activities covering pollution, erosion, water sources and much more. Because teachers and students love this field trip, the Water Festival keeps growing with over 540 in attendance this year. At the Long Haul station, students learned the challenges early settlers faced having to haul water long distances between a water source and their farm with a relay race carrying a pail of water and dressed in old time clothing.

Family Night returned this year with free swimming, activities, prizes and crafts. The event was held in Dickinson, September 22 from 6:00 p.m. to 8:00 p.m. Over 250 people took the opportunity to "make a splash" at the Water Festival. We look forward to seeing you next year.



Ray Sand, SWA Water Treatment  
Plant, demonstrates a portable  
water filtration system.



Sharleen Stigen, Project Wet,  
travels through time to illustrate  
the challenges of hauling water