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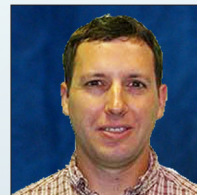
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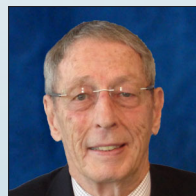
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## From Mary Massad, Manager/CEO



Mary Massad,  
 Manager/CEO

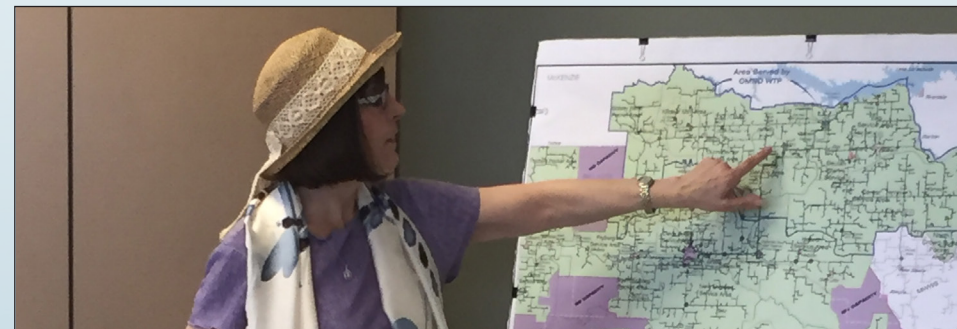
Summer is here and our amazing water source, Lake Sakakawea, is once again a great place for recreation. With more shoreline than the state of California, the 180-mile long lake is a great place for the whole family and is a must-see if you've never been there.

If you are a subsequent customer, it is important to know you pay costs of construction from the point where a new water pipeline connects to the Southwest Water Pipeline Project (SWPP). Also, when a subsequent customer is part of a development area, including subdivisions, SWA's responsibility stops at the initial connection to the SWPP rather than the individual property owner's point of connection.

Gene Allen, representing Golden Valley County, having served on SWA's Board of Directors since 2014, retired his position in June. He brought extensive experience and financial knowledge to SWA's Board and we owe him our gratitude for his service. Thank you Gene! We appreciate your service to the people of the state of ND.

Recognizing the need for quality water, the federal government is providing North Dakota with \$29 million for water infrastructure. Of this funding, the SWPP will receive \$2 million.

This and all of the funding for the SWPP is not a short-term investment by the state or by the people it serves, as it is for both today's and tomorrow's children. Without the Southwest Water Treatment Plant, current capacity would not be able to meet peak demands. Adding six million gallons a day will increase the number of people the Project can serve, but it doesn't solve all the needs. As we are reaching capacity during peak demands and there are hundreds of people still waiting to be connected to quality water, we are not done. More pipelines need to be installed, which is why we must continue seeking funds to continue on our mission. It is this long-term outlook that keeps us growing and building to bring to southwest North Dakota what is essential . . . quality water.



Mary Massad, Manager/CEO, explains the SWPP

## Subsequent Customers

If you signed up for water service after the Southwest Pipeline Project (SWPP) construction was complete in your area, then you are considered a subsequent customer. All subsequent customers are responsible for the operation and maintenance of their own pipeline. This includes, but is not limited to, any leak repairs. If leaks are discovered, the water will be turned off until repairs are made. Easements must also be maintained, and they need to be transferred with the sale of the property. Subsequent customers must pay all costs of construction from the point of delivery. It is SWA's responsibility to maintain the SWPP pipeline until it reaches the connection point. From this point on, it becomes the responsibility of the subsequent customer to maintain the pipeline. It is important to know when a subsequent customer is part of a development area or rural subdivision, SWA's responsibility stops at the initial connection to the SWPP, rather than the individual property owner's point of connection.



## In Case of an Emergency

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

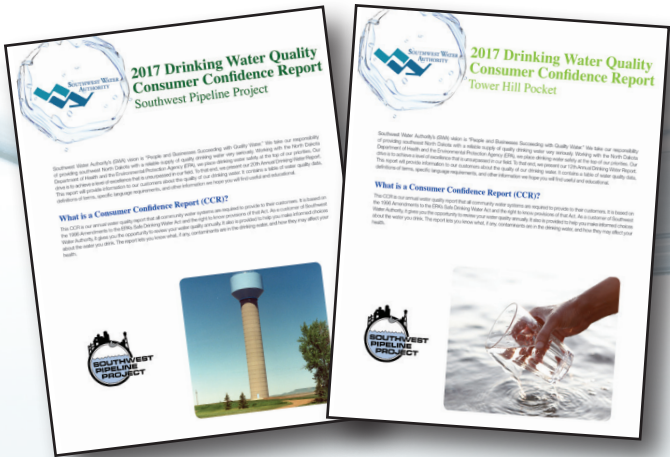
In the event of a water emergency, such as a pipeline break, we will identify the affected area and send a verbal message that describes the situation and recommends actions, if any, the residents should take. The automated system will call out to the telephone number listed on the account and deliver 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 your cell phone information. 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. You are still encouraged to also 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](http://www.swwater.com) and submit your emergency contact information. You can also call the office, include on your payment stub, or email your contact information to us at: [swa@swwater.com](mailto:swa@swwater.com).

## A Report on Water Quality

Every year, as required, we provide what's called a Consumer Confidence Report (CCR). If you are a Southwest Water Authority (SWA) customer, you should have already received a copy in the mail. It is an annual water quality report based on the 1996 Amendments to the Safe Drinking Water Act and the right-to-know provision of that Act. The CCR was created to help people make informed decisions 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.



## Construction Continues

Last August, the North Dakota State Water Commission voted to authorize the award of Southwest Pipeline Project's (SWPP) Residual Handling Facility Dickinson. The Facility is being built to safely handle any by-products required of water treatment. Construction began in mid-October and concrete for the east half of the shored first story slab was placed last March.

Nearing completion is the second raw water Dickinson Reservoir. The water-storage reservoir will hold up to 4.8 million gallons of raw (untreated) water and have 32 feet of height before it reaches overflow. The reservoir is topped with a metal dome and has concrete walls that are 30 inches thick which rest on top of a floor slab without the use of any rebar connections.

Construction of a second intake at Renner Bay is underway, and will be delivering raw water to the water treatment plants north of Zap and in Dickinson through paralleling pipelines at various locations.



Tour Stop at the Construction of the Residual Handling Facility included the Department of Interior and the Bureau of Reclamation

L-R: Tim Freije, Dani Fettig, Craig Odenbach, Arden Freitag, Garland Erbele, Andrea Travnicek, Joe Hall, Mary Massad, Larry Bares, Grace Rixen-Handford, Tyson Decker, Jim Lennington, Brian Roth, Jason Bentz, Tom Thompson

## Department of Interior and Bureau of Reclamation

SWA recently hosted Andrea Travnicek, Department of Interior's Deputy Assistant Secretary for Water and Science, Arden Freitag, Bureau of Reclamation's Area Manager Dakotas Area Office, Garland Erbele, State Engineer, and SWC staff. See photo. SWA also hosted Mike Black, Great Plains Regional Director and John Soucy, Deputy Regional Director, Bureau of Reclamation.

## Don't Turn It On Yourself

It's important to know you should never try to turn on a new water connection on your own – even if it has been connected and was shut off. 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 two days in advance to schedule activation of your new connection.

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

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Email: [swa@swwater.com](mailto:swa@swwater.com)  
Fax: **(701) 225-4058**

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.

## Tenant/Landowner Policies



When a landowner or tenant requests monthly Southwest Water Authority (SWA) water statements to be directly mailed to the tenant, two steps are required. First, both the tenant and the landowner must sign the same Water Customer Information and Agreement form. Secondly, 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 and provided to SWA, 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.

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).