

Official Publication of Southwest Water Authority and the Southwest Pipeline Project

# Water Works



SOUTHWEST WATER  
AUTHORITY  
*Quality Water for  
Southwest North Dakota*

## From Jenifer Murray, Manager/CEO

At Southwest Water Authority (SWA), customer service is everybody's business. No matter where SWA operators and employees are working, what their job titles are or how they serve customers, excellence in the customer experience is a top priority. In honor of October's Customer Service Appreciation Week, I would just like to thank the entire SWA team for your contributions to exceptional customer service!



Our team at SWA would like to extend our heartfelt thanks to those customers who have generously taken the time to complete our Lead and Copper Survey. If you have yet to do so, we strongly encourage you to do it at your earliest convenience. The information gathered in this survey plays a critical role in ensuring that our customers' drinking water remains safe, as it helps us to identify potential issues related to privately owned pipes that may contain lead. Furthermore, it presents an excellent opportunity for you to receive a credit on your water bill. Since the ND Department of Environmental

Quality mandates this information for every water connection, we kindly request your cooperation. In the event that surveys are not returned, our operators will have to follow up with each customer account to collect the necessary information. For more information on this survey, read more inside this newsletter.

In support of SWA's expansion efforts, a sign-up campaign is underway for the Hebron and Burt Service Area, spanning Grant County, including Lake Tschida, and extending into portions of Hettinger, Adams, Stark and Morton Counties. Interest and commitment continue to grow as we work through preliminary design and determine feasibility. We urge everyone in these areas to sign up to help ensure no one is left behind as we move into the final design phase. If you have already signed up to connect, we assure you that we remain steadfast in the design, development and advocacy of funding for construction. Watch for notifications for public meetings in near future when we hold a public meeting in Grant County. If you are a property owner in this area and have not signed up – contact us today.

Construction work continues on the strategic hydraulic improvements in the vicinity of Amidon, New Hradec, Fairfield and Killdeer Mountains. The pipeline installation for these contracts is expected to be completed this fall, while the boosters will be installed in the spring. Additional Strategic Hydraulic Improvements across the service area are being prioritized and those on waiting lists will be contacted if their location could be served. Other ongoing construction design includes the expansion of the Southwest Water Treatment Plant and the design of upgrades to the West Zone Transmission Facilities.

***Happy Thanksgiving from all of us at SWA!***

## Did You Know at SWA...

- 💧 *safe drinking water is our #1 priority,*
- 💧 *over 2 billion gallons of water treated annually*
- 💧 *operators monitor water quality 24/7, 365 days a year,*
- 💧 *the water meets or exceeds all drinking water regulations,*
- 💧 *the annual water quality reports are always available online,*
- 💧 *customers have returned over \$93 million back to the state, and*
- 💧 *our water continues to win state & International 'Best Tap Water' awards*



## Contact SWA Before Crossing

As management for the Southwest Pipeline Project (Project), a crossing of a water lines easement requires prior approval by Southwest Water Authority (SWA). Approval for any easement crossing of the Project can only be granted by SWA based upon signed acknowledgement of and intent to comply with a list of conditions required. The applications and conditions for such crossing can be found on SWA's website under crossing permits.

"We are all on the clean water team, and as a vital resource for residential, agricultural and industrial uses, we are grateful to Southwest Water Authority for their continued role serving award winning, quality water throughout southwest North Dakota."

*Doug Burgum, Governor of North Dakota*

## DWR Announces New Project Manager

Originally from Kenmare, ND, Justin Froseth is a native of North Dakota. He holds degrees in Construction Management and Civil Engineering from North Dakota State University. To start his career, Justin worked as a civil engineer for two years, during which he achieved his professional engineer license (P.E.). Later on, he joined the City of Mandan as their Planning and Engineering Director. Following his tenure with the city that spanned a decade, Justin took on the role of Southwest Pipeline Project Manager for the Department of Water Resources on August 28th. Presently, he resides in Bismarck with his spouse and four children.

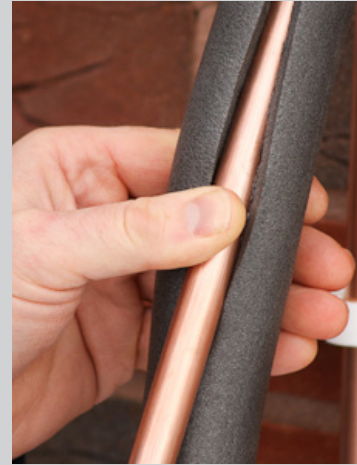


## Winterizing Water Pipes

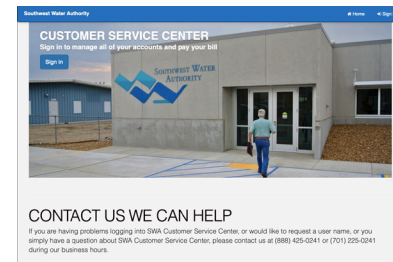
When the weather turns cold – it's time to winterize. Be sure to turn off irrigation systems and blow out irrigation lines with air. Disconnect hoses and store them. Taking these steps will ensure a safe transition into the colder temperatures. Below are some tips on how to manage water lines during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

- ◆ Insulate pipes exposed to cold air
- ◆ Seal openings allowing cold air inside
- ◆ Properly shutdown the irrigation system
- ◆ Remove, drain, and store all water hoses
- ◆ Keep the home's temperature above 55 degrees

Remember to let us know how to contact you should you be gone for an extended amount of time.



## On-Line Customer Service Center



SWA's Customer Service Center is a great online resource to access and pay water bills. It also allows customers to access their usage history and other essential data quickly and efficiently. Customers can conveniently take care of their account needs at their own pace by signing up for the Customer Service Center with only their account number. If you haven't already joined, visit <https://customer.swwater.com/VCH/> to get started now.

## Water Day a Success

For the past thirteen years, Water Day has been an annual event at the state fair, providing an avenue for water organizations, like Southwest Water Authority (SWA), to interact with and enlighten people on pressing water needs and a wide range of water resources. Water education was imparted through various channels such as water wizz trivia, water games, toys, and a bead station. We extend our gratitude to our staff, Ledeanne and Wendy, for manning the booth and educating the attendees about SWA and the significance of quality water. We also express our special thanks to Bartlett & West for generously providing a popcorn machine and Kristen for popping the corn, adding to the delight of the visitors at our booth.

## Attention Pasture Tap Customers!

It is that time of year again when you should receive a reminder letter to read your meter in October. An annual bill will be issued in November for next year's minimum fee and water usage that was reported in October.

## Welcome Bob Ingold

At the July Board of Directors' meeting, Bob Ingold was sworn in as a new director. Bob was appointed by the Dunn County Commission to fill an unexpired vacant term. Bob is a retired law enforcement officer and a gunsmith. He resides in Manning with his wife Adeline. Welcome Bob!



## Changing Ownership?

If you are buying or selling a property with an existing Southwest Water Authority (SWA) water connection, please contact our office at least seven days prior to the property closing. To transfer a property's SWA water connection, you will need to provide the past and future owners' signatures. If you are using a real estate agent, they can help facilitate this process by bringing the paperwork to closing. Be sure to provide the previous owner's name, account number, or legal description for easier identification. It is important to let our customers know that if parcels are split, the water needs to be allocated to one user, not multiple owners.

## Our Vision

People and Business Succeeding with Quality Water

## Our Mission

Quality Water for Southwest North Dakota

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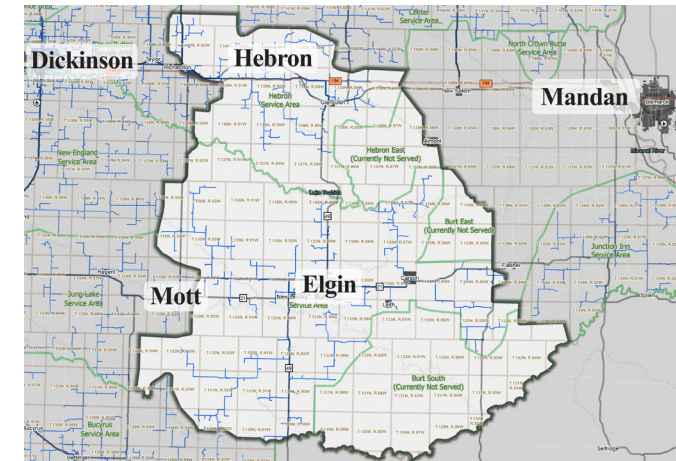
Visit our website to learn about everything from job postings to the latest pipeline and water news. [www.swwater.com](http://www.swwater.com)

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## Grant County Signups Ongoing

The Signup and Easement Department of SWA is diligently gathering signups for properties located in Grant County and its adjacent regions. At present, almost 700 property owners have registered in the Burt, Hebron Service Area. Those who are interested in acquiring water services in this area are still able to sign up, and the feasibility and design of the project depend upon the number of individuals who enroll. Should you or someone you know have any queries about the signup process, please feel free to contact SWA at 1-888-425-0241. Don't miss this opportunity to sign up your property.



## Complete Survey to WIN up to \$500 of SWA's Quality Water!

In 2022, the U.S. Congress passed an amended Lead and Copper Rule that requires public water systems like SWA to create a Lead Service Line Inventory (LSLI) and submit it to the North Dakota Department of Environmental Quality. Thus, we are gathering this vital data from all accounts, including those not currently in use, such as pasture taps. Individuals with multiple accounts need to complete a separate survey for each tap to improve their chances of winning. Each month until December 31, 2023, a random drawing will reward a lucky participant with a \$100 prize. Entries will remain eligible throughout the entire duration of the contest. At the end of the year, there will be a drawing for a \$500 water credit. If you haven't done so already, please take a moment to scan the QR code or visit our website to access the survey. Thank you for your cooperation in ensuring the quality of water from all faucets.





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