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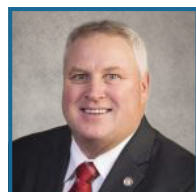
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WaterWorks

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Moving Forward Together: Strengthening Connections and Shaping What's Next

As we move into the final stretch of the year, I'm reminded of just how much collaboration, innovation, and dedication drive the work we do at SWA.

This quarter brought valuable opportunities for learning and connection. In September, I had the privilege of attending the National Rural Water Association's WaterPro Conference in New Orleans alongside Director Gaugler and Director Seifert. Between the humidity, beignets, and a full schedule of technical sessions, we soaked up a great deal of knowledge and new ideas to bring home. It was a valuable reminder that rural water professionals across the nation face many of the same challenges and that collaboration remains our greatest strength.

Another highlight of the season was our biennial Board of Directors Retreat, a meaningful opportunity to step back and look ahead. With Jared Huibregtse, Bartlett & West, facilitating, the Board engaged in thoughtful discussions about the future of the Southwest Water Authority and the Southwest Pipeline Project. We were honored to be joined by the Director of the Department of Water Resources, the Director of Water Development, and the Director of Administration for DWR, whose participation reinforced the importance of our shared mission and the collaborative spirit that keeps our projects moving forward.



Jen Murray, Manager/CEO



Buffalo Gap Tank Construction

As the rural construction season winds down, things look a little different this year. While most crews are packing up equipment and getting ready for winter, the Southwest Water Treatment Plant expansion will keep right on rolling through the colder months. The Buffalo Gap Tank is also on track to be fully operational by the end of 2025, which is an exciting milestone that will enhance our system's reliability and capacity in the southwest corner of the state.

There's much to be proud of and even more to look forward to. Together, we're building not only the infrastructure that supports our region, but also the partnerships and vision that ensure a sustainable future for the communities we serve.



Employee Milestones

10 Year Anniversaries

Sam Fritz
James Farrell
Corey Pavlicek
Valerie Wiedrich

5 Year Anniversaries

Christopher Douthit
Kurt Glines
Ledeanna O'Shields

HAPPY
Halloween

from all of us at
Southwest Water
Authority!



MAKING WAVES

Stay Connected

Southwest Water Authority encourages all customers to update their phone numbers and enroll in our customer service portal. Having your current phone number on file is important – when there's a **scheduled water outage**, SWA sends robo-calls with details about the time, location and affected area. Keeping your information up to date ensures you won't miss important notifications.

For questions or assistance, call our office at 701-225-0241 during business hours.

New & Improved Payment System

- PayPal, PayPal Credit, Venmo, Apple Pay, Google Pay
- Visa, Mastercard, American Express, Discover
- 24-hour Interactive Voice Response: 866-734-6112
- In-store Walmart Bill Pay
- AutoPay and more!

Payment Portal: ipn4.paymentus.com/rotp/swnd



IN THE PIPE

Protect Your Pasture Tap Investment



Southwest Water Authority continues to expand automatic meter reader (AMR) technology across our system. Many customers already have cellular AMRs installed, which allow meters to be read automatically, improving efficiency and accuracy while eliminating the need for manual customer reads.

If you have a pasture tap and are interested in having an AMR installed, or if you already have one, protecting your meter pit from cattle damage is essential. Adequate protection must be in place before AMR installation can occur.

Ready to upgrade or need assistance?

Customers who want to schedule an AMR installation or have questions about protecting their pasture taps can call 701-225-0241 or email gdailey@swwater.com. Installation takes about an hour with no disruption to your water service. Customers with questions are encouraged to contact our office during business hours or visit swwater.com for more information.

THE CURRENT

Glines Promoted to Chief Water Distribution Operator

Southwest Water Authority is pleased to announce the promotion of Kurt Glines to Chief Water Distribution Operator following the retirement of Jim Murphy.

Kurt has been part of the SWA team for five years, bringing skill, dedication, and steady leadership to his work. In his new role, he will step into the position Jim held, ensuring a smooth transition and continued excellence in water distribution operations.

Jim's nearly two decades of service leave a lasting mark on SWA, and his commitment to delivering reliable, high-quality water has set a strong foundation for the future.

Kurt's promotion reflects both his experience and his readiness to carry forward that legacy. Southwest Water Authority congratulates Kurt on this well-earned achievement and thanks Jim for his many years of dedicated service.



WE KNOW HYDRO

Why SWA Uses PVC, Not Poly



At Southwest Water Authority, our goal is to provide reliable, affordable water service through the Southwest Pipeline Project (SWPP). Customers sometimes ask why poly pipe isn't allowed. The answer is simple – the SWPP is owned by the State of North Dakota, and the project specifications are for gasketed PVC pipe, not poly, for subsequent lines.

Poly pipe comes in 300-foot rolls, which means longer service lines must be fused together. Poor fuses often turn into leaks, while PVC joints are more reliable and longer lasting. Poly also cannot be wet tapped, so connections require tie-ins that cause outages, water loss, and temporary water quality impacts. In addition, poly is vulnerable to petroleum contamination, does not absorb pressure waves as well as gasketed PVC joints, and would require SWA to carry more fittings and train operators on additional systems.

The only exception is short service line applications under 300 feet, where 1-inch poly can be used without fusing. By using PVC, SWA ensures consistency, efficiency, and dependable water service for every customer.

Holiday OFFICE CLOSURES

Veterans Day
November 11

Thanksgiving
November 27-28

Christmas
December 24-25

New Year's Day
January 1



OUR VISION

People and Business Succeeding
with Quality Water

OUR MISSION

Quality Water for
Southwest North Dakota

Visit our website to learn about
everything from job postings to the
latest pipeline and water news.

swwater.com

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