

# Water Works



News from Southwest Water Authority  
January 2006  
Volume 9 - Issue 1

## Manager's Message

By: Ray Christensen, Manager/CEO

### Water board updates vision for regional water system

Board members of the Southwest Water Authority (SWA) envision "People and businesses succeeding with quality water." This vision statement, adopted in November of 2003 has provided the foundation for continued work on a long-range strategic plan.

The strategic plan encompasses six major goals, such as securing additional funding from traditional and non-traditional sources, as well as, increasing the number of SWA customers. The strategic planning process has been an excellent venue to initiate dialogue between board members and staff and brainstorm innovative methods to complete the Southwest Pipeline Project (SWPP) in its entirety.



Ray Christensen,  
Manager/CEO

*Leaders establish  
the vision for the future  
and set the strategy  
for getting there;  
they cause change.  
They motivate and inspire others  
to go in the right direction  
and they,  
along with everyone else,  
sacrifice to get there.  
- John Kotter*

### Unique agreement brings early service

It has been said that with ordinary talents, extraordinary perseverance and a willingness to work together, all things are attainable. That is just the case for two North Dakota communities and a regional water system.

For approximately 15 years, residents of Oliver, Mercer and northern Dunn counties have patiently awaited water service from the Southwest Pipeline Project (SWPP). Now, through a unique agreement between the city of Beulah and Southwest Water Authority (SWA), some customers within the Oliver, Mercer, North Dunn Service Area may receive water as soon as fall, 2006.

That particular service area is the next and final section slated for construction along the SWPP. While we realize that much work remains to secure adequate funding for the remaining construction, we are committed to doing whatever it takes to complete the project. Good news came in August when SWA received word that funding had been approved for a proposed interim water service project.

SWA and the city of Beulah are currently negotiating an agreement whereby residents of the city of Zap, Beulah's Country Club Estates, and

approximately 61 customers along the service line to Zap could possibly receive rural water service as early as fall, 2006.

Under the proposed agreement, SWA would purchase water from the city of Beulah and deliver it to the city of Zap, Country Club Estates and rural customers along the service line to Zap. The proposed agreement is considered an interim water service arrangement until SWPP water becomes available in the Oliver, Mercer, North Dunn Service Area.

When SWPP formally moves into the construction phase of the Oliver, Mercer, North Dunn Service Area, the individuals served by the interim service agreement will eventually receive water from the proposed water treatment plant near Zap. Available funding will determine the time frame the proposed water treatment plant near Zap will be constructed.

We anticipate that the current construction area, the Medora-Beach Service Area, to be substantially complete by 2007, at which time efforts will begin in earnest on funding acquisition to construct the Oliver, Mercer, North Dunn Service Area in its entirety.



**Celebrate!  
Southwest  
Water  
Authority  
water  
rates  
will remain  
the same  
in 2006 as in  
2005!**

See page 3 for  
details.



## Lagro Joins Southwest Water Authority as Water Treatment Plant Operator II

Steve Lagro has joined the staff of Southwest Water Authority (SWA) as a Water Treatment Plant Operator II. Lagro obtained a bachelor of science degree in chemistry from Dickinson State University. As a Water Treatment Plant Operator II, Lagro will assist current staff in maintaining quality water meeting current health guidelines.

“We’re very excited to have Steve as a member of our team,” said Jim Dworshak, SWA Water Treatment Plant Manager. “We are certain that his past experience and education will be a great asset to SWA.”

Lagro will be relocating to Dickinson, along with his wife, Brenda, son Skylar and daughter Kayla.



Steve Lagro, SWA Water Treatment Plant Operator II

## Vickie's Water Notes

By: Vickie Franchuk,  
Customer Service Representative

### Update emergency numbers

In the event Southwest Water Authority needs to contact you in an emergency, updated information is critical to avoid delays. If you have a new 911 address or telephone number, please notify us. Thank you in advance! With your cooperation we will be able to maintain accurate records.

### Meter readings are important

Meter readings help in the detection of leaks. Large increases in a customer's water usage pattern can sometimes be an indication of a leak. It is difficult to see what the normal usage level is when a meter reading is only reported periodically. Customer usage patterns can also indicate a problem with a meter. From time to time, remote meters have been known to stick or not register correctly. Problems of this nature have been found through meter readings. Not reporting a meter reading consistently, will also cause your bill to fluctuate from month to month.

When meter readings are not reported for two consecutive months, Southwest Water Authority personnel will read the meter and a \$10.00 charge will be added to your bill. You can call in your meter reading by dialing 225-0241, locally, 1-888-425-0241, toll-free or e-mail [swa@swwater.com](mailto:swa@swwater.com). If you are not connected for service or using water, please enter zeroes or draw a line through the meter reading section of your payment stub.

A special thanks to those who report meter readings on a monthly basis. We appreciate your cooperation!



Vickie Franchuk, SWA Customer Service Representative

**Water Works is an Official Publication of Southwest Water Authority and the Southwest Pipeline Project**

*Vision Statement:*

**People and business succeeding with quality water.**

*Mission Statement:*

**Providing quality water for southwest North Dakota.**

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## Project recognizes service

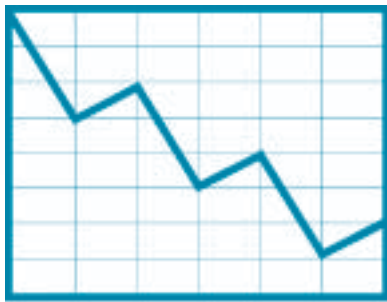
James Lennington, formerly of the North Dakota State Water Commission, has recently accepted a position at Bartlett & West Engineers, in Bismarck, North Dakota. In his new position, Lennington will continue to utilize his engineering skills and background, specifically in the development of rural water.

Loren Myran, Southwest Water Authority (SWA) Board Chairman, presented a plaque at the December meeting recognizing him for his leadership and dedication to administering construction of the Southwest Pipeline Project, providing quality water to those in need.



*Loren Myran, Chairman, SWA Board of Directors, presents James Lennington, former Project Manager, Southwest Pipeline Project, State Water Commission, a formal resolution plaque.*

## No rate hike in 2006



For the fourth consecutive year, the Southwest Water Authority (SWA) Board of Directors voted to absorb the required

increase in capital repayment fees for both contract and rural customers.

“This action is consistent with the board’s goal of stabilizing rates for customers...a goal that is achieved by holding down operational costs, adding customers and selling more water,” according to Mary Massad, SWA Chief Financial Officer/Office Administrator. The action is also consistent with the board’s philosophy that SWA is not in business to make a profit, but to manage, operate and maintain the Southwest Pipeline Project while covering costs.

## Beulah public information meeting is positive

On December 20, 2005, a public meeting was held at the Beulah Civic Center. Ray Christensen, Manager/Chief Executive Officer of the Southwest Water Authority, opened the meeting recognizing John Philips for his efforts in making the Beulah project possible.

James Landenberger, Project Manager, Bartlett & West/Boyle Engineering Corporation, discussed project design, routing plans for transmission lines and the placement of curb stops/meter pits. James Lennington, Project Manager, State Water Commission, explained project funding options and requirements of the funding agency, the United States Department of Agriculture. A preliminary sign-up deadline was set for January 15, 2006, with easement acquisition beginning after final design plans are completed.

The meeting was well attended and presenters and participants both were optimistic and eager to begin construction.



## SWA continues training



In an effort to enhance customer service and maintain or exceed water quality standards, Southwest Water Authority (SWA) management and staff routinely participate in continuing education activities. The following classes were attended this past quarter by SWA staff and management:

**Rural Water Equipment Expo:** Dale Binstock, Andy Erickson and Marty Heid

**Water and Pollution Control Conference:** Dan Roller and Allen Hecker

**State Health Department Bioterrorism/Counterterrorism Seminar:** Dan Roller and Lee Messer

**Job Service Wage and Hour Review:** Mary Massad, Sandy Burwick and Kim Turner

**11th Annual Leadership Series:** Mary Massad and Sandy Burwick

**Customer Service Training:** Mary Massad, Sandy Burwick, Kim Turner, Vickie Franchuk and Carol Schmaltz



## Southwest Water Authority Board of Directors

### ADAMS

Leonard Jacobs (2008)\*  
401 Highway 22 N  
Reeder, ND 58649  
853-2219

### GOLDEN VALLEY

Darrel Oech (2006)  
16690 40<sup>th</sup> Street SW  
Beach, ND 58621  
872-4807

### MORTON

Steve Tomac (2006)  
2498 59<sup>th</sup> Street  
St. Anthony, ND 58566  
445-7364

### DICKINSON

Larry Ziegler (2008)  
887 13<sup>th</sup> Street W  
Dickinson, ND 58601  
483-3054

### DICKINSON

Larry Bares (2006)  
1131 Senior Avenue  
Dickinson, ND 58601  
225-2030

### BILLINGS

James Odermann (2008)  
2767 129<sup>th</sup> Avenue SW  
Belfield, ND 58622  
575-4767

### GRANT

Brian Roth (2008)  
7260 77<sup>th</sup> Avenue SW  
New Leipzig, ND 58562  
584-2470

### OLIVER

Duane Bueligen (2008)  
4251 29<sup>th</sup> Street  
New Salem, ND 58563  
843-7239

### BOWMAN

Don Flynn (2006)\*  
PO Box 531  
Scranton, ND 58653  
275-6351

### HETTINGER

Ray Bieber (2006)  
402 S. Meadow Ln.  
Mott, ND 58646  
824-2712

### SLOPE

David Juntunen (2008)  
6205 145<sup>th</sup> Avenue SW  
Amidon, ND 58620  
879-6372

### DUNN

Emanuel Stroh (2008)  
101 Eger Street  
Manning, ND 58642  
573-4552

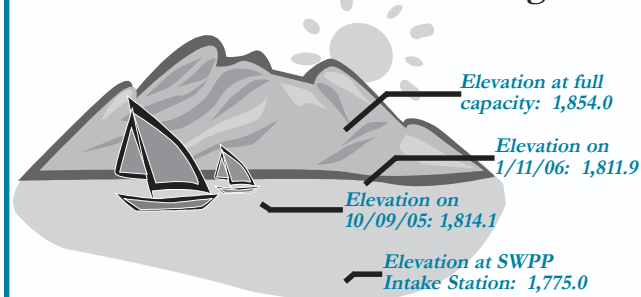
### MERCER

John Klein (2006)  
PO Box 56  
900 Cypress Drive  
Beulah, ND 58523  
873-2162

### STARK

\*\*Loren Myran (2006)\*  
9440 32<sup>nd</sup> Street SW  
Taylor, ND 58656  
974-3644

### Lake Sakakawea - Elevation Gauge



\*Executive Committee  
\*\*Chairperson