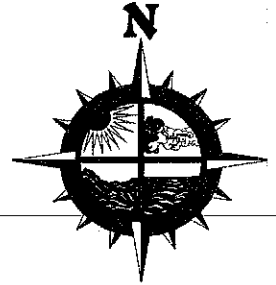


The Water Connection



November 2012

Rimrock System Pressure Testing

On Wednesday, November 7, NKWSD did some pressure testing in the Rimrock system; and, as a result of this testing, we had some unexpected system upsets. Many of our customers experienced extremely brown water. This brown water is caused by iron bacteria; these are bacteria that thrive on iron and manganese in the water. They can cause excessive staining to laundry and plumbing fixtures. Iron bacteria are not known to cause health problems. Iron bacteria are naturally occurring and are pumped up from the ground in our well water. If you have any concerns or questions there are a number of online resources, or contact District staff for more assistance.

Conservation Tip

When washing your hands, turn on the water briefly to wet them. Turn it off while you lather up, then on again to rinse. You'll save water and soap.



Sprinkler Blow-Outs

If you have not had your sprinklers blown out, you need to schedule that with your sprinkler company ASAP. It seems like we have at least one residence each winter that fails to do this which results in a major leak. Avoid this potential expensive problem and have your sprinklers taken care of now.

ATTENTION!

NKWSD WINTER OFFICE HOURS

Our winter office hours are Monday through Friday 7:30 am – 4:00 pm

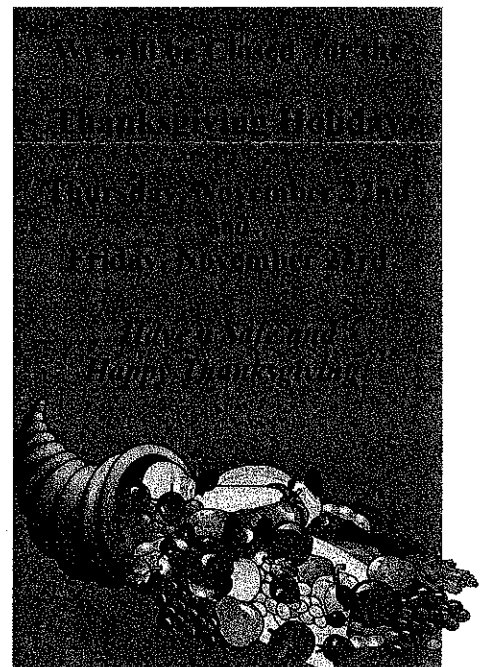
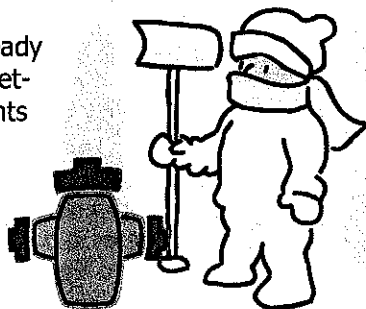
E-BILL

We began offering the option to receive electronic statements to our customers in January of this year. We had 12 people sign up that first month. We now have 134 customers opting to get an e-mail notice that their bills are available to view through our website versus receiving a paper statement. That may not sound like a big deal but that means there are 134 fewer statements, envelopes, return envelopes and newsletters being mailed out each month. That will save over 6,000 paper items at the end of the year. If you want to be a part of this go green process, go to our website and sign up for paperless statements.



Please Help!

Snowy weather is on its way, if not already here by the time you receive this newsletter. Please help the local fire departments by keeping the snow clear from fire hydrants that are either on your property or near you. In the event of a fire emergency, this will save several valuable minutes.





North Kootenai Water & Sewer District

Connecting with Mike



Mike
District Manager

It is a pleasure to have you as a customer of the North Kootenai Water & Sewer District. We are committed to providing you with the highest quality water and sewer services possible. We are also committed to providing you with the highest quality customer service possible. We are committed to providing you with the highest quality customer service possible.

At 12:30 p.m. on Thursday, December 6th and 20th, we will be holding our Board Meetings in our Rathdrum office. The meetings will be held at 12:30 p.m. on Thursday, December 6th and 20th. The meetings will be held at 12:30 p.m. on Thursday, December 6th and 20th.

Sincerely,
Mike

NOVEMBER



ESTIMATING METER READS

This is the month we begin estimating the meter reads for the majority of our customers. What this means is we will not be reading your water meter each month. Instead we will be looking at the usage from last winter and coming up with an average. Each winter month, you will be billed this average amount.

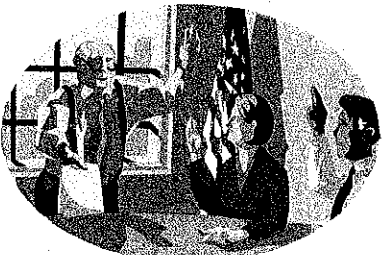
Sometimes our customers have had a leak during the previous winter months. This can cause this year's estimate to be higher than it should be. So look at your bill to see what we are estimating you. If you had a leak last year and the estimate is too high, or if you have left for the winter and forgot to let us know, call us now. We will be glad to change the estimate to a number that better suits the situation. Remember, however, that in the Spring we will be reading meters and will know exactly how much water was used over the winter months. If our estimates are too low, you will have a larger than normal Spring bill; too high and you will have a credit on your account.

Correction—Last month's Newsletter gave our new Rathdrum mailing address. However, it had the wrong zip code. The correct mailing address for North Kootenai Water District is:
13649 N. Meyer Rd.
Rathdrum, ID 83858

North Kootenai Water District's Hayden Post Office Box has been closed. All correspondence should be mailed to our address mentioned above.

Board Meetings

December Board meetings will be held on Thursdays, December 6th and 20th. They will be held in our Rathdrum office beginning at 12:30 p.m.



If your account shows a 'normal' read instead of an 'estimate' read, you have a radio-read meter and your meter is being read each month. No Spring adjustment will be necessary.

