



The Water Connection



North Kootenai Water and Sewer District

July 2013 Issue

Payment Update!

For those of you signed up for ebill/epay you know that it has not been running smoothly. For those of you not utilizing this service, you may want to consider signing up shortly! Here's why:

Good News! The billing software we utilize has developed its own 'Webshare' module that we will be converting to in the near future.

- ◆ Webshare is a customer portal that allows customers to receive bills electronically and pay bills online.
- ◆ Webshare provides *real time* processing which allows customers to not only make payments, but view their statements, and view their meter read history bar graphs. You will also be able to setup and manage recurring payments.

Existing ebill/epay customers will automatically be converted to the new system. You won't need to sign up again. Because your password is confidential and we don't know it, when converted to the new system your password will be reset to be the same as your email address. For your security, you will be asked to change it the first time you sign in. This is the only step you will need to do!

As with the old system, if you choose to pay electronically there is a small fee that the credit card processing company collects. The fee is \$1.00 minimum or 2.45% of the payment, (.4% less than our current ebill program).

The other great feature of Webshare is that once we have your email addresses, in the event of emergencies, we will have the ability to send mass emails notifying those customers impacted of the situation! So please, if you have not provided us with your email address yet, it will be to your advantage to do so now.

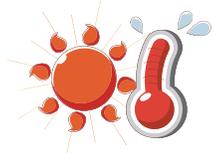
And lastly, for those of you who have been wanting to pay with an electronic check, echecks will be accepted through this new program. You will be charged a \$2 convenience fee by the website company that processes the transaction. Keep reading your future newsletters for updates on when these new features will become available.

Strahorn Water Main Project

The District staff has finished installing 540' of 8' pipe on Strahorn Road, from Starling Meadows to Avon Circle. This will link all the properties on Strahorn from Lancaster Road to Soft Pine Estates. The new main will aid in hydraulic efficiencies and loop this portion of the District's water mains.

Conservation Tip

During the hot weather, irrigation of our lawns and gardens is the biggest use of water. Make effective use of the water by irrigating during the cool hours of the day.



Reservoir Maintenance

During the summer months, the District will be working on a number of water reservoirs. This maintenance is external and will not have any effect on water service to your particular area.

Hayden Lake Eurasian Milfoil Treatment



The District, along with DEQ, took water samples from the lake intake of the Hayden Haven/Gem Shores system. No traces of the chemical Endathol or 2-4-D were present in the samples. We did not expect a residual to show up at this location, but samples were taken during the application to make sure none of the chemicals were present.



Know what's below.
Call before you dig.