



North Kootenai Water and Sewer District



October 2017

After Hours Emergency

If you have an after hours emergency, call our on-call service at 208-769-3565. This is only for emergency situations when the office is closed.

Website Payment Options

When paying from our website (www.nkwsd.com), you are charged a convenience fee of 2.45% of the amount paid when using a credit or debit card. When using an eCheck the convenience fee is \$2.00. So it is cheaper to use a credit or debit card when paying less than \$82.00. If you are paying \$82.00 or more, the eCheck is the cheaper way to go. The convenience fee is not a charge incurred by the District.

Upcoming Holidays:

Here are the days we will be closed for the upcoming holidays:

Thurs. & Fri., November 23 & 24
Monday, December 25

Snowbirds

If you are leaving for the winter and want your water meter shut-off, call the office to schedule. Remember that in the spring, when you return, we need 48 hours notice to have the meter turned back on. Have a wonderful fall and winter!

Water Conservation

When shutting off your sprinklers for the year, make sure your stop and waste valve on your sprinkler system is set to the off position. We have had customers that turned it too far which allows water to flow continuously. This will cause a very large water bill.

Emergency Contact Information

If you receive a phone call or text from the number **208-687-6596**, it could be an emergency update from North Kootenai Water District's automatic emergency contact. You may want to add this number to your contact list.

If you would like to be notified when there is an emergency water outage, you may choose to have us call or text your phone, or send you an email. Email us your email address or phone number (and specify phone call or text message) to contactus@nkwsd.com. You may also call the office if you do not have email capabilities.

Since each emergency contact is a cost to the District, we only allow one emergency contact per customer. If we already have a phone number on file for you, we can send emergency information to this number without you contacting us. **So, please, check the phone number on your billing statement and make any needed corrections through your online account or by calling the office.**

Getting Ready for Cold Weather

A couple of tips to remember to keep your pipes/meter from freezing.

- * Unhook your hoses from your outside water spigots.
- * Insulate exposed water pipes. Be sure to use waterproof insulation for any pipes that are out in the weather.
- * Do not use house insulation to insulate your water meter. This insulation will get wet and cause the meter to freeze. If your meter has frozen in the past, call us and we will insulate the meter correctly.
- * Insulate pipes that are inside the house (under sinks) that are located by outside walls.
- * Find the name of a good plumber and put the phone number in your cell phone contacts for ease of finding in case you do have a leak.



Call 811 at least 48 hours before you dig at any depth, for any reason. Locates are free. Repairs are not.