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NORTH KOOTENAI WATER DISTRICT

P.O. Box 2290 ~ 1841 W. Hayden Avenue ~ Hayden, Idaho 83835
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Visit us at: www.nkwsd.com

Board of Directors:

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District Staff:

Mike Galante, District Manager
Phil Boyd, P.E., District Engineer, Welch Comer Engineers
Mike Ormsby, District Attorney, K&L Gates

Questions? E-mail us at: contactus@nkwsd.com

Board Meetings ~ Meetings are held at our office on the 1st and 3rd Thursday of each month at 12:30 p.m..

Paying Your Bill ~ we now offer several convenient ways to pay your bill. They are:

- ◆ **ACH Processing** ~ never be late again! ACH Processing allows us to debit your checking account for the amount of your monthly bill; payments are deducted on the 1st working day of each month. Forms may be obtained on-line or we can mail you one.
- ◆ **Web Payments** ~ payments can be made by you, at your convenience, by logging onto our website and clicking on 'Pay Your Bill Online'. Out of town and don't have your bill? You **do not** have to have all of the information requested on the 1st screen. As long as you have the Service Address and any other item, i.e., name or account #, we can process your payment!
- ◆ **Credit Cards** ~ credit card (Visa/MasterCard) payments can be taken over the phone or in person.
- ◆ **Drop Box** ~ payments can be dropped in the drop box, located in the island in front of our building, any time.
- ◆ **U.S. Mail** ~ certainly still an option!
- ◆ **Walk-ins** ~ always welcome!

Think Spring! We know it's hard to believe, but, spring *is* just around the corner and we need to remind you of the following items:

Meter Reading ~ Ground conditions permitting (snow mounds), we will try to begin reading meters in all areas, except Twin Lakes, in April. Winter was hard this year, please assist us by clearing the area around your water meter box, i.e.; broken/low hanging tree limbs, overgrown shrubs, clear landscape bark from meter area, etc., so that we can access your meter to read it.

Adjustments ~ As many of you know, when a meter is read for the first time after being estimated all winter, adjustments are required. If we over-estimated your account you will see a credit on your bill for the amount over-billed. If you were under-estimated, your water bill will be higher than normal that month because it will include the consumption from the prior month's that was not billed. You may also see a credit to offset any 'rate' adjustments required.

Digging ~ We know you're anxious to get those spring projects started, but **remember, you must call 811 before digging for any reason, at any depth.**

Locates are free, Repairs are NOT!

811 is a federally mandated phone number created to consolidate all "Call Before you Dig" numbers. Upon receiving your call, One Call notifies all local utility companies of your intent to dig. Please call **at least 48 hours prior** to digging.

