



# North Kootenai Water and Sewer



October 2022

## Happy Halloween!

### *New Billing Program*

North Kootenai Water and Sewer District (District) has acquired a new billing program. Our old program was outdated and was no longer being updated and would eventually not work with computers and printers. If you currently have an online account, that will go away in January. You will need to sign up a new online account at that time. Be sure and watch the November and December newsletters for additional information.

### *Correct Account Numbers*

Please help our office post your payments to your correct account by checking your account number entered on your check. Your correct **account number** should look something like this: 1000000-01.

If you are using a number that is similar to 1841 0000000, please change to your **account number**. The 1841 0000000 is a Billing ID. This number is used when you set up an online account. It is not a number that will get your payment posted to your account. So, for payments use the account number that is similar to 1000000-01. Thank you for your help.

### *Depressurization*

Even well-designed and operated water systems may experience a pressure loss due to unforeseen circumstances such as power loss or water main break. During such periods, there is a potential for the water supply to be contaminated through backflow. We have done our best to minimize this risk through our cross-connection control program. Should pressure loss occur at a District system, we will update the District website at [www.nkwsd.com](http://www.nkwsd.com) with pertinent information regarding the location of the depressurization, steps District licensed operators are taking to restore pressure, results of follow-up sampling to the water supply once water pressure is restored and preventative temporary measures you may choose to take. If you are responsible for providing oversight to multi-family residential or commercial complexes, please post this information in a public location.

### *New IVR Service*

Our new interactive voice response system allows you to now make a payment over the phone. Just dial 833-288-8462 and follow the directions to key in your account number (without the dash). The IVR is tied to your account and will give you the amount that is currently owed. You can pay whatever amount you would like up to \$300. If you are paying over \$300, you will need to make two transactions. You can pay with debit card, credit card, eCheck, etc. The cost for this service is \$1.75 per transaction. You will see the phone number on your statements beginning in January. Until then, it will be in the newsletter.

### *Getting Ready for Cold Weather*

Here are a couple of tips to keep your pipes 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 to find easily in case you do have a leak.

### *Call 811 Before You Dig*

At any depth. For any reason. *Locates are free. Repairs are not.*

### *Snowbirds*

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

### *District Office Hours*

Monday - Thursday,  
6 a.m.-4:30 p.m.  
Phones answered until  
4:20 p.m.

