

# North Kootenai Water and Sewer District



September 2022



**Pictures**—Above left is Jared Felton working on a meter. To the right is water being flushed at a fire hydrant in the Rimrock area. The District flushed the entire system beginning Monday, January 12th and finished January 13th. This was longer than anticipated. We appreciate the patience of our Rimrock customers.



## Office Closed

The office staff will be in training on September 28th and the week of October 10th through the 13th. If you normally pay your bill in the office, make note to come before or after this week. You may, of course, put your payment in the drop box beside the front door at any time.

## Call In Your Payment

Call 833-288-8462 to pay over the phone. Cost is \$1.75 per transaction.

## Water Conservation

For cold drinks, keep a pitcher of water in the refrigerator instead of running the tap. This way every drop goes down you and not the drain.



## 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.

## Call 811 Before You Dig

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

If you need to dig in your lawn to plant a tree, build a fence, make a repair to your sprinklers, or any other reason, know that hitting an electric line, water line, or any utility line can stop service to lots of people, including yourself. The cost of the repair can be significant and you can be held responsible for this cost if you have not called to have those lines located before you begin digging. This could be the least of your worries, however. Hitting a high pressure line or an electric/gas line can be deadly. For yourself and your loved ones, take the time to call 811 at least 72 hours before the start of your project and dig safely.

## DOXO Payment Source

This is to inform our customers that the District has no affiliation with the pay source DOXO. DOXO will show up on a web search if you are searching for the District's website. Please be sure you are on [www.nkwsd.com](http://www.nkwsd.com) when clicking the payment link. If you do pay from the DOXO site, know that it takes two days for us to receive your payment. This time delay is important if your payment will keep your water on or have it turned back on. Also, the fees with DOXO are higher.

To pay from our website, go to [www.nkwsd.com](http://www.nkwsd.com) and click Pay Online/View Account. This will link you to [www.share.dwcorp.com](http://www.share.dwcorp.com) home screen.

## District Office Hours

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

