



North Kootenai Water and Sewer District



December 2022

New Billing Program Update

Update on our new billing program. Our new billing program will go live in March instead of February. If you currently have an online account, you will need to sign up for a new online account in March. Be sure to watch the January newsletter for additional updates.

Water Conservation

Know where your house water shut-off valve is located and make sure that it is working. This will save you hundreds and maybe thousands of gallons of water if there is a leak.

Remove Snow From Fire Hydrants



Please keep snow removed from fire hydrants in your area. This will allow fire fighters to arrive on scene and hookup immediately to begin spraying water on a structure fire. This time saved could also save your home or the home of a neighbor or, even more importantly, a life.

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 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 March. Until then, it will be in the newsletter.

Cold Snaps Tips

These tips will help keep your waterlines from freezing up during those really cold dips in the temperature.

- Open cabinet doors under your sinks to allow heat to the pipes.
- Keep a cold water drip or small stream of water running from your faucets.
- Do not turn your heat thermostat down when you are not home or when you are sleeping. Keep it an even temperature.
- Keep garage doors closed.

Office Hours

Our office hours for walk-in customers are 6 a.m. to 4:30 p.m. Monday through Thursday. You may call anytime during the day or night to pay over the phone through our IVR service by calling 833-288-8462.

Non-Emergency Plumbing Repairs

Please remember to call our office 48 hours before needed non-emergency plumbing repairs. Without 48 hours notice, charges will placed on accounts for water shut-offs.



*The office will be
Closed
Monday, December 26th
for Christmas and
Monday, January 2nd
for New Year's*

Tree Topper

Thank you, Keenan Olenslager, for putting the finishing touch on the tree.