

# North Kootenai Water and Sewer District



February 2023

## ***New Billing Program Update***

Our new billing program will go live in April. If you currently have an online account, you will need to sign up for a new online account after April 15 and before April 30, 2023. Be sure to watch the March 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](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.

## ***Leaks***

We have seen more leaks this month than have been seen in a long time. That cold snap right before Christmas froze several customers pipes. The warming that came in the new year unfroze the pipes that had burst and the leaking began. These leaks can be found sometimes through our meter reading. However, a lot of meters are being estimated through the winter months and not read. In this case, customers need to be alert to the sound of running water, lower than normal water pressure, or one area of your lawn that isn't covered in snow. These things can help you discover if you have a problem.

## ***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 be placed on accounts for water shut-offs.

## ***Automatic ACH Payments Through Your Bank***

If NKWSD is currently pulling from your bank checking account on the 1st of the month, know that we will be moving the date to the 10th of the month. We're sorry for any inconvenience, but this is necessary to receive the payments into our new billing program.

## ***Upcoming Board Meeting Dates***

March 2, 2023 and March 16, 2023

All Board meetings begin at 12:30 p.m. at the District office.

## ***Call 811 Before You Dig***

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