



North Kootenai Water and Sewer District



March 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.

Water Conservation

When turning your water on for the first time in the spring, check your water meter to make sure it stops moving. Movement on your water meter means water is going through the meter and could be a sign of a leak. Check the meter when turning on the water for the house and/or the lawn sprinklers. The meter will move while the water fills the lines but then should stop. If it doesn't, check for leaks.

Welcome Back Snow Birds

Please remember to contact our office at least 48 hours, Monday through Thursday, before you need your water turned on for summer. A charge will be added to your account without this advance notification.

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.

Backflow Prevention

North Kootenai Water and Sewer District, along with the Idaho State Plumbing Code and Idaho Dept. of Environmental Quality, has policies in place to prevent water from backflowing from lawns or other hazards into the drinking water. Backflow of water can happen when the waterlines depressurize due to a leak or waterline maintenance. If you have an inground sprinkler system for your lawn, an in-home sprinkler system for fire suppression, or a pressure booster, you are required to have a backflow device on these systems. These devices are tested annually by a certified backflow tester. The District requires the tests be done in the spring when sprinkler systems are turned on for the summer.

The District has signed on with a new backflow testing system, Syncta. Last year our backflow testers requested we change to this system. The tester will be entering your test into this new system. Your only tasks are to call a tester and get scheduled and pay the tester for his work. Don't delay on getting scheduled. Tester's schedules fill-up fast.

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.

World Water Day

World Water Day is held on March 22nd of each year. It is observed by the United Nations to recognize the importance of fresh water. This year's theme is *Be The Change*. It's an encouragement for people to change the way they use and manage water. If you are interested in how you can help, go to www.unwater.org/news/world-water-day-2023-be-change.

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 have moved 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.

Field Techs on Scooters

Our field techs ride scooters in the summer to pick up reads from the water meters. They will be wearing a hazard vest and a helmet. Please watch for them on the roadway.

Call 811 Before You Dig

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