

North Kootenai Water and Sewer District



September 2023

Reading a Water Meter

Pictured to the right is a register from a water meter. If you checked your water meter, you would find a register like this or similar to this on the top of the meter. As water pushes through the meter the numbers on top move like the odometer in your car. Water through the meter also causes two other dials to move. One dial looks like a second hand on a clock. The other looks like a triangle. The triangle is a slow movement indicator. Slow movement indicators can also be a circle with rough edges like a dime. If there is no water being used in or outside your home, the three dials on the register should not move. If they do move when all water is turned off, you have a leak. It could be in a toilet or dripping faucet or it could be something more serious like a leak in the underground pipes that bring water into your house.



It's much harder to determine if you have a leak in the winter. Taking a look at your meter in the fall and making necessary repairs now may keep you from having a leak repair in the middle of winter and keep your water bill at a normal rate.

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. Please take the time to call 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 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.

District Office Hours

Monday - Thursday, 6 a.m.-4:30 p.m.
Phones answered until 4:15 p.m.



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 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.

