

North Kootenai Water and Sewer District



December 2023

Merry Christmas!

Water Conservation

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

Office Hours

Our office is open from 6 a.m. to 4:30 p.m. Monday through Thursday. Phones are answered by office staff from 6 a.m. to 4:15 p.m. Phones are turned over to after-hours emergency service at 4:15 p.m.

Water Conservation

Shorten your shower by a minute or two and you could save 150 gallons of water per month.

Remove Snow from Fire Hydrants

Please keep snow removed from your neighborhood fire hydrants. This can save precious time to the fire department during a fire emergency. This extra time can save lives and property.



*We will be closed
December 25th
for the Christmas Holiday and
January 1st
for New Year's Day*

*Wishing you a happy and safe
holiday season!*

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.
- Insulate any water pipes that are exposed to freezing temperatures.
- Please DO NOT insulate your meterbox with house insulation. House insulation gets wet and freezes which causes the meter to freeze and break. This will leave you without water until the meter can be replaced and will cause a large water leak.

Some Auto Pay Issues

Those customers using our online payment portal to set-up auto pay know that there have been many issues. We appreciate your patience while we look for ways to resolve this issue. In the meantime, you may want to stop the online auto pay and just make a monthly payment through the portal which is working correctly.

Another option would be to fill-out an ACH form to have an auto pay set-up through our office. This auto-pay has never failed. It is also a free option. The form is available on our website at www.nkwsd.com. Contact the office if you need further information.

Depressurization Events

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.