

North Kootenai Water and Sewer District



January 2024

Happy New Year!

No Staples, Please

Please do not staple your check to your payment stub. If the payment stub is included with a check, we can identify and post your payment correctly. Checks and payment stubs are run through a scanner so we have to remove staples before scanning. Any staples, or tears in the paper can cause issues in the scanner. Thank you!

Keep Fire Hydrants Clear

Please remember to clear snow from fire hydrants in your area. If fire hydrants are covered in snow, fire fighters have to dig them out before they can hookup up their hoses. These valuable minutes would be better served saving a home or a life in your neighborhood.

Autopay Notice

At this time we have not received confirmation that the website autopay is functioning. If you have autopay setup through the website you will need to verify your January payment has processed.

NOTE: This does not apply to customers who have ACH withdrawals setup by our office. (ACH form with voided check).

Upper Management is actively seeking a resolution. Thank you for your patience as we work through this.

Call 811 Before You Dig
for Any Reason
Phone Calls are Free.
Repairs are Not!

Accurate Account Numbers on Payments

Make sure your account number on your payment is accurate. This assures your money is posted to your account and not someone else's. Your account number is on the upper right portion of your bill. It begins with 10 and is a total of nine digits long.

Mail Delivery Times: We are noticing longer than usual mailing times. If your payments are arriving after the due date, a couple options available to you that ensure on-time payments are:

- Toll free payments by phone at 833-288-8462.
- One time payments on the website <https://nkwsd.com> — look for "Pay Online / View Account" in the upper right corner of the web page.
- ACH autopay withdrawn from your checking account on the 10th of the month. The form for ACH is located on our website under the "New Customers" drop down.
- After hours drop box located next to the entrance door at 13649 N Meyer Rd.

Water Conservation

Install an instant water heater near your kitchen sink so you don't have to run water while it heats up. This also reduces energy costs.

Cold Snaps

Below are some suggestions for keeping water pipes from freezing. If you have never had problems with pipes freezing, you should be fine to continue with your current procedures.

- 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.

What to do if your pipes freeze

- Thaw slowly to prevent pipes from bursting
- Never use open flame
- Use something like a hair dryer or heating pad
- Shut off water while thawing in case there are holes or cracks in your pipes due to freezing.