



North Kootenai Water and Sewer District

Phone (208) 687-6593 - Fax (208) 687-6597

Visit us at: www.nkwsd.com

NKWSO Office Hours Mon—Thurs 6 am to 4:30 pm (Phones are forwarded to answer service at 4:15)

April 2024

Backflow Testing

Your annual backflow test is due in the District office by 6/30/2024. Contact a tester now to get on their schedule. Please watch future Newsletters and emails / letters for updates. Your backflow tester will submit your results directly to us.

Note: Backflow testing only applies to those customers with underground sprinkler systems, certain swimming pools, spas, fire sprinkler systems, etc.

Conservation Rebates and Summer Conservation Challenge

Did you know the District offers conservation rebates in the form of a water bill credit to customers? To learn more please view our website www.nkwsd.com and navigate to Existing Customers, Consumer Information, Conservation Info. In addition, we are launching a conservation challenge in May, District customers signing up for the challenge will receive a gift of appreciation! To learn more please email Suzanne at suzannes@nkwsd.com

Scheduled Board Meetings

Board meetings take place the first and third Thursday of each month at the District office beginning at 12:30 p.m. and are open to the public. (Unless they fall on a holiday or are canceled). For more information, agenda's and minutes, please visit the website at www.nkwsd.com



Know what's below.

Call before you dig. Locates Are Free.

Remember, you must call 811 before digging for any reason, at any depth, at least 48 hours prior to digging.

AUTOPAY AND ONE-TIME PAYMENT ANNOUNCEMENT!

District staff are pleased to inform you we are launching a new payment system! Thank you for your patience while we integrated this secure and reliable payment option. Beginning on April 18th, you can set up your one-time or autopayment schedule by choosing the **Pay Online/View Account** button available on our website at www.nkwsd.com. Tutorials are available on the webpage to guide you through the account setup process. The following payment options are accepted:



Important – Please Note - To sign up for the new system, you MUST access the site through the District's homepage at www.nkwsd.com.

ACH Customers – For District customers who previously completed an ACH application with a voided check, there is no need to sign up for autopay.

To Pay by Phone Dial—877-391-1049.

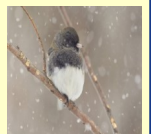
The 2023 Consumer Confidence Reports will not be mailed and are available on the District website at: <https://nkwsd.com/consumer-information/consumer-confidence-reports/> Please call our office at 208-687-6593 or email us at contactus@nkwsd.com if you would like to receive a mailed copy

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.

ATTENTION SNOW BIRDS

We need at least two working days notice to have your water turned back on for the summer. Contact the office at 208-687-6593.



For same day service there is a \$100 service charge fee.