



# North Kootenai Water and Sewer District



March 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 in the mail for updates.

Backflow testing only applies to those customers with underground sprinkler systems, certain swimming pools, spas, fire sprinkler systems, etc. Your tester will submit your test results to us.

### ***Returning Snowbirds***

If you are a snowbird and want your water turned back on, please contact the office at 208-687-6593 two working days before you would like your water turned on. For same day service there is a \$100 service charge fee.

### ***Water Conservation***

Leaks in lawn sprinklers are sometimes very hard to find. Watch for very green grass spots, soft or mushy ground, and/or water run-off. Call our office for info on our underground leak relief policy.

Also, please check the website for more information regarding water conservation tips in your home, yard and landscaping. There is also information regarding rebate eligibility requirements and a link to the Rebate Credit Form.

### ***Call Before You Dig***

You must call 811 for utility locates before you dig for any reason. This is a free service. Hitting a utility line that is not located could cost you thousands of dollars and could endanger your life.

### ***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.



### ***Account Numbers & Billing ID Numbers***

Those customers that pay their bill using their bank bill pay, please use the correct number from your statement when setting up a payment. The account number always starts with a 10..... And is 9 numeric digits in a row without dashes. Some customers are using old account numbers with dashes or Billing ID numbers from the old billing software. Going forward payments will be processed at a central processing center and if account numbers are incorrect the payments will reject. When mailing payments, please submit your payment coupon with your check. This will help insure your payment is credited to the correct account. If you have any questions, please call our office and we will be happy to help you.

### ***Scheduled Board Meetings***

Board meetings take place on the first and third Thursday of each month unless such day lands on a holiday or the meeting is canceled. They are held at the District office beginning at 12:30 p.m. and are open to the public. For more information, agenda's and minutes, please visit the website at [www.nkwsd.com](http://www.nkwsd.com)

### ***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](http://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.

### ***District Office Hours***

Monday - Thursday, 6 a.m. - 4:30 p.m.  
Phones answered until 4:15 p.m.  
For after hours emergencies call 208-687-6593 and our answering service will contact our on-call staff.