



North Kootenai Water and Sewer District



May 2024

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.

Conservation Rebates and Summer Conservation Challenge

The District offers conservation rebate credits. To learn more please visit www.nkwsd.com Go to Existing Customers, Consumer Information, Conservation Info. Sign up for the challenge and receive a gift of appreciation! For questions, please email Suzanne at: suzannes@nkwsd.com

Backflow Test Reports

Reminder—backflow tests are due by June 30th. Your tester will submit your test to our office. It is not necessary for customers to send it to us.

We Will Be Closed

on

Monday, May 27th

In honor of Memorial Day.

Call 811 Before You Dig

At any depth. For any reason.
Locates are free. Repairs are not.

Our new online payment system is now live!

Please select the PAY ONLINE/ VIEW ACCOUNT button in the upper right corner of our website at www.nkwsd.com to sign up for auto payments or to make a one-time payment. You will need to register as a new customer. Your old sign-in information will not work. Please delete any bookmarks or favorites from the previous payment source.

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.

There is a 2.95% per transaction fee with a minimum of \$1.25 per transaction

To Pay by Phone Dial—877-391-1049. \$0.95 per transaction

Pictured right, our newest staff member Cody (front) with Keenan turning on our Customers water at Twin Lakes for the summer. Below is Dustin and Jack.



District Office Hours

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