



North Kootenai Water and Sewer District



March 2025

Water Conservation

Catch Spring rain in a rain barrel. Use the water to wash your car, water plants, or clean your outside property. Make sure to cover the rain barrel when it is not raining to prevent mosquitos.

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.

Returning Snowbirds

Returning snowbirds, please, contact the office two work days before you want your water turned on. Without the 48-hour notice, you could be charged a \$100 service fee.

Go Green!



Go to nkwsd.com to sign up for and view Paperless Statements

Office Hours:

**Monday through Thursday
6 a.m. to 4:30 p.m.
Phones are answered until
4:15 p.m.**

Backflow Testing

It is time for the annual testing of your backflow device(s). This is a device that is installed on underground sprinkler systems, swimming pools, saunas, automatic-fill water features, certain commercial sites, etc.

Backflow devices stop water from flowing backwards from your lawn, pool, spa, etc., into your drinking water. This can happen when the water system is down due to things like repairs and loss of power. Without a backflow device or if your device isn't working properly, substances on your lawn like fertilizer and animal feces can get into your drinking water.

The State of Idaho and North Kootenai Water District require your backflow device be tested each spring. Cold winter weather can cause these devices to freeze and break. The Spring annual test assures your device(s) is/are working properly when your sprinklers or pools are turned on for the year.

Our deadline to receive "passed" tests is June 30, 2025. Please call your tester now to get scheduled. Your tester should send us a copy of the test. Make sure he/she gives you a copy, as well.

This notice is not for all our customers. It pertains to those with underground sprinkler systems and other devices that use chemicals that could backflow into the drinking water.

Automatic Payment Options

No more checks to write and mail with auto pay. No more late notices. No more additional fees. Here are your auto-pay options:

1. Online Account Recurring Payment - If you have opened an online account through our website, you can choose a recurring payment option. You can use a debit, credit card for this payment. You will be charged 2.95% of your total bill or \$1.25 minimum, or you can choose to pay with eCheck, that service fee to you \$1.25 for each transaction.
2. Online Banking - Most banks offer online banking services. You go into your bank's website to set this up. If your bank sends us a check. It can take eight to ten days for us to receive payment. So plan ahead to get your payment here by the 15th. Also, the payment amount sent each month won't match the billed amount unless you change it, making this less automatic.

For your information, we **do not** accept credit card payments over the phone. You must go to our website to make these payments, or you may call IVR Payment # 877-391-1049. You will need your account number.

Please make sure to include your payment stub when mailing check payments to our lockbox payment process location listed on the return envelope.

Call 811 Before You Dig

Call 811 for utility line locates before you dig for any reason at any depth.

Locates are free. Repairs are not.