



# North Kootenai Water and Sewer District



Happy Fall!!

September 2025

## *Office Hours*

Monday through Thursday  
6:00 a.m. to 4:30 p.m.  
Closed on Fridays and Major Holidays

## *Update Your Contact Information*

Please let us know if you have a new phone number, email or mailing address. It is important especially in case of a water emergency that we have your current contact information! You can email it to:

[contactus@nkwsd.com](mailto:contactus@nkwsd.com)

## *Board Meeting Dates*

Upcoming Board Meeting dates are:

**Thursday, October 16th**  
**Thursday, November 6th**

The October 2nd meeting has been canceled. Meetings are held at the District office beginning at 12:30 p.m.

## *Ways To Pay Your Water Bill*

- ♦ By Phone: 877-391-1049  
(Have your account number ready)
- ♦ On-line at <https://nkwsd.com>  
(Select "Pay Online/View Account")  
You can pay as a guest or register.  
You can find your account using your account number *or* your last name.
- ♦ Mail or drop off payment.  
We have an after hours drop box next to the entrance door.

## *Snowbirds*

If you are leaving for the winter and want your water meter shut-off, call the office to schedule. Remember that in the spring, when you return, we need 48 hours notice to have the meter turned back on. Have a wonderful fall and winter!

## *Water Conservation*

Plant new plants, shrubs, trees and grasses in the fall when the conditions are cooler and rainfall is more plentiful. Choose species that require less water and next summer you will reap the benefits with lower water bills.

## *Twin Lakes Turn-off*

We will soon be turning the water off at Twin Lakes for those customers who just receive summer water. Hopefully, we will not need to do this until mid-October, but this is weather related. If freezing conditions begin to occur, we will shut off early. This will only effect those customers at Twin Lakes who only have summer water service.

## *Getting Ready for Cold Weather*

The first official day of Fall is Monday, September 22nd. Autumn is a great time to get your house ready for winter while there are still some warm days. If you have any water pipes that will be exposed to freezing conditions, make sure they are properly insulated. Water pipes that have frozen and burst have cost our customers hundreds of dollars and sometimes more, even after relief from our leak policy. Take the time this fall to protect yourself from this very expensive and damaging occurrence by insulating your exposed water pipes.

## *World Water Monitoring Day*

World Water Monitoring Day was on September 18th. Also, The American Water Works Association has set Sept. 28 through Oct. 4th for Source Water Protection Week. These events are meant to educate people on the importance of water quality and conservation. Drought concerns in the area make conservation more important than ever. Read our newsletter each month for water conservation tips and do your part to keep our water safe.

## *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 <https://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.



Call 811 at least 48 hours before you dig at any depth, for any reason. Locates are free. Repairs are not.