



January 2026

## *North Kootenai Water District wishes you a Happy New Year!*

### Winter is here!

Frozen pipes leave you and your family without water in the worst weather. These tips can help protect your home and pipes, giving you and your family peace of mind during these winter months.

- **Check all outside water taps.** Make sure everything is drained and turned off.
- **Unthawing.** You can melt frozen water in the pipes by applying heat around the pipe. Avoid using open flames or kerosene heaters.
- **Heat support.** Open up cabinets if you have pipes inside to allow some heat to flow to those areas to adjust them to room temperature.
- **Locate your freezing points.** Check your home for pipes in areas that might be prone to freezing
- **Protect your pipes.** Insulate exposed pipes to keep them from freezing but never use house insulation. This will get wet and cause the pipes to freeze.
- **Shut off water.** Before you attempt to thaw out any frozen pipes, turn off the main source of water.
- **Constant flow.** Keep water running. Allow a small portion of water to flow through the pipes to prevent freezing.

Tips and information found at <http://www.greenvillewater.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 <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.

### Website Features

In case you haven't accessed the website, you can find important announcements and updates, meeting minutes, consumer confidence reports, current and future projects, newsletters, information regarding conservation tips and rebates, a link to find a water purveyor for a specific location, and a link to contact us. You can find this and more at <https://nkwsd.com>

### Uncover Fire Hydrants

Please remove the snow from your neighborhood fire hydrants. This allows the fire department to hookup their hoses and begin putting out fires immediately upon arrival. These extra minutes can save lives and property.

### Payment Options

- ◆ By Phone: 877-391-1049 (Have your account number ready)
- ◆ On-line at <https://nkwsd.com> (Select "Pay Online/View Account")
- ◆ By Mail: Using your correct account number or statement coupon, mail payments to North Kootenai Water District, PO Box 60566, City of Industry, CA 91716-0566
- ◆ Drop off: A drop box is available by the front entrance for after hours.

### Water Conservation

Grab a wrench and fix that leaky faucet. It is simple, inexpensive and you can save 140 gallons of water per week!

Remember, even the smallest leak can add up to a lot of water over the course of a month.