

Monthly Manager

An additional electronic payment option is available for customers who would otherwise receive their bills quarterly.

Monthly Manager allows customers to sign up to make monthly auto payments which may be a preferable budgeting option for some.

How Does Monthly Manager Work?

Monthly Manager allows you to spread your payments out evenly over the course of the year, in equal payments based upon your previous year's water usage.

You must have received a bill for the applicable address for at least a year to participate.

SPRWS will calculate your total payments over the previous 11 months and use this to set up your payments over the next 11 months.

For Example:

If a customer paid a total of \$550.00 over the past 11 months in quarterly payments, they will be set up to make monthly payments of $\$550.00/11 \text{ months} = \$50.00/\text{month}$ for the next 11 months.

Why Only Over 11 Months?

Once a year a re-balancing occurs where we recalculate your monthly payment based on actual water use. If you have overpaid or have a balance due, the credit or balance due will be incorporated into the recalculated rate of payment over the next 11 months.

Once signed up, the same amount will be deducted from your account each month on the day you select. Selected date should be the 1st – 28th of the month, as not all months have more than 28 days.



FREQUENTLY ASKED QUESTIONS

Are there charges for these auto pay services?

No. There is no charge and you enjoy the additional postage savings.

What if I change financial institutions?

Fill out a new authorization form, sign it, and return it to SPRWS.

Can I stop automatic payments?

Yes. You can stop automatic bill payments anytime you wish. Simply let us know in writing.

What if I have questions?

Our customer service team can be reached by phone or email:
651-266-6350
waterinquiries@stpaul.gov



Sign up for
**Automatic
Electronic Payments**

Save Money! Save Time!

Have your water bill automatically deducted from your checking or savings account!

1900 Rice Street
Saint Paul, MN 55113
(651) 266-6350
waterinquiries@stpaul.gov




Automatic Electronic Payment (Auto Pay)

Auto Pay is available to our customers who receive either monthly or quarterly bills. This option can help customers save time and money by having bills automatically deducted from checking or savings accounts. Many customers enjoy the convenience of not needing to remember to pay their bill, write and mail checks or swing by SPRWS to make payments.

You must be up-to-date on payments and have a zero balance on the account to enroll in automatic bill payment options.

Auto Pay Selection & Authorization

To enroll in an automatic payment plan, please fill out and return the form to the right. 

Step 1: Identify the account you'd like to enroll in Automatic Electronic Payment.

Step 2: Choose either standard Auto Pay or Monthly Manager.

Step 3: Complete banking information for the account from which you would like the payments withdrawn.

Completed forms must be returned to SPRWS by email or mail:

waterinquiries@stpaul.gov

SPRWS Customer Service
1900 Rice Street
Saint Paul, MN 55113

Step 1

Please identify the SPRWS account you'd like to enroll:

Name

Account No.

Customer No.

Service Address (where services are provided)

City, State, Zip Code

Phone Number

Step 2

Please select one of the following options for automatic electronic bill payments:

Standard Auto Pay

Monthly Manager

Please deduct my payment on the ____ day of each month. (Must be between 1-28)

To qualify for Monthly Manager, you must have received a bill for your address for at least a year.

Please choose a day to have your account debited every month. **If left blank, you will be enrolled for the 15th of each month.**

Step 3

Please provide financial institution information:

Account Type: Checking

Savings

Account Holder Name (please print)

Name of Financial Institution

Financial Institution Routing Number
(First nine digits along the bottom of the check)


Checking or Savings Account Number

X

Signature

Date

By signing the form, I am authorizing Saint Paul Regional Water Services to instruct my financial institution to make payments to SPRWS from the account listed. I understand that I can control my payments and if, at any time, I decide to discontinue this payment service, I will notify Saint Paul Regional Water Services in writing.

Jane Doe XXXX xxxx, MN 12345	DATE _____	1025
PAY TO THE ORDER OF _____ \$ _____	DOLLARS 	
:0000000000: :0000000000: 1025		

Routing No.

Account No.