



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Fall 2015

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**How to Read Your
Water Meter**

**Keep Your Pipes
From Freezing
This Winter**

**To Serve You
Better**

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SPRWS receives Presidents Award

McCarrons treatment plant recognized for filter performance

Saint Paul Regional Water Services (SPRWS), McCarrons water treatment plant, received the Presidents Award from the Partnership for Safe Water recognizing the treatment plant's ability to achieve and maintain the highest possible levels of filter performance.

SPRWS was presented the award at the American Water Works Association's Annual Conference & Exposition (AWWA-ACE15) in Anaheim, California, in June.

The award reflects SPRWS' outstanding commitment to delivering superior quality drinking water to their customers. Those utilities that subscribe to the Partnership



Steve Schneider, general manager (center), receives the Presidents Award for Safe Water from the Partnership for Safe Water from the American Water Works Association's president-elect Gene Koontz (left) and Becki Clark, deputy director of the USEPA Office of Groundwater and Drinking Water (right) at the AWWA's annual conference and exposition in Anaheim, California, in June.

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Water service base fee to increase by \$1 No other rate changes proposed for 2016

The Board of Water Commissioners held a public hearing on a proposed budget that includes an increase in the water service base fee for 2016. No other water rate changes were proposed at the September 8 public hearing.

After the public hearing with the Board of Water Commissioners, the city council in Saint Paul will also review and vote on the proposed budget in their meetings this fall and winter.

The water service base fee is based upon the size of the water meter in the property. Most residents have a water meter three-fourths of an inch or less

in size. The base fee for this meter size will increase from \$4 per month to \$5 per month under the proposed budget.

The change will increase the annual water service base fee from \$48 a year to \$60 for a typical customer, or an increase of \$12 per year.

This will bring the typical water bill to \$321.76 for 2016, up from \$309.76 in 2015, if passed by the city council.

This increase of 3.87 percent will allow continued funding for operational and maintenance costs, capital improvements, and debt service.

Our mission is to provide reliable, quality water and services at a reasonable cost.

To Serve You Better

To talk to a Customer Service Representative call Customer Service at (651) 266-6350 and press "0" between 7:30 a.m. and 4:30 p.m., Monday - Friday.

Bills may be paid in the following ways:

Credit Card

We accept *Visa, MasterCard, Discover, and American Express* credit/debit cards. To make a credit card payment, or to get information on your account status 24/7, call (651) 266-6350 or go online to: <https://billpay.saintpaulwater.com>. Or pay in person at McCarrons Center, 8:00 a.m. to 4:30 p.m., 1900 Rice St., Maplewood, 55113.

Money Order or Check

In person, by return mail with your bill stub, or in our drop box.

The drop box is located in the visitor parking area at 1900 Rice Street; available 24 hours a day.

Cash

In person only, at McCarrons Center, 8:00 a.m. to 4:30 p.m.

Direct Payment Plan

Have your payment deducted electronically from your checking or savings account. You'll still receive a statement; it will indicate which date the payment will be deducted from your account.

How to read your meter

Your water meter is located inside your home, generally about one foot off of the floor in your basement. It could also be in a crawl space, pit in the floor, or utility room.

The face of the meter is about three inches in diameter. It has an LED box for displaying numbers.

You will need to activate the LED by shining a flashlight. Read all nine numbers from left to right.

A video on how to read your water meter to check for toilet leaks can be found on our home page at www.stpaul.gov/water.

McCarrons water treatment plant receives award for filtration excellence

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for Safe Water are dedicated to providing high-quality water to customers beyond the regulatory requirements. SPRWS has participated in the program for more than 17 years.

"Reaching Presidents Award status is a very significant achievement in our ongoing work to meet stringent performance goals," said Steve Schneider, general manager. "Improving the quality of our water is a goal we will always try to meet and exceed. The Presidents Award is an important milestone as we seek to continuously improve and ultimately satisfy the requirements for the Excellence in Water Treatment award."

SPRWS is the first treatment plant in Minnesota to receive the award and one of 31 facilities across the country to be recognized

with the award to date.

SPRWS received the 15-Year Directors Award in 2013, being recognized for 15 years of maintaining Directors Award status for the McCarrons treatment plant. Only a dozen other utilities in the country had achieved that goal when the award was received.

The Partnership for Safe Water is a national volunteer initiative developed by Environmental Protection Agency and other water organizations representing water suppliers striving to provide their communities with drinking water quality that surpasses the required federal standards. The program includes more than 200 water utilities, collectively serving more than 85 million people. This represents 60 percent of the U.S. population served by surface water systems.

Keep pipes from freezing this winter

Keep the water pipes and meters in your home from freezing this winter.

Water meters sit several inches off of the floor in the basement of most homes. They can also be found in pits in the basement.

- Keep the basement warm enough to keep pipes from freezing.
- To keep the floor warmer, circulate air in the basement.
- Insulate water pipes.
- Insulate windows and seal cracks in the basement walls to keep cold air out.
- If your water meter and the surrounding pipes are in a

room or are closed off behind a wall, keep that area open to prevent the pipes and water meter from freezing.

Remember, the pipes surrounding the meter belongs to the property owner and the water meter belongs to SPRWS. Property owners are responsible for replacing a damaged water meter.

Do not attempt to repair a frozen water meter. Call us.

If you suspect damaged or frozen water pipes or water meter, call the SPRWS 24-hour dispatch office at 651-266-6868.

Check your account anytime at <https://billpay.saintpaulwater.com>.