



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Winter 2022

Significant Investment in Treatment Plant Improvements Reflected in 2022 Water Rates

In the 2022 budget, the Board of Water Commissioners included \$25 million for the McCarrons Water Treatment Plant Improvement Project.

The budget and the resulting rate changes are **now in effect for 2022**. With these changes tap water will continue to cost *less than a penny* per gallon in 2022.

On average St. Paul residential water use is 17 units (748 gallons / unit) of water per single-family household each quarter. The water

utility is responsible for these charges related to water: water service base fees, water consumption rates, and water main replacement charges.

A safe water drinking fee is also collected on behalf of the state. In 2022, that fee is \$9.72 per year, which will be pro-rated on your water bill at \$2.43 per quarter or \$0.81 per month. In St. Paul, a right-of-way recovery fee will also be charged.

Cities Charge Additional Fees

In addition, the water utility adds line item charges for additional city services on behalf of each city we serve. Those charges are set by the city in which you live and are approved by your city council. Depending on where you live, your bill could include charges for sanitary sewer, storm sewer, street lighting, recycling, water/hydrant,

Water Volume Rates Per Billing Unit

| Cities | Summer | Winter |
|---------------------------------|--------|--------|
| Saint Paul | \$3.43 | \$3.33 |
| Falcon Heights | | |
| Lauderdale | | |
| Maplewood | | |
| Mendota Heights | | |
| West Saint Paul | | |
| All other cities (20 % more) | \$4.12 | \$4.00 |

and/or water usage surcharges.

These municipal charges will affect the overall total you see on your bill.

If you have questions about the charges for municipal services provided by the city in which you live, please contact them directly at the number on the back of your bill.

If you have questions about your water charges, please call SPRWS customer service at 651-266-6350.

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SPRWS TO UPGRADE WATER TREATMENT PLANT

Over the next several years, SPRWS will invest heavily in the infrastructure that produces water for our customers. Plans call for about two-thirds of the treatment facility to be replaced with more modern technologies.

Jacob's Engineering has been hired to perform design and construction of the project.

Construction work likely will begin in late 2022 and is expected to be completed in 2025.



"These improvements will increase the reliability of the facility for coming generations." - Patrick Shea, general manager.

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

TO TALK TO A CUSTOMER SERVICE REPRESENTATIVE:

Call 651-266-6350 and press "0" between 7:30am and 4:30pm, Monday-Friday

HOW TO PAY YOUR BILL:

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: billpay.saintpaulwater.com. Or pay in person at McCarrons Center, 8:00 a.m. to 4:30 p.m., 1900 Rice St., Maplewood.

MONEY ORDER -OR- CHECK

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

A drop box is located in the visitor parking area for drive up access. Another drop box is located under the canopy at the entrance to the water utility. Both 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 automatically 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.

Winter Cold Contributes to Appearance of Cloudy Water

In the winter months, a milky or cloudy appearance to the water coming from the tap may appear. This is caused by air bubbles trapped in the water. The air bubbles are harmless and will rise to the surface and disappear after a few minutes.

This occurs more often in the winter due to the colder temperatures. Cold water can trap and hold larger amounts of dissolved oxygen than warm water. Most of our water comes from the Mississippi River, which then travels through a chain of lakes before arriving at our plant. This surface water is much colder in the winter months. Not only is the water cold coming into our treatment plant, but the pipes that deliver the water to your home from the plant are cold as well.

In addition, water in the pipe

is under pressure. The air in the water can't get out while it is still in the pipes. Once it comes out of your faucet, it is no longer pressurized and the air begins to escape. As the air escapes and the bubbles rise to the surface, it looks cloudy. Sometimes there are enough bubbles that it looks like there is debris or small particles swirling around your glass. As the air dissipates, the water clears from the bottom of the glass to the top. Trapping air is a natural phenomenon associated with cold water, and it does not affect water quality.

If you have questions or concerns, you can always call our office at 651-266-6350.



PROTECT YOUR WATER PIPES & METERS FROM FREEZING!



Every winter hundreds of water meters and pipes freeze in area homes. Water meters, which typically sit several inches off the floor in the basements of most homes, can freeze in unheated spaces. **Helpful Tips:**

- Keep areas where pipes are located warm enough to avoid freezing.
- Keep pipes, valves, and the water meter from touching cold concrete walls.
- Wrap pipes to add insulation.

If you suspect damaged or frozen water pipes/meter, call the SPRWS 24-hour dispatch office at 651-266-6874.

Check your account anytime at:
billpay.saintpaulwater.com



KEEP IN TOUCH!

Text messages, phone calls, and emails are easy ways to keep in touch when an event occurs.

Is your email address with us up to date? Is your phone number current?

All accounts are attached to the physical address of the property receiving water. Recent surveys have shown that a majority of customers would rather be texted, called, or emailed information than have it mailed to their address.

Please update your records at billpay.saintpaulwater.com to reflect your current phone and email address, or email us at waterinquiries@stpaul.gov.