



# Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Spring 2022

## McCarrons Water Treatment Plant Improvement Project Begins this Spring

The utility is preparing to begin construction on major improvements to the McCarrons Water Treatment Plant. The existing facility continues to produce excellent water quality. And, at nearly 100-years old, the reliability of the facility will be increased by these improvements.

### Affected Areas

All the pre-filtration portions of the treatment process will be replaced. This includes the processes responsible for removing water hardness, increasing

the clarity of the water, adjusting the pH to an appropriate range, and removing many contaminants. Most of the technologies included in the scope of the project are modern, efficient variations of the same technologies and processes that have been used to successfully treat drinking water at SPRWS for decades.

### Ozonation to be Added

Ozonation is a new technology that will add to the treatment process. It is used at many water treatment facilities around the world.

Its benefits include reducing the likelihood of unpleasant taste and odor in the water and removing contaminants of emerging concern. These are water pollutants that are not known to cause negative health impacts and that are still being studied.

### Demo Areas and Future Improvements

The project scope includes a significant amount of demolition work to remove older, obsolete infrastructure.

The facility will be set up to accommodate an additional 1 megawatt of solar panel installation. These current and additional panels can be seen in the artist's rendering below.

### Costs

Design and construction of the new facility is expected to cost approximately \$220M. Thanks to SPRWS's excellent fiscal management and a favorable economic environment for investment, the improvements can be completed in a way that will provide customers with tremendous value.

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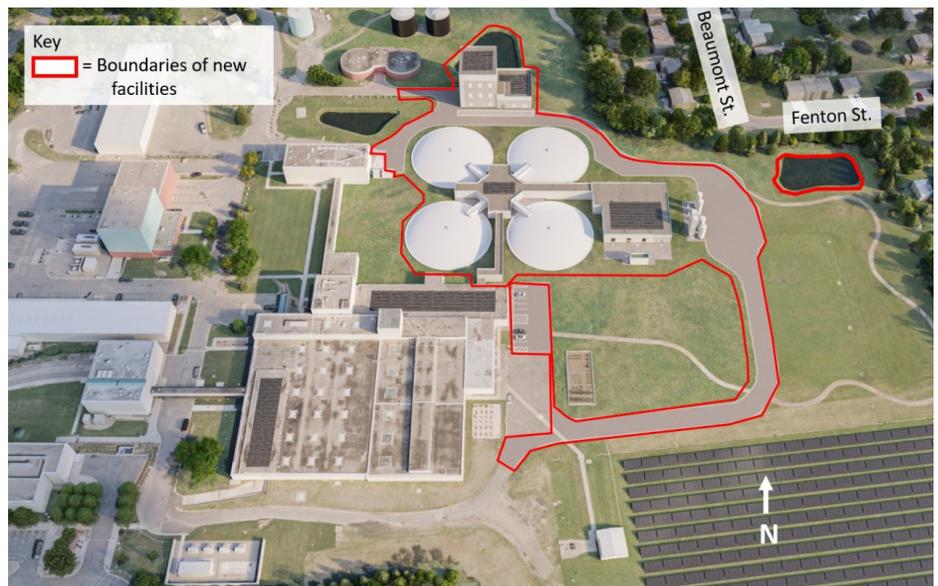
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Customer Service Connections is published by the Board of Water Commissioners, 1900 Rice Street, Saint Paul, MN 55113-6810  
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***Our mission is to provide reliable, quality water and services at a reasonable cost.***

## TO TALK TO A CUSTOMER SERVICE REPRESENTATIVE:

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

## 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](http://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.



## Water Quality Report Available

The annual water quality report that lets our customers know what is in their water, where it comes from, and how they can participate in decisions that affect the water utility, is now available.

"We take great pride in the quality water we provide to our 450,000 customers in Saint Paul and the surrounding area. This report should instill a sense of confidence in the drinking water we supply," said James Bode, Production Manager.

SPRWS consistently meets all United States Environmental Protection Agency and Minnesota Department of Health regulations governing drinking water.

The EPA requires that water suppliers provide consumers with an annual report detailing all substances detected in the water in the prior year.

The report contains information about the sources of SPRWS water, as well as methods of water treatment and distribution. It also

provides detailed information about contaminants and other substances found in the treated water through regular testing done by SPRWS and the Minnesota Department of Health.

The drinking water covered in this report is provided by SPRWS to its customers in Saint Paul, Falcon Heights, Lauderdale, Lilydale, Maplewood, Mendota, Mendota Heights, and West St. Paul.

The report is available at [www.stpaul.gov/waterquality](http://www.stpaul.gov/waterquality).

For a paper copy of the report call 651-266-6350 or email [waterinquiries@stpaul.gov](mailto:waterinquiries@stpaul.gov).

Copies of the report are also available at our service counter at 1900 Rice Street during regular business hours, Monday – Friday.

## PUBLIC HEARING ON 2023 BUDGET & WATER RATES

### Tuesday, September 6, 2022, at 5 p.m.

SPRWS, 1900 Rice Street, Saint Paul, MN 55113

This discussion on rates and water fees as they relate to the overall budget will be followed by the regular Board of Water Commissioners meeting, in which the board may vote on the 2023 budget, including the rates and fees proposed for 2023.

## 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](http://billpay.saintpaulwater.com) to reflect your current phone and email address, or email us at [waterinquiries@stpaul.gov](mailto:waterinquiries@stpaul.gov).

Check your account anytime at:  
[billpay.saintpaulwater.com](http://billpay.saintpaulwater.com)

