



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Summer 2022

SPRWS Breaks Ground on McCarrons Water Treatment Plant Improvement Project

Saint Paul Regional Water Services celebrated a groundbreaking ceremony at the site of the McCarrons Water Treatment Plant, where improvements to ensure long-term drinking water quality and reliability are now officially under construction.

Jacobs is delivering the \$250 million capital improvement project under a progressive design-build contract with construction partners PCL Construction and Magney Construction.

Brown and Caldwell along with Stantec are serving as owner's advisors. The improvements consist of new facilities for lime softening, recarbonation and ozonation, which will increase reliability while improving water quality, solids handling and process efficiency.

"For more than a century, the McCarrons Water Treatment Plant has served the St. Paul area well, producing safe, high-quality drinking water," said SPRWS General Manager Patrick Shea.

SPRWS opted to proactively undertake improvements at the 100-year-old McCarrons Water Treatment Plant – its largest capital improvement project to date – in order to maintain its industry-leading reputation for the delivery of high-quality drinking water to 450,000 customers. The McCarrons Water Treatment Plant was the first treatment plant in Minnesota to receive the prestigious President's Award from the Partnership for Safe Water.

Site preparation and demolition work is now commencing ahead of the new water treatment facilities being constructed beginning later in 2022. The improved Water Treatment Plant is scheduled for completion in 2026.

"With more stringent regulations and the challenge of meeting the needs of a growing community, upgrading our water infrastructure reaffirms our commitment to maintaining the highest standards of public health today and well into the future."

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The utility broke ground May 12 on the new \$250 million McCarrons treatment plant project. From left are: Mark Magney, Magney Construction; Tony Myers, Jacobs; Roger Scharf, Jacobs; James Bykowski, Board of Water Commissioners; Amy Brendmoen, president, St. Paul City Council and Board of Water Commissioners; Mara Humphrey, president, Board of Water Commissioners; Patrick Shea, general manager, SPRWS; Leslie Sjobom, Jacobs; Greg Fischer, Jacobs; Trent Johnson, PCL Construction.

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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. 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.

Is Your Water Bill High?

The number one cause of high water bills is toilet leaks. Often silent, four gallons of water a minute can enter the sewer directly from the tank through the toilet bowl. If you have a high water bill, checking for toilet leaks is the first course of action.

But there are other causes of high water bills, such as leaks in faucets and outdoor irrigation systems. Another cause might be more people in the house as college students return.

Is it a seasonal increase?

Summers are often marked by:

- Watering lawns and gardens, new sod and trees
- Washing cars
- Filling pools
- Using water-cooled air conditioning units
- Using pressure washers

Were there more people in the house?

Additional household members, including college students returning home, can increase water use

throughout the house for everything from showers to laundry to flushing toilets.

Do you have a lawn sprinkler system?

Lawn sprinkling systems can add hundreds of gallons to your water bill in a short time. Make sure it's operating efficiently.

- Check for broken sprinkler heads
- Check that the meter is not moving when the irrigation valve is open and system is not running
- Check for soft spots in the yard after irrigation is done running
- Check rain sensors
- Check the irrigation run time and how many days a week the system is running

We want to assist our customers in determining the cause of a high water bill. If your water bill is higher than normal, please call customer service at 651-266-6350 with questions.

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 to reflect your current phone and email address, or email us at waterinquiries@stpaul.gov.

Check your account anytime at:

billpay.saintpaulwater.com

