



Customer Service Connections

A Publication of Saint Paul Regional Water Services

Fall 2022

2023 Budget Includes Significant Investment in McCarrons Water Treatment Plant

The Board of Water Commissioners recommended that the 2023 budget include funding for the McCarrons Water Treatment Plant Improvement Project in the amount of \$78.82 million. Construction on the project began in 2022.

The Board made the recommendation at their Sept. 6 board meeting following a public hearing. The budget, if approved by the Saint Paul city council,

will go into effect on Jan. 1, 2023.

The average consumer will pay 34 cents more per billing unit (748 gallons) for water consumption.

This increase will go to pay for the new treatment plant upgrades.

The base fee will increase by 60 cents per month for residential properties or \$7.20 a year.

The water main surcharge will increase by 2 cents per billing unit or \$1.44 per year.

These rate increases are necessary to continue investing in system renewal and perform critical operations and maintenance.

In total, water alone will cost \$33.12 more per year in 2023.

Average St. Paul residential water use is 18 units of water per residential single-family household each quarter.

Individual results vary based on meter size and actual consumption.

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

A safe water drinking fee of

Water Volume Rates per Billing Unit				
Cities	2022		Proposed 2023	
	Summer	Winter	Summer	Winter
Saint Paul, Falcon Heights, Lauderdale, Maplewood, West Saint Paul, Mendota Heights	\$3.43	\$3.33	\$3.77	3.66
All other cities	\$4.12	\$4.00	\$4.52	\$4.39

\$9.72 per year is collected on behalf of the state. In St. Paul, we charge a right-of-way recovery fee.

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, and/or water usage surcharges.

These municipal charges will affect the 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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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.

AUTO 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.

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. The water coming into our treatment plant is cold, as are the pipes that deliver the water to your home. Water in the pipe is under pressure. That pressure makes it impossible for the air in the water to get

out while still in the pipes. Once it comes out of your faucet, it is no longer pressurized

and the air begins to escape. Warmer water cannot hold as much air. 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 From Freezing This Winter



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 space.

Keep areas where pipes are located warm enough to avoid freezing.

Keep pipes, valves, and the water meter from touching cold concrete walls.

Wrap the pipes to add insulation.

If you suspect damaged or frozen water pipes or water 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.