



# Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Summer 2023

## McCarrons Water Treatment Plant Improvement Project Moves Forward

The water utility is currently in the midst of major improvements to the McCarrons Water Treatment Plant. The facility serves all SPRWS customers and provides water to 452,000 people.

The construction process for the new facilities is now 20 percent complete. Demolition of unnecessary infrastructure and extensive excavation have cleared the way for new construction, much of which will be subterranean. In the fall of 2022, work began to pour the foundations

of the new facilities and to install the pipework that will carry water to the new treatment plant. Work will continue through all seasons and is expected to culminate in late 2026.

Thus far, work has proceeded on time and on budget. The project team includes talented staffers from both SPRWS and the design-builder who bring decades of experience to the effort and are committed to a positive outcome.

Upgrades to the facility include new softening, clarification, and re-carbonation processes. Each of these processes are already utilized by the facility. With the infrastructure used in these processes currently nearing 100 years in age, they are becoming a

reliability concern.

A new treatment process, ozonation, will be added to the facility as well. Water quality in the existing facility is already excellent, and ozonation will improve water quality even further.

The proposed treatment process was tested on a small scale for a full year prior to the start of construction to confirm that water quality from the new facility would remain excellent. Upon completion of the new facilities, extensive testing will be performed to ensure that the new facilities work as planned.

This new infrastructure is expected to serve St. Paul metro area residents for many decades to come.

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The side panels have been installed on four new clarifiers with the forms for the clarifier domes being built as of June 6. The southeastern most dome was scheduled for a concrete pour on June 8. The new facility will have four clarifiers.

Customer Service Connections is published by the Board of Water Commissioners, 1900 Rice Street, Saint Paul, MN 55113-6810  
(651) 266-6350 | [www.stpaul.gov/water](http://www.stpaul.gov/water) | Distributed to all Saint Paul Regional Water Services customers © 2023

***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.

## 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 yard after irrigation is done running
- Check rain sensors
- Check the irrigation run time and how many days a week 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 2024 BUDGET & WATER RATES

**Tuesday, September 12, 2023, 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 2024 budget, including the rates and fees proposed for 2024.

## KEEP IN TOUCH!

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)**

