



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

FALL 2023

2024 Budget Includes Significant Investments in Treatment Plant and Infrastructure

Significant investments in the water treatment plant improvements and water infrastructure continue into 2024.

These projects bring a multitude of benefits including enhanced safety, health, sustainability, and overall quality of life.

By supporting these projects through rate increases, communities are making a wise choice that will pay off in the long run and ensure the well-being of residents for years to come.

Investments in the water treatment plant ensures that the

water supplied to households is of the highest quality. Clean and safe water is essential for public health, reducing the risk of waterborne diseases and contaminants that can impact both short-term and long-term health.

By maintaining and enhancing water treatment facilities, the utility is demonstrating a commitment to delivering water that meets rigorous quality standards.

Investing in water infrastructure is an investment in the long-term sustainability of a community. Aging infrastructure can lead to leaks, breaks, and water loss, all of which can be costly to repair and disruptive to daily life. By proactively upgrading and maintaining the water treatment plant and distribution system, the utility is reducing the risk of sudden and costly emergency repairs, while also extending the lifespan of the infrastructure.

Water will cost less than a penny per gallon, even with the rate and fee increases. Investing now in these

quality improvements can prevent larger expenses down the line. The modest increase in the cost per gallon of water now is a small price to pay for the investments in the future.

The 2024 budget was approved by the Board of Water Commissioners at their September 12 meeting.

If approved by the Saint Paul city council this year, 2024 consumption rates will increase by 35 cents per unit (per 748 gallons) in 2024 to \$4 per unit in the winter and \$4.13 a unit in the summer.

The water main surcharge will go up 2 cents per unit of water. The water service base fee will also increase by 65 cents a quarter to \$21.75 per quarter for residential customers who have meters 1-inch or smaller. Business and residential customers who have larger

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PROPOSED WATER CHARGES IN 2024	QTR 1	QTR 2	QTR 3	QTR 4	Annual Cost
Winter rate (\$4/unit x 18 units)	\$72	\$72			
Summer rate (\$4.13/unit x 18 units)			\$74.34	\$74.34	
Water Service Base Fee	\$21.75	\$21.75	\$21.75	\$21.75	
Water Main Replacement Surcharge (20 cents a unit x 18 units)	\$4.32	\$4.32	\$4.32	\$4.32	
Total	\$98.07	\$98.07	\$100.41	\$100.41	\$396.96
SAINT PAUL ONLY					
ROW Recovery Fee	\$4.50	\$4.50	\$4.50	\$4.50	
Total	\$102.57	\$102.57	\$104.91	\$104.91	\$414.96

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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.

Rates Reflect Investments in the Future

Rates continued from page 1

meters can expect to pay more based on meter size. (See table.)

If you have questions, please call customer service at 651-266-6350.

LEAD FREE SPRWS

One aspect of our work—Lead Free SPRWS—is funded by grants. Not a part of the rate increase, private lead replacement projects are critical for safeguarding public health, especially when it comes to vulnerable populations such as children and pregnant women. By replacing lead pipes, the utility is actively addressing a potential health hazard and

Water Service Base Fees

Meter Size	Fee Per Billing Period
Smaller than 1"	\$21.75/quarter
1"	\$21.75/quarter
1" Other	\$18.13/month
1.5" (Commercial)	\$36.25/month
2"	\$58/month
3"	\$116/month
4"	\$181.25/month
6"	\$362.50/month
8"	\$580/month
10"	\$833.75/month

ensuring that residents have access to lead-free drinking water.

Please see the enclosed brochure for more information on Lead Free SPRWS.

New Online Payment Portal Coming in 2024

A new online payment portal will bring new features to customers.

The new system will allow for more payment options and locations, including online, in person, over the phone, using a smart phone, over text/email, and in certain locations like Walgreens or CVS.

In addition to credit card payments, customers will be able to pay their

bills using echecks, checks, and digital wallets such as Venmo, ApplePay, PayPal, GooglePay, and AmazonPay.

These upgrades are part of improvements to the online bill payment portal.

A vendor has been selected and work to put the new portal in place will occur in 2024.

Check your account anytime at:

billpay.saintpaulwater.com



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