



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Winter 2024

2024 Budget Includes Significant Investments in Treatment Plant and Infrastructure

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

By supporting these projects through rate increases, communities are ensuring that the water supplied to households is of the highest quality now and into the future.

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 2024 budget was

approved by the Board of Water Commissioners and the Saint Paul city council.

The 2024 consumption rates increased by 35 cents per unit (748 gallons) in 2024 to \$4 per unit in the winter and \$4.13 a unit in the summer.

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

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

Business and residential customers who have larger meters can expect to pay more based on meter size. (See back of the water bill.)

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

BOARD OF WATER COMMISSIONERS

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New Community Panel Announced; Volunteers Sought

SPRWS is excited to announce the formation of a new Community Panel aimed at fostering greater community engagement and collaboration. The Community Panel will serve as a vital link between SPRWS and the residents it serves. It will offer a platform for community members to voice their opinions, share insights, and contribute to decision-making. This initiative reflects SPRWS' commitment to inclusivity and transparency in its operations.

We are seeking enthusiastic volunteers who want to get involved! The panel will be composed of stakeholders from various backgrounds, including but not limited to community engagement, workforce development, environmental science, public policy, education, and local business sectors. Visit the link below or use the QR code to fill out the interest form. <https://forms.office.com/g/CHPBwwn0RY>



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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.

Cloudy water in winter months is harmless air bubbles

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.

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.

Once the new system is up and running, we encourage customers to sign up for auto bill pay via their checking or savings account to avoid new charges that will be applied to credit card purchases.

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.