



# Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

SPRING 2024

## 2024 Lead Free SPRWS to Remove Lead Water Service Lines in 1,293 Homes

Saint Paul Regional Water Services' Lead Free SPRWS program, a 10-year plan to replace all lead water service lines in the SPRWS service area, has an ambitious goal for 2024.

In 2024, the goal is to remove lead service lines in 1,293 homes. This is about the same number as have been replaced in the first two years of the program.

Water service lines are pipes that carry water from the water mains in the street into homes/buildings. SPRWS serves about 96,000 properties. Of those, about 26,000 have a lead service line.

Water leaving the water treatment plant does not contain lead. However, since the water has the potential to interact with lead if customers have a lead service line or lead solder in their internal plumbing, SPRWS treats the water to create a protective scale. While this process helps minimize lead, the best way to protect from lead entering drinking water is to remove all lead service lines.

The Lead Free SPRWS



program will provide voluntary, no cost replacement of both the public and private side of lead service lines. This work is being funded through an allocation of American Rescue Funds and Public Facility Authority funds.

Homes that are eligible in 2024 will be notified by mail.

For more information about lead, Lead Free SPRWS, and to check if your home has a lead service line, visit [stpaul.gov/water/lead-free](http://stpaul.gov/water/lead-free).

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## Board to Hold Public Hearings on Water Rates

Every year SPRWS holds a public hearing on the proposed water rates and fees for the upcoming year.

This year that public hearing will take place at 5 p.m. on Tuesday, Sept. 10, 2024, at 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 2025 budget, including the rates and fees proposed for 2025.

This public hearing is an opportunity for customers of the SPRWS water service system to hear first hand about how the changes to rates and fees may impact them and to provide feedback to the Board.

Customer Service Connections is published by the Board of Water Commissioners, 1900 Rice Street, Saint Paul, MN 55113-6810  
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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](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.

### 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.

Check your account anytime at:  
[billpay.saintpaulwater.com](http://billpay.saintpaulwater.com)



## Water Quality Report Available Online Paper Copies are Available Upon Request

The annual water quality report that lets our customers know what is in their water, where it comes from, and how they can participate in decisions that affect the water utility, is now available.

"We take great pride in the quality water we provide to our 450,000 customers in Saint Paul and surrounding area," said Racquel Vaske, interim general manager.

The EPA requires that water suppliers provide consumers with an annual report detailing all substances detected in the water in the prior year.

The report contains information about the sources of SPRWS water, as well as methods of water treatment and distribution. It also provides detailed information about contaminants and other substances found in the treated water through regular testing done by SPRWS and the Minnesota Department of Health.

Customers should read the report to find out more about their drinking water.

"This report should instill a sense of confidence in the drinking water we supply," said Vaske.



The report should also instill a sense of the importance of drinking water and protecting the raw water sources that provide that drinking water.

In an effort to be more environmentally friendly, the report is available via our website at [www.stpaul.gov/waterquality](http://www.stpaul.gov/waterquality).

The drinking water covered in this report is provided by SPRWS to its customers in Saint Paul, Falcon Heights, Lauderdale, Lilydale, Maplewood, Mendota, Mendota Heights, and West St. Paul.

For a paper copy of the report, call SPRWS customer service at 651-266-6350 or email [waterinquiries@stpaul.gov](mailto:waterinquiries@stpaul.gov).

Copies of the report are also available at our service counter at 1900 Rice Street during regular business hours, Monday - Friday.

## 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).