



# Customer Service Connections

A Publication of Saint Paul Regional Water Services

FALL 2024

## 2025 Budget Includes Significant Investments in Water Treatment Plant Upgrades

Significant investments in water treatment plant improvements will extend into 2025, enhancing safety, health, sustainability, and overall quality of life. These upgrades ensure households receive water of the highest quality, crucial for public health by reducing the risk of waterborne diseases and contaminants.

By maintaining and upgrading facilities, the utility demonstrates a strong commitment to

delivering water that meets strict quality standards. Investing in water infrastructure supports long-term community sustainability, lowering the risk of costly

emergency repairs from aging systems. Even with modest rate increases, water will still cost less than a penny per gallon.

The 2025 budget, approved by the Board of Water Commissioners at its September public meeting, reflects this ongoing commitment.

If the Saint Paul city council approves, 2025 consumption rates will increase by 38 cents per unit (748 gallons) to \$4.38 in winter and 39 cents to \$4.52 in summer, with a 2-cent increase in the water main surcharge per unit.

The water service base fee will also increase by 69 cents a month to \$23.82 per quarter for residential customers who have meters 1-inch or smaller. Business and residential customers who have larger meters

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

For questions, please call customer service at 651-266-6350.

PROPOSED WATER CHARGES IN 2024	QTR 1	QTR 2	QTR 3	QTR 4	Annual Cost
Winter rate (\$4.38/unit x 18 units)	\$78.84	\$78.84			
Summer rate (\$4.52/unit x 18 units)			\$81.36	\$81.36	
Water Service Base Fee	\$23.82	\$23.82	\$23.82	\$23.82	
Water Main Replacement Surcharge (26 cents a unit x 18 units)	\$4.68	\$4.68	\$4.68	\$4.68	
<b>Total</b>	<b>\$107.34</b>	<b>\$107.34</b>	<b>\$109.86</b>	<b>\$109.86</b>	<b>\$434.40</b>
<b>SAINT PAUL ONLY</b>					
<b>ROW Recovery Fee</b>	<b>\$4.50</b>	<b>\$4.50</b>	<b>\$4.50</b>	<b>\$4.50</b>	
<b>Total</b>	<b>\$111.84</b>	<b>\$111.84</b>	<b>\$114.36</b>	<b>\$114.36</b>	<b>\$452.40</b>

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Meter Size	Fee Per Billing Period
Smaller than 1"	\$23.82/quarter
1"	\$23.82/quarter
1" Other	\$19.85/month
1.5" (Commercial)	\$39.70/month
2"	\$63.52/month
3"	\$127.04/month
4"	\$198.50/month
6"	\$397/month
8"	\$635.20/month
10"	\$913.10/month

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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)



## New Expanded Ways to Pay Your Bill Coming in 2025

Saint Paul Regional Water Services is pleased to announce the launch of a new bill payment system and online portal. SPRWS customers will be able to access a modern payment experience featuring simplified AutoPay, expanded online payment options, in-store cash bill pay, and more.

"Whether it's digital wallets, cash payments at popular retail stores or a simpler AutoPay enrollment process, we're always looking for ways to best serve our residents' billing and payment needs," said Racquel Vaske, general manager, SPRWS.

"With the new billing and payment solution, we'll be able to deliver all of the modern capabilities our residents deserve. They will have the capability to make a payment any way they want."

New and updated features will include:

- Visa, Mastercard, American Express and Discover credit and debit cards (a \$3.95 fee will apply to credit card payments)
- A set-it-and-forget-it AutoPay option that avoids credit card fees
- PayPal, PayPal Credit, Venmo, Google Pay and Apple Pay digital wallets
- Cash payments accepted at local retailers including Walmart, CVS, and Walgreens

The credit card fees will go to the new payment systems company, not SPRWS. These new payment options and changes to the payment portal online are set to be launched in 2025.

## 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.

## 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).