



# Customer Service Connections

A Publication of Saint Paul Regional Water Services

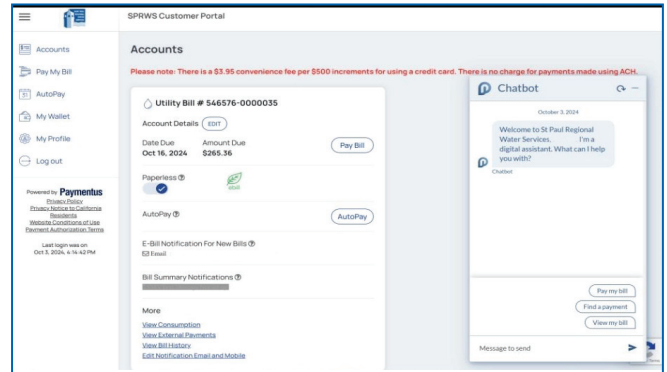
WINTER 2025

## New Online Customer Payment Portal Launches January 21

SPRWS is excited to announce the launch of a new online customer payment portal which will provide customers with a modern, user-friendly experience.

New and updated features include:

- Simplified autopay: Set up autopay online to have payments made automatically
- Expanded digital wallets: Additional payment options include PayPal, PayPal Credit, Venmo, Google Pay, and Apple Pay.
- In-store cash payments: Pay with cash at local retailers such as Walmart, CVS, and Walgreens.
- Credit and debit card payments: Visa, MasterCard, American Express, and Discover will be accepted.
- Please note that a \$3.95 fee to the payment system provider will apply to credit card payments.



Screen shot of the new online portal.

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## 2025 Budget and Rates Prioritize Capital Investments

SPRWS remains focused on proactively addressing the needs of our system, including major upgrades to our treatment plant and an accelerated lead service line replacement program.

Furthermore, many of our other capital assets are reaching the end of their lifecycle, making it crucial to act now to safeguard the consistent delivery of high-quality water into the future. The 2025 budget includes necessary adjustments to cover rising operational costs and to allow for critical investments in our capital program.

In 2025, the consumption based water rate increased by \$0.38

per cubic foot (748 gallons), the water service base fee by \$0.69 per month, and the water main surcharge by \$0.02 per cubic foot totaling an average monthly increase of \$3.12 for residential customers.

We do not take these rate increases lightly, however, they are essential to ensure the long term health of our system. As rate increases continue to be necessary, we are deeply committed to ensuring that we are doing everything we can to keep our services affordable for all. SPRWS is developing and prioritizing a variety of affordability initiatives,

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## 2025 Budget and Rates Prioritize Capital Investments

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including additional investments in low-income assistance funding and program modifications to better support customers in need.

Strategically balancing necessary investments with affordability concerns shared by customers remains a top priority.

We strive to be an innovative organization and are consistently exploring opportunities for improved operational efficiencies and other ways to move our organization forward.

Thank you to our customers for the trust they have given our

team, and the feedback provided throughout the year to help guide decision making.

### Get Help Paying Your Water Bill

To find resources for help paying your water bill, you can call us at 651-266-6350 or go to our website at <https://tinyurl.com/SPRWSWaterHelp>

### 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.saint-paulwater.com](http://billpay.saint-paulwater.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 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.

## Read Your Water Meter

Your water meter is located inside your home, about one foot off of the floor in your basement. It could also be in a crawl space, pit in the floor, or utility room.

The meter register is about three inches in diameter. It has an LED display.

You will need to activate the LED by shining a flashlight. Read all nine numbers from left to right.



## 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.

To update your records at with us to reflect your current phone and email address, please email us at [waterinquiries@stpaul.gov](mailto:waterinquiries@stpaul.gov).