



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

SPRING 2025

Building a Legacy of Clean, Reliable Water: Modernizing McCarrons Treatment Plant

Saint Paul Regional Water Services (SPRWS) is proud to invest in the future of our community by modernizing the McCarrons Water Treatment Plant—an essential upgrade that will ensure clean, safe drinking water for generations to come. This milestone project reflects our long-standing commitment to delivering high-quality water with greater efficiency, reliability, and adaptability to meet the evolving needs of our customers.

Construction began in early spring 2022 and focuses on replacing and upgrading the first half of the water treatment process. By summer 2025, the new facilities will be fully operational, ushering in a new era of enhanced water treatment that maintains the trusted quality our customers have relied on for over a century.

The project’s primary goals are to improve facility reliability and increase flexibility in addressing changing water conditions and emerging contaminants. The infrastructure being replaced dates back to the 1920s and 1930s—systems

that have faithfully served our community for decades but have become increasingly difficult to maintain. The new facility will feature modern, state-of-the-art equipment designed for durability and efficiency, ensuring uninterrupted water service even if individual components require maintenance.

A key innovation in the upgraded plant is the introduction of ozone as part of the treatment process. Ozone is a powerful, fast-acting disinfectant that effectively breaks down contaminants of emerging concern—trace substances whose long-term health effects are still

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The interior of one of the clarifiers in the new water treatment plant.

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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.

Check your account anytime at:

<https://tinyurl.com/SPRWSBillPay>



Building a Legacy of Clean, Reliable Water

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being studied. Because ozone rapidly dissipates, no traces will remain in the water once it leaves the treatment plant. This advanced technology enhances water quality while supporting our commitment to public health and environmental stewardship.

Before construction began, SPRWS conducted a full year of small-scale testing to verify the effectiveness of the new treatment processes. As an added layer of safety, the existing treatment

systems will remain operational for approximately three months during the transition, ensuring continuous water service.

This modernization project is more than just an upgrade—it's an investment in the health and well-being of our community. By combining time-tested processes with cutting-edge technology, SPRWS is building a future where clean, reliable water remains a source of pride for Saint Paul and all of our customers.

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.

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

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 General Manager Racquel Vaske.

In an effort to be more environmentally friendly, the report is available via our website at 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.

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

PUBLIC HEARING ON 2026 BUDGET & WATER RATES

Tuesday, September 9, 2025, at 5 p.m.

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 2026 budget, including the rates and fees proposed for 2026.