



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

SUMMER 2025

Need help paying your water bill? There is assistance available

Falling behind on water bills can feel stressful, but you're not alone. Saint Paul Regional Water Services (SPRWS) and Community Action Partnership of Ramsey & Washington Counties (CAPRW) are here to help.

WaterWorks: Support for Those Who Need It

WaterWorks is a voluntary assistance program that helps

income-qualified households manage water and sewer costs. It's a partnership between SPRWS and CAPRW. Eligible households may receive up to \$300 per year, depending on available funds.

Who's Eligible?

- The SPRWS customer who is named on, and is responsible for, paying the water bill
- Customers facing financial hardship
- Homeowners or renters in 1–4 unit residential properties

who may offer assistance. Funding is limited, but we'll do our best to help.

You Can Help, Too

If you're in a position to give, consider contributing to WaterWorks. Your donation, either one-time or recurring, goes directly toward helping local families keep the water flowing.

Last year, 484 households received support through WaterWorks, totaling \$132,590 in assistance.

So far in 2025, we've helped 361 households, providing \$98,860 in aid.

To donate or learn more, visit www.capr.org, call 651-645-6470, or scan the QR code below.

Let's keep our community flowing, together.



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Get Started Confidentially

Take the first step by calling CAPRW at 651-645-6470. Their friendly team will talk with you about your situation and connect you with options that fit your needs. While CAPRW doesn't manage payment plans directly, they'll help guide you toward possible solutions.

SPRWS can also connect you with other trusted local partners

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 (\$3.95 FEE)

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.

Is your water bill too high?

Check out these possible causes of high water usage

The number one cause of high water bills is toilet leaks. Often silent, four gallons of water a minute can enter the sewer directly from the tank through the toilet bowl. If you have a high water bill, checking for toilet leaks is the first course of action.

But there are other causes of high water bills, such as leaks in faucets and outdoor irrigation systems. Another cause might be more people in the house as college students return.

Is it a seasonal increase?

Summers are often marked by:

- Watering lawns and gardens, new sod and trees
- Washing cars
- Filling pools
- Using water-cooled air conditioning units
- Using pressure washers

Were there more people in the house?

Additional household members, including college students returning home, can increase water use throughout

the house for everything from showers to laundry to flushing toilets.

Do you have a lawn sprinkler system?

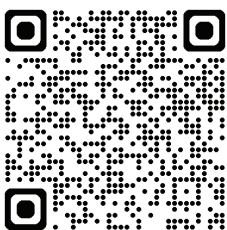
Lawn sprinkling systems can add hundreds of gallons to your water bill in a short time. Make sure it's operating efficiently.

- Check for broken sprinkler heads
- Check that the meter is not moving when the irrigation valve is open and system is not running
- Check for soft spots in yard after irrigation is done running
- Check rain sensors
- Check the irrigation run time and how many days a week system is running

We want to assist our customers in determining the cause of a high water bill. If your water bill is higher than normal, please call customer service at 651-266-6350 with questions.

Check your account anytime at:

stpaul.gov/waterbillpay



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.