



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

FALL 2025

2026 Budget and Rate Changes Prepare Us For Tomorrow's Challenges

Saint Paul Regional Water Services (SPRWS) is committed to delivering safe, high-quality water every time you turn on the tap. To continue doing so, we've proposed the following changes to the budget for 2026:

Water Consumption Rate:

Increase of \$0.38 per billing unit (748 gallons)

Water Service Base Fee:

Increase of \$0.69 per month

Water Main Surcharge:

Increase of \$0.02 per billing unit (748 gallons)

For a typical household, these changes would mean an average

monthly increase of \$4.73. This is an average of \$42.45 per month or \$127.35 per quarter.

The Board of Water Commissioners recommended the proposed rates and 2026 budget to the Saint Paul City Council for their consideration at the September 9 board meeting. The Council will hold public hearings before taking final action later this year.

If approved, the rate changes will take effect January 1, 2026.

We understand that any rate increase impacts our customers, and we do not make these decisions lightly. These adjustments are necessary to keep pace with rising operational costs and to invest in critical upgrades that ensure a reliable water system for generations to come.

Preparing for Tomorrow

Our capital program includes major projects such as treatment plant upgrades, replacing aging infrastructure, and accelerating our lead service line replacement program. Many of our pipes, pumps, and other critical assets are reaching the end of their lifecycle, making timely investment essential to maintain consistent water quality and service.

2025 vs 2026 RATE IMPACTS

The following compares 2026 proposed rates with 2025 adopted rates and summarizes the impact on customers utilizing these assumptions:
Single-family residential account
Average residential consumption which is 6 units/month
Averages winter + summer rates

	2025	2026
Consumption Charge	\$4.45 * 6 units = \$26.70	\$5.03 * 6 units = \$30.18
Water Service Base Fee	\$7.94	\$8.97
Water Main Surcharge	\$0.26 * 6 units = \$1.56	\$0.30 * 6 units = \$1.80
Right-of-Way Recovery Fee	\$1.50	\$1.50
MONTHLY TOTAL	\$37.70 per month	\$42.45 per month
ANNUAL TOTAL	\$452.40 per year	\$509.40 per year

Keeping Water Affordable

We know affordability matters. SPRWS is developing and prioritizing initiatives to support customers, including additional funding for low-income assistance and program improvements designed to better meet the needs of those most affected by rising costs. Balancing the need for system investment with affordability concerns remains one of our top priorities.

Thank You for Your Partnership

We are grateful for the trust our customers place in us and the feedback we receive throughout the year. Nearly 300 SPRWS employees work around the clock to ensure safe, reliable water service.

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Our mission is to provide high-quality water and exceptional services to the people and communities we support.

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.

Advanced Metering Infrastructure Being Implemented

Saint Paul Regional Water Services is conducting a strategic initiative aimed at modernizing our water metering infrastructure through the installation of Advanced Metering Infrastructure (AMI) collectors and the phased replacement of aging meter registers. The existing meter registers are reaching the end of their operational life and will be systematically replaced over seven years - some proactively, others as they naturally fail. At the same time, we are deploying a network of AMI data collectors designed to capture meter readings transmitted from the

upgraded registers. This project not only ensures continued accuracy and reliability in water usage measurement but also enhances operational efficiency and supports more informed, data-driven decision-making.

All accounts should be read by AMI collectors and have their registers replaced by the end of 2031, as this is a seven-year project. To date, about 25,000 accounts are being read by AMI collectors allowing the utility to see water usage in near real time. This helps catch water leaks in a more timely manner than quarterly bill readings.

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.

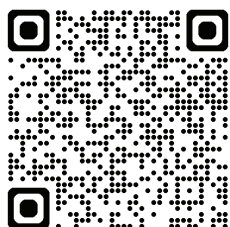
Keep areas where pipes are located warm enough to avoid freezing.

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.

Check your account anytime at:
stpaul.gov/waterbillpay



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 stpaul.gov/waterbillpay to reflect your current phone and email address, or email us at waterinquiries@stpaul.gov.