



# Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Summer 2015

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Water Meter***

***Infrastructure  
Investments  
Improve Water  
Quality and  
Service***

***To Serve You  
Better***

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## **WaterWorks keeps tap water flowing**

Customers provided 143 grants totaling \$27,127 in 2014



Every summer, the water utility asks its customers to contribute to *WaterWorks*, a program that assists needy residents

with their water bills. *WaterWorks* is jointly administered between the water utility and the Community Action Partnership of Ramsey and Washington Counties (CAP).

Your contributions provided \$27,127 in grants to customers in need in 2014. This amounted to

143 grants, with the average amount of the grant being \$189. A grant assists the customer in need with paying the water and sewer bills to ensure that they continue to receive water services. This might be an individual, but it is likely to be a family or adult with dependents. So, while 143 grants were provided, these contributions kept many more people supplied with water than the number would indicate.

Applicants must meet certain criteria to receive the grants, which include water service termination or pending termination, financial crisis, and qualification under low-income guidelines. Grants have annual limits and are subject

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## **Public hearings on proposed 2016 water rates, 2016 budget will be Sept. 8**

All customers and interested parties are invited to our annual public hearing on proposed 2016 water rates and the 2016 budget.

The public hearing will be held prior to the September 8 regular meeting of the Board of Water Commissioners. The public hearing portion will begin at 5 p.m. in the lobby of Saint Paul Regional Water Services' administration building, located at 1900 Rice Street.

Details on proposed water rates will be available in late July on our website at [www.stpaul.gov/water](http://www.stpaul.gov/water).

### **Public Hearing**

**Topic:** 2016 water budget & water rates

**Time:** 5 p.m.

**Date:** Tuesday, Sept. 8

**Where:** Lobby  
1900 Rice St.  
Saint Paul, MN

***Our mission is to provide reliable, quality water and services at a reasonable cost.***

## To Serve You Better

To talk to a Customer Service Representative call Customer Service at (651) 266-6350 and press "0" between 7:30 a.m. and 4:30 p.m., Monday - Friday.

**Bills may be paid in the following ways:**

### 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: <https://billpay.saintpaulwater.com>. Or pay in person at McCarrons Center, 8:00 a.m. to 4:30 p.m., 1900 Rice St., Maplewood, 55113.

### Money Order or Check

In person, by return mail with your bill stub, or in our drop box.

The drop box is located in the visitor parking area at 1900 Rice Street; available 24 hours a day.

### Cash

In person only, at McCarrons Center, 8:00 a.m. to 4:30 p.m.

### Direct Payment Plan

Have your payment deducted electronically 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.

## How to read your meter

*Your water meter is located inside your home, generally 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 head of the meter is about three inches in diameter. It has an LED box for displaying numbers.*

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

*A video on how to read your water meter to check for toilet leaks can be found on our home page at [www.stpaul.gov/water](http://www.stpaul.gov/water).*

## Infrastructure investments improve water quality and provide reliable service

More than 1,190 miles of water main along with tanks, towers, and reservoirs bring life-giving water to the homes, businesses and communities of more than 424,000 people.

But our infrastructure, as much as we rely on it, won't last forever. It needs to be replaced.

This year we plan to replace 10 miles of water main, due in part to the \$3 million generated by the water main replacement surcharge that went into effect on January 1.

The 2015 plan includes 4,500 feet of water main replacement using pipe bursting. This is a method of trenchless, subsurface construction that replaces underground piping with minimal disruption to surface traffic.

We use this type of construction method when water main replacement work is outside street reconstruction projects as it saves typical open trench excavation and street

restoration costs.

Most of the main replacement is done in conjunction with public works projects to reduce construction costs.

We have numerous tanks, water towers, reservoirs, and pump stations within the system. This year, we are designing a new water tank to replace the current tank in West Saint Paul with a larger, million-gallon tank.

We are upgrading the electrical system at the Hazel Park primary booster pump station.

We will also begin assessing the condition of several of our treatment plant assets, many of which date back to the 1920s.

Our investments in these water mains, tanks, and booster pumping stations will help to ensure that we have a safe, reliable water distribution system in our communities for years to come.

## WaterWorks keeps tap water flowing

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to availability of funds. CAP determines whether a customer qualifies under federal poverty guidelines.

The program received \$27,578 in contributions last year, of which \$5,000 came from matching funds from the SPRWS suspense account. (The suspense account consists of deposits from customer credits that have not been claimed by customers after a notification period has expired.) The remainder of the funds came directly from customer contributions. One-time contributions

totaled \$4,973 while on-going contributions totaled \$17,605.

The families who benefitted from your generosity and the water utility thank those of you who contributed to *WaterWorks* last year. We ask for your continued support of the program in 2015. A brochure with a contribution form is enclosed with this mailing for your use. You can also sign up at [www.stpaul.gov/waterworks](http://www.stpaul.gov/waterworks).

*Thank you.*

**Check your account anytime at <https://billpay.saintpaulwater.com>.**