



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2015

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Highland Water Tower welcomes visitors in July and October: Check the dates

To Serve You Better

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Customer Service

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Water quality reports available online

Paper copies available upon request

Saint Paul Regional Water Services is proud of the quality of the water we supply to more than 415,000 residents of Saint Paul and the surrounding communities.

To let our customers know what is in their water, the annual water quality report is now available.

“We are pleased that, once again, SPRWS is in full compliance with all state and federal requirements for drinking water quality,” said Steve Schneider, general manager of SPRWS.

SPRWS consistently meets all United States Environmental Protection Agency and Minnesota Department of Health regulations governing drinking water.

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

The report contains information about the sources of SPRWS water, as well as methods of water treatment and distribution. It also provides detailed information about contaminants and other substances found in the treated water through regular testing done by SPRWS and the Minnesota Department of Health.

“We hope that this report advances our customers’ understanding of drinking water and heightens awareness

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Understanding your water bill: Many charges are for local city services

Your bill from SPRWS contains a great deal of information about your account.

The information can be very valuable in understanding what part of the bill is for water usage, water charges, and other water fees, and what part of the bill is actually for non-water related charges, such as sewer, street lighting, recycling and the like.

For most of our customers, the bills indicate how much water they use, water service base fees, and a water main replacement charge. These are all

direct water costs. In addition, though, we have agreements with several of the cities we serve to bill for other services provided to you by those cities, such as storm or sanitary sewer and recycling, as well as some other miscellaneous charges, as determined by the individual cities.

Consolidating several charges on one bill saves your city many of the costs associated with billing—such as the printing, production, and mailing of separate bills. SPRWS remits the money

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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

Money Order or Check

In person, by return mail with your bill stub, or in one of our drop boxes:

For next-day processing, at McCarrons Center. The drop box is located in the visitor parking area; available 24 hours a day.

For 48-hour processing, located at Saint Paul City Hall, 15 Kellogg Blvd., West. Doors are open from 8:00 a.m. to 4:30 p.m., and visitors must pass through security.

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.

Highland tower open house dates set for 2015

Highland water tower, the historic landmark at the intersection of Snelling Ave. S. and Ford Parkway will be open for tours twice this year.

The first open house is in conjunction with Highland Fest. Visitors are welcome from 9 a.m. to 5 p.m. on Saturday and Sunday, July 18 -19. The tower will open again for the viewing of the fall colors from 9 a.m. to 5 p.m. on October 10 -11.

Water quality report available online

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of the need to protect precious water resources," said Schneider.

In an effort to be more environmentally friendly, the report is available electronically via our website. Paper copies are available upon request.

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.

To read the report online or download a copy, go to www.stpaul.gov/waterquality.

Cities set individual charges

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collected for these charges to the individual cities, retaining only the payments for water consumption and a fee for providing the billing services.

For instance, in Saint Paul, customers pay a sewer rate based on actual water usage. That money goes to Saint Paul public works. They also pay a right-of-way fee that goes back to the city to pay for expenses related to having our infrastructure in their street right-of-way.

In Falcon Heights, the city charges for sewer, storm sewer, recycling, street lighting, and a hydrant fee. These charges are set by the city and do not reflect water rates.

In Lauderdale, the city sets a flat residential sewer rate and a per-unit cost for commercial consumption. They also charge a flat storm sewer fee.

Maplewood adds a sanitary sewer fee, an environmental fee (storm sewer management), a recycling fee and a surcharge to their bills.

In West Saint Paul, the city adds a sewer charge, a storm sewer charge, and a water usage surcharge.

In Lilydale, Mendota Heights,

Mendota, and Sunfish Lake, the bill is for water usage and a city-collected water usage surcharge. Those municipalities send out a separate sewer bill.

Roseville, South Saint Paul, and Newport charge only for water usage. All other fees are billed separately by those cities.

The utility also collects a testing charge from all of our customers, which goes to the Minnesota Department of Health to pay for water testing required by the Federal Safe Drinking Water Act. This amounts to 53 cents a month, or \$1.59 per quarter.

If you have questions about the status of your account, the water consumption shown on your bill, or how the amount of your bill is determined, by all means call the SPRWS customer service office at 651-266-6350.

However, the other charges discussed above are set by the city in which you live, and if you have any questions about how those fees are set and how the revenue is used, please call your city of residence at the telephone number listed on the back of your bill.