



Customer Service Connections

A publication of Saint Paul Regional Water Services

Winter 2015

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Why is My Water Cloudy?

Do You Winter Elsewhere? Have Your Water Shut Off Here

To Serve You Better

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SPRWS invests in infrastructure

Water main replacement surcharge added

The water utility is beginning to dedicate specific funds to invest in the utility's infrastructure this year.

Effective Jan. 1, a main replacement surcharge is being added to water billings. This money will be dedicated to funding water main replacement.

After years of doing as much as we can within our existing budget, we have reached a point where ongoing maintenance cannot prevent water main failure. The aging pipes are weakening and it is SPRWS' goal to replace them before they fail.

While it costs money to replace the pipe network, it costs everyone more and impacts homes and businesses when a water main breaks unexpectedly.

To make the investments needed to keep the system sound, we are implementing a surcharge to cover the costs of replacing water mains throughout the distribution system.

We have worked hard to create a

WATER CHARGES IN 2015*	QTR 1	QTR 2	QTR 3	QTR 4	Annual Cost
Winter rate (\$2.52/unit x 22)	\$55.44	\$55.44			\$110.88
Summer rate (\$2.62/unit x 22)			\$57.64	\$57.64	\$115.28
Water Main Replacement Surcharge (20 cents per unit)	\$4.40	\$4.40	\$4.40	\$4.40	\$17.60
Water Service Base Fee	\$12	\$12	\$12	\$12	\$48
Total	\$71.84	\$71.84	\$74.04	\$74.04	\$291.76
SAINT PAUL ONLY					
ROW Recovery Fee	\$4.50	\$4.50	\$4.50	\$4.50	\$18
Total	\$76.34	\$76.34	\$78.54	\$78.54	\$309.76

How the charges for a typical Saint Paul home owner using 22 units of water per quarter breaks down is shown in the chart above. With the increases, including the water main replacement surcharge, the typical single family household will pay \$309.76 for water charges in 2015.

strong plan to make the best use of these additional funds.

In addition to replacing main in 2015, we will be doing condition assessments of several critical assets.

The assessments will help us better understand the overall integrity of our entire system.

The 2015 rate increase covers increased operations and maintenance costs as well these investments.

A typical Saint Paul homeowner using 22 units of water per quarter will pay water charges of \$309.76 per year as shown in the table above.

* The water service base fee and water usage charges apply to the cities of Saint Paul, Falcon Heights, Lauderdale, Maplewood and West Saint Paul. All other customers pay 20 percent more.

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.

Do you winter in another residence?

If you spend your winter months at a second residence and leave your property here vacant, you might consider having your water turned off during your absence.

If your heat goes out and your home is vacant, water pipes can freeze and burst. If the home thaws out, the water can cause considerable damage before you return home.

If you are interested in having your water shut off for the winter months, contact dispatch at 651-266-6868.

Winter cold contributes to appearance of cloudy water

In the winter months, many people notice a milky or cloudy appearance to their tap water. This is caused by air bubbles trapped in the water. It is harmless and will disappear on its own if left out for a few minutes.

This phenomenon occurs more often in the winter due to the colder temperatures. Cold water can trap and hold larger amounts of dissolved oxygen than warm water. Most of our water comes from the Mississippi River, which then travels through a chain of lakes before arriving at our plant. This surface water is much colder in the winter months. Not only is the water cold coming into our treatment plant, but the pipes that deliver the water to your home from the plant are cold as well.

In addition, water in the pipe is under pressure. That pressure makes it impossible for the air

in the water to get out while it is still in the pipes. Once it comes out of your faucet, it is no longer pressurized and the air begins to escape, like opening a pop can. The warmer room temperature also contributes to the release of air bubbles, as warmer water cannot hold as much air. As the air escapes and the bubbles rise to the surface, it looks cloudy. Sometimes there are enough bubbles that it looks like there is debris or small particles swirling around your glass. As the air dissipates, the water clears from the bottom of the glass to the top. Bubbles may attach to the sides of the glass as the water clears.

Trapping air is a natural phenomenon associated with cold water, and it does not affect water quality. If you have questions or concerns, you can always call our office at 651-266-6350.

Interested in a career in the water industry?

Prepare yourself with St. Cloud Technical and Community College. Their Water Environment Technologies (WETT) program provides you with the skills you need to land a great job in this rapidly growing industry.

There are many benefits to this program:

- Hands-on learning
- 12-month program
- Metro and St. Cloud locations
- 95% placement rates

Call St. Cloud Technical and Community College at 320-308-5952 for more information on this program or email instructor Bill Spain at BSpain@sctcc.edu.

Check your account anytime at billpay.saintpaulwater.com.