



# Customer Service Connections

A publication of Saint Paul Regional Water Services

Fall 2016

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## Board recommends water rates and fees to go up by 7.6 percent in proposed budget

Water rates will go up 12 cents a unit for 2017, if a budget recommended for approval by the Board of Water Commissioners at their Sept. 13 meeting is approved by the Saint Paul city council this year. The water service base fee will also increase by \$3 a quarter to \$18 per quarter for residential customers who have meters 3/4-inch or smaller.

Business and residential customers who have larger meters can expect to pay more based on meter size. (See table.)

The rate increase reflects continuing decreases in consumption throughout the system. Average residential water use has dropped from 22 units per residential single-family household each quarter to 17 units of water. Based on this average 17-unit quarterly consumption, a residential, single-family household can expect to pay \$12 more per year in the water service base fee and \$8.16 per year more in consumption fees based on a rate increase to \$2.69 per unit on average. (The average of the summer and winter rates noted on the table.)

This will result in an increase for a residential, single-family household of \$20.16 per year for a total annual cost of \$286.52 in 2017, or \$71.63 a quarter. This equates to a 7.6 percent overall

Average residential, single-family customer using 17 units of water per quarter

WATER CHARGES IN 2017*	QTR 1	QTR 2	QTR 3	QTR 4	Annual Cost
Winter rate (\$2.64/unit x 17 units)	\$44.88	\$44.88			
Summer rate (\$2.74/unit x 17 units)			\$46.58	\$46.58	
Water Service Base Fee	\$18	\$18	\$18	\$18	
Water Main Replacement Surcharge (20 cents a unit x 17 units)	\$3.40	\$3.40	\$3.40	\$3.40	
<b>Total</b>	<b>\$66.28</b>	<b>\$66.28</b>	<b>\$67.98</b>	<b>\$67.98</b>	<b>\$268.52</b>
<b>SAINT PAUL ONLY</b>					
<b>ROW Recovery Fee</b>	<b>\$4.50</b>	<b>\$4.50</b>	<b>\$4.50</b>	<b>\$4.50</b>	
<b>Total</b>	<b>\$70.78</b>	<b>\$70.78</b>	<b>\$72.48</b>	<b>\$72.48</b>	<b>\$286.52</b>

## Water Service Base Fees 2017\*

Meter Size	Fee Per Billing Period
Smaller than 1"	\$18/quarter
1"	\$45/quarter
1.5" (Residential)	\$90/quarter
1.5" (Commercial)	\$30/month
2"	\$48/month
3"	\$96/month
4"	\$150/month
6"	\$300/month
8"	\$480/month
10"	\$690/month

increase in rates and fees for the average, residential, single-family customer. Individual results will vary.

If you have questions, please call customer service at 651-266-6350.

\* 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. The water main replacement surcharge applies to the cities of Saint Paul, Falcon Heights, Lauderdale, Maplewood, Mendota Heights, and West Saint Paul.

## 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 our drop box:

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

## 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.*

## Keep your home's pipes and meter from freezing this winter

Every winter hundreds of water meters and pipes freeze in area homes. Make sure that doesn't happen to you.

Water meters, which typically sit several inches off the floor in the basements of most homes, can freeze in unheated space.

Pipes, valves, and the water meter should not touch concrete walls that are often exposed to more cold.

In addition:

- Check along the foundation and crawl spaces for cold-air leaks
- Close off crawl space vents
- Replace or repair broken or cracked basement windows
- Make sure that basement doors and windows close tightly
- Seal or caulk cracks in walls

- Insulate pipes
- Make sure the valves on either side of the water meter work and can be turned off

If your water meter freezes, the bottom plate will crack. Do not try to repair the meter yourself; call us.

*It is unlawful for anyone other than a water utility employee to remove a water meter except in cases of an emergency. In such cases, call SPRWS immediately.*

If we need to replace a damaged meter, including damage caused by freezing, the homeowner will be charged for the meter. Replacing a new meter can cost \$300 or more.

If you suspect damaged or frozen water pipes or water meter, call the SPRWS 24-hour dispatch office at 651-266-6868.

## Interested in a career in the water industry?

Prepare yourself with an education from St. Cloud Technical and Community College or their satellite location in Eden Prairie.

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
- Eden Prairie and St. Cloud locations
- 95% placement rates

Find out more at:

<http://www.sctcc.edu/water-environment-technologies>

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](mailto:BSpain@sctcc.edu).

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