



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2016

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**Public Hearing on
Water Rates and
Fees for 2017 set
for Sept. 13, 2016**

**To Serve You
Better**

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Understanding lead and what we do to minimize lead in SPRWS drinking water

There has been a lot of news lately about elevated levels of lead in drinking water due to the problems in the water supply in Flint, Michigan.

Here is some basic information on lead, lead in drinking water, and what Saint Paul Regional Water Services does to minimize the amount of lead in our drinking water.

Where does lead come from?

Lead is not found in our source water. It is not in the water leaving the treatment plant. Lead in drinking water comes from lead services lines to

the home, brass fixtures in the home, and lead solder in the home. Lead also comes from a variety of sources other than water that are more common. These sources include lead paint in older homes, lead dust, and lead in soil.

What we do to reduce lead

To reduce leaching of lead from lead service lines or lead solder in the home, we treat our water to produce a small amount of scale on the pipes by adjusting the pH levels and alkalinity levels.

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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 425,000 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 of the need to protect precious water

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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 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.

Public hearing on 2017 water rates set for Sept. 13

Every year SPRWS holds a public hearing on the proposed water rates and fees for the upcoming year.

This year that public hearing will take place at 5 p.m. on Tuesday, Sept. 13 at SPRWS, 1900 Rice Street, Saint Paul, MN 55113.

This discussion on rates and water fees as they relate to the overall budget will be followed by the regular Board of Water Commissioners meeting, in which they may vote on the 2017 budget, including the rates and fees proposed for 2017.

Minimizing lead in drinking water

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Our treatment processes are in strict compliance with the EPA Safe Drinking Water Act and the Minnesota Department of Health regulations. Every three years, the MDH requires sampling and testing for lead or copper in our drinking water. We monitor pH levels around the clock.

Which homes have lead

Most lead service lines were installed in homes built prior to 1927. There were also a small percentage of homes built between 1942 and 1947 that have lead service lines. These homes are at higher risk of lead leaching from the pipes. We offer free lead testing for these customers and help them to interpret the results of their tests. Eliminating these lead service lines is the best long-term solution to the problem of lead in drinking water.

We own and maintain that portion of the water service line in the street right of way and we replace that portion of the service in conjunction with street maintenance projects.

The property owner owns and is responsible for maintenance and replacement of the service line within private property. We offer an assessment program for St. Paul residents that allows for the costs of such replacement work to be assessed and collected through property taxes. Contact the SPRWS engineering division at 651-266-6270 for information on this voluntary assessment program.

More resources

To find out about the effects of lead and how to reduce lead exposure from water, go to our website at www.stpaul.gov/water, select publications, and select the *Get the Lead Out* brochure.

For more information on whether your property might have lead service lines, please contact the SPRWS engineering division at 651-266-6270.

If you would like to know more about the testing and monitoring of our drinking water, or to get your water tested for lead, please contact our water quality lab at 651-266-1635.

Water quality report available online

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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.

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