



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Summer 2016

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Water Meter**

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on Oct. 6;
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**To Serve You
Better**

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*Customer Service
Connections* is published
by the Board of Water
Commissioners, 1900 Rice
Street, Saint Paul, MN
55113-6810. (651) 266-6350.
Web: [www.stpaul.gov/
water](http://www.stpaul.gov/water). Distributed to all
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WaterWorks keeps tap water flowing

Customers provided 139 grants totaling \$27,436 in 2015



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 \$27,436.52 in grants to customers in need in 2015. This amounted to 139

grants, with the average amount of the grant being \$197.39. A grant assists the customer in need with paying the water and sewer bill to ensure that they continue to receive water services. This might be an individual, a family or an adult with dependents. So, while 139 grants were provided, your 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 to availability of funds. CAP determines

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Public hearings on proposed 2017 water rates, 2017 budget will be Sept. 13

All customers and interested parties are invited to our annual public hearing on proposed 2017 water rates and the 2017 budget.

The public hearing will be held prior to the September 13 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.

Public Hearing

Topic: 2017 water budget & water rates

Time: 5 p.m.

Date: Tuesday, Sept. 13

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 meter register 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.

Tour the water treatment facility Oct. 6; Highland tower open house Oct. 8 - 9

Saint Paul Regional Water Services will host an open house from 2 p.m. to 7 p.m. on Thursday, October 6, featuring tours of its treatment plant in Maplewood.

That weekend, Oct. 8 - 9, the Highland water tower will open its doors from 9 a.m. to 5 p.m. for the annual autumn open house.

Admission is free to both events and open to the public.

McCarrons Open House and Treatment Plant Tour

The tour will give visitors a close-up view of how the water is treated, filtered, and pumped into the distribution system. The walking tour will cover about one-half of a mile and require the ability to navigate stairs. Sturdy walking shoes are recommended. An adult must accompany all youths younger than the eighth grade level on the tour. There is no public access to the treatment plant, and to participate in the

tours, visitors must first register in the administration building. The last tour is scheduled to begin at 6:30 p.m.

McCarrons Center is located at 1900 Rice Street, just north of Larpentour Avenue.

Highland Tower Open House

In addition to the view from the observation deck, several original Highland tower blueprints, many of which bear tower architect Clarence Wigington's signature, can be seen. The open house is designed to inform residents about municipal water and the efforts of the utility to preserve and protect water resources.

The water tower is located at the intersection of Snelling Avenue and Ford Parkway.

Please call the SPRWS customer service office at 651-266-6350 for more information.

WaterWorks keeps tap water flowing

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whether a customer qualifies under federal poverty guidelines.

The program received \$26,751 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 \$4,636 while on-going contributions totaled \$17,115.

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 2016. A brochure with a contribution form is enclosed with this mailing for your use.

You can also sign up at www.stpaul.gov/waterworks.

Thank you.

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