



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2017

On Page Two

**Public Hearing on
2018 Rates Set for
Sept. 12, 2017**

**How to Read Your
Water Meter**

To Serve You Better

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**Customer Service
Connections** is published
by the Board of Water Com-
missioners, 1900 Rice Street,
Saint Paul, MN 55113-6810.
(651) 266-6350. Web:
www.stpaul.gov/water.
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Regional Water Services
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Fees reduced for 1-inch, single-family meters

A new water meter classification system has been approved by the Board of Water Commissioners. It creates a new distinct classification for qualifying* single-family homes served through a one-inch meter.

Starting on April 1, 2017, qualifying* single-family homes served through a one-inch meter will be placed in the same billing category as single-family home owners with meters less than one-inch in size.

This change will effectively reduce the water bills of qualifying* single-family homes served through a one-inch meter starting on April 1, 2017.

While a small minority of single family homes is served through one-inch meters, it is the goal of the Board to provide reliable, high quality water and services to all of

our customers at a reasonable cost.

In fall 2016, a review of SPRWS records revealed many 1-inch meters serving single-family homes were sized based on low water pressure rather than high anticipated demand. After discussion at several Board of Water Commissioner's meetings, the Board determined at the January 2017 meeting that there should be a distinction between qualifying* one-inch meters serving domestic, single-family homes, and those one-inch meters found in commercial or multi-family settings.

The new classification will reduce the water service base fee to that of meters less than one-inch in size. For those who live in the city of Saint Paul and are affected by Right of Way fees, it will also reduce those charges to be equal to meters less than one-inch in size.

Reduced fees continued on page 2

Water quality reports available online

Paper copies are 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

Water continued on page 2

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.

How to read your water 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 water usually comes in through the street side of the house. The meter sits on a water pipe that comes through the floor.

The head of the meter 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.

Fees reduced for 1-inch single family meters

[Reduced fees continued from page 1](#)

This is a new classification that did not exist prior to April 1, 2017. Therefore, no refunds or credits will be applied to previous bills. Prior to April 1, 2017, these homes were charged according to the rules and regulations legally set by the Board and in effect at that time. The new classification only affects bills created for qualifying* single-family homes served through a

one-inch meter following the April 1, 2017, implementation date.

The Board is pleased that their actions will result in lower costs for qualifying* customers.

For questions or more information, contact customer service at 651-266-6350.

**Qualifying is an account supplied by a dedicated 1-inch or smaller service connection for which the property structure is described in county property tax records as either a single family dwelling or townhome.*

Water quality report available online

[Water continued from page 1](#)

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 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.

Public hearing on 2018 rates set

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. 12 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 the Board may vote on the 2018 budget, including the rates and fees proposed for 2018.

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