



Customer Service Connections

A publication of Saint Paul Regional Water Services

Fall 2019

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**Snowbirds:
Turn Off Your Water
for the Winter**

**How to Read Your
Water Meter**

To Serve You Better

Board recommends water rates to go up by 6 cents a unit in proposed 2020 budget

Water rates will go up 6 cents a billing unit in 2020 if a budget that the Board of Water Commissioners recommended to the Saint Paul city council for approval gets passed this year. The Board made the recommendation at their Sept. 10 board meeting following a public hearing.

There will be no other changes to the water service base fee or the water main replacement surcharge.

Average residential water use is 17 units of water per residential single-family household each quarter.

The rate increase will cost the average consumer \$4.08 more per year for water use alone.

Individual results will vary based on meter size and actual consumption.

The rate increase is necessary to continue investing in system renewal and perform critical operations and maintenance.

The water utility is responsible for the charges related to water: water service base fees, water consumption rates, and water main replacement charges.

A safe water drinking fee is collected on behalf of the state. In 2020, that fee will increase from \$6.36 a year to \$9.72 per year, which will be pro-rated on your water bill at \$2.43

Water Volume Rates per Billing Unit				
Cities	2019		Proposed 2020	
	Summer	Winter	Summer	Winter
Saint Paul, Falcon Heights, Lauderdale, Maplewood, West Saint Paul	\$2.96	\$2.86	\$3.02	\$2.92
Mendota Heights <i>(18 % more in 2019 and 2020)</i>	\$3.49	\$3.37	\$3.56	\$3.45
All other cities <i>(20 % more)</i>	\$3.55	\$3.43	\$3.62	\$3.50

per quarter or \$0.81 per month.

In St. Paul, we charge a right-of-way recovery fee.

Cities charge additional fees

In addition, the water utility adds line item charges for additional city services on behalf of each city we serve. Those charges are set by the city in which you live and are approved by your city council. Depending on where you live, your bill could include charges for sanitary sewer, storm sewer, street lighting, recycling, water/hydrant, and/or water usage surcharges.

These municipal charges will affect the overall total you see on your bill.

If you have questions about the charges for municipal services provided by the city in which you live, please contact them directly at the number on the back of your bill.

If you have questions about your water charges, please call SPRWS customer service at 651-266-6350.

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Customer Service

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

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

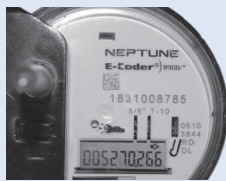
In person only, at McCarrons Center, 8:00 a.m. to 4:30 p.m.

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 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.

Gone for the winter? Shut off your water

If you are living away from your home area during the winter months, you should consider shutting off your water supply to prevent damage to the unoccupied property in your absence.

Temperatures and/or power outages can create expensive home repairs should a water pipe freeze and burst in your absence. This could include the amount of water that went through the water meter during the break. There are several options you can choose to shut off your water prior to your absence.

- 1. Simple shut off within the home: You turn off the valves on either side of the water meter. (Water supply from the curb stop remains on.)**
 - *You will continue to get minimum water bills.**
 - With this option, please call 651-266-6850 to let us know that you are not going to be using water. Our systems are configured to alert us if there is unusually low usage to ensure water meters are working properly.
- 2. SPRWS shuts water off at the curb. No water enters the house.**
 - *You will continue to get minimum water bills.**
 - ***There is a \$50 shut-off charge.***
- 3. SPRWS shuts water off at the curb and removes the water meter. No water enters the house and the water meter cannot freeze.**
 - Billing will stop until the meter is reset.
 - ***There is a \$50 shut-off charge.***
 - ***There is a \$50 meter-reset charge.***

If you have SPRWS shut off your water at the curb stop (options 2 and 3), you will need to make an appointment for staff to come out and turn the water back on when you return, as you will need to be home. SPRWS will not turn on water at an unoccupied property. The meter will be re-set at that time if using option 3.

For each of these options, there are additional steps you must take to prepare your home for the absence of water supply and to re-establish water flow upon your return. For instance, in all cases you may want to drain your water pipes once the water is off. You should also shut off your water heater while there is no water. If you are keeping the water meter in place, the home will need to be heated to keep the meter from freezing. If you choose not to heat your home, consider consulting a winterizing service or plumber.

For more information, please contact our dispatch office at 651-266-6874.

** Minimum water bill charges vary by municipality. Contact customer service at 651-266-6350 for more information.*