



Customer Service Connections

A publication of Saint Paul Regional Water Services

Fall 2017

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From Freezing**

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To Serve You Better

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Board recommends water rates to go up by 3.1 percent in proposed 2018 budget

Water rates will go up 13 cents a unit for 2018, if a budget that was recommended for approval by the Board of Water Commissioners at their Sept. 12 meeting is approved by the Saint Paul city council this year.

This will cost the average consumer \$2.21 more per quarter than water did last year.

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

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

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

Based on this average 17-unit quarterly consumption, a residential, single-family household in St. Paul can expect to pay \$2.21 per quarter

WATER CHARGES IN 2018*	QTR 1	QTR 2	QTR 3	QTR 4	Annual Cost
Winter rate (\$2.77/unit x 17 units)	\$47.09	\$47.09			
Summer rate (\$2.87/unit x 17 units)			\$48.79	\$48.79	
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	
Total	\$68.49	\$68.49	\$70.19	\$70.19	\$278.98
SAINT PAUL ONLY					
ROW Recovery Fee	\$4.50	\$4.50	\$4.50	\$4.50	
Total	\$72.99	\$72.99	\$74.69	\$74.69	\$295.36

more in consumption fees based on a rate increase to \$2.82 per unit on average. (The average of the summer and winter rates noted on the table.)

This will result in an increase for a St. Paul residential, single-family household of \$8.84 per year and a total annual cost of \$295.36 in 2018, or \$73.84 a quarter.

This equates to a 3.1 percent overall increase in rates and fees for the average, residential, single-family customer living in St. Paul. 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.

**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.

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 exposed to 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.

What are your service lines made of?

Saint Paul Regional Water Services serves 425,000 people in Saint Paul and the surrounding communities. We bill about 94,000 accounts every quarter.

Of those accounts, up to 28,000 could have lead service lines in their private property. About half of those also have lead service lines in the street right of way. Most of the rest of the water service lines in the system are made of copper.

If you would like to find out what our records show for the type of material your water services lines are made out of, you can search online at <https://billpay.saintpaulwater.com>. Select "What is my water service line made of?"

You can always call our engineering service desk at 651-266-6270 as well.

You will need your account number.

Lead service lines are found mostly in older homes, since lead stopped being used in 1927; the exception being a few years in the mid-1940s in which lead was used instead of copper.

If you discover that you have lead service lines, you can have your water tested for lead levels for free from our lab.

You will need to come to our facility at 1900 Rice Street to pick up the bottle for testing and return it, filled.

If you are interested in replacing the service line on your property in Saint Paul with copper, we are able to offer financing. Call 651-266-6270 to find out more.