



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Summer 2018

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Directors Award***

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To Serve You Better

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WaterWorks keeps tap water flowing

Customers provided 146 grants totaling \$26,911 in 2017

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 \$26,911 in grants to customers in need in 2017. This amounted to 146 grants, with the average amount of the grant being \$184.32. 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 146 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 whether a customer qualifies under Minnesota state median income guidelines from the US Department of Health and Human Services.

The program received \$26,885 in contributions last year, of which \$5,000 came from matching funds from SPRWS. The remainder of the funds came directly from customer contributions. One-time contributions totaled \$4,399 while on-going contributions totaled \$17,485.29

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 2018.

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

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

Public hearing on 2019 rates set for Sept. 11

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. 11, 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 2019 budget, including the rates and fees proposed for 2019.

**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

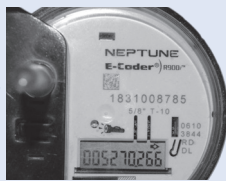
In person only, at McCarrons Center, 8:00 a.m. to 4:30 p.m.

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.

National drinking water award presented to SPRWS

Utility earns 20-year directors award from the Partnership for Safe Water

Saint Paul Regional Water Services, McCarrons water treatment plant, has received a national award for maintaining the Directors Award of Recognition from the Partnership for Safe Water.

The award reflects the utility's outstanding commitment to delivering superior quality drinking water to their customers. Those utilities that subscribe to the Partnership for Safe Water are dedicated to providing high-quality water to customers beyond the regulatory requirements.

The Partnership for Safe Water is a national volunteer initiative developed by Environmental Protection Agency and other water organizations representing water suppliers striving to provide their communities with drinking water quality that surpasses the required federal standards. More than 250 utility subscribers, collectively serving more than 100 million people, are committed to the Partnership's goals of providing safe, high-quality drinking water through achieving operational excellence in water treatment.

The Directors Award is presented to water systems that have completed a successful review in the Partnership's Self-Assessment and Peer Review phase. During this phase, utilities examine the capabilities of their treatment plant operation and administration and then create a plan for implementing improvements.

Saint Paul Regional Water Services has maintained the Directors Award for 20 years, an honor achieved by only 14 utilities across North America.

Saint Paul Regional Water Service's ongoing participation in the program includes a rigorous review of treatment practices developed by national experts, and also includes a four-step, self-assessment and peer-review process.

"Maintaining Directors Award status for 20 years demonstrates our philosophy of constant vigilance to improve water quality," said Steve Schneider, general manager. "We are proud of the hard work of our employees who made it possible to receive national recognition for this ongoing commitment."

Saint Paul Regional Water Services was presented with the 20-Year Directors Award at the American Water Works Association's Annual Conference & Exposition on June 12 in Las Vegas.

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