



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2019

On Page Two

**Public Hearing
on 2020
Water Rates and
Budget
Set for
Sept. 10, 2019**

**To Serve
You Better**

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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 446,000 residents of Saint Paul and the surrounding communities.

To let our customers know what is in their water, where it comes from, and how they can participate in decisions that affect their water, the annual water quality report is now available.

“We are pleased that we continue to be 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.

“We hope that this report advances our customers’ understanding of drinking water and heightens awareness of the need to protect precious water

Water continued on page 2

SPRWS to invest in 10 miles of water main

In its early years, Saint Paul began providing water through a private entity, the St. Paul Water Company, which was formed in 1869.

As Saint Paul grew, the company was sold to the city in 1882. At that time there was a great need to provide water to a rapidly expanding city, and the growth of the water system was expanding significantly.

It takes a large investment in infrastructure, including water mains, services, and hydrants, not to mention many other functions, to supply water to the more than 446,000 customers throughout our service area.

Many of the water mains installed in the early days of our system continue to function and provide water to our customers.

Today we have more than 1,200 miles of water main in our system,

extending from our plant on the north side of Saint Paul to the far reaches of Mendota Heights and Maplewood. Renewal and replacement of this infrastructure is of critical importance to ensure the long-term reliability of providing this vital service to our customers.

Recognizing the need for infrastructure renewal, funding has increased in recent years, including that needed for water main replacement.

This year, St. Paul Regional Water Services is planning construction work on more than 10 miles of water main.

Several projects, about 4.4 miles of main replacement, will be done in conjunction with city and county street reconstruction projects in Saint Paul, Lauderdale, Maplewood, West St. Paul, Mendota Heights, and Ramsey and Dakota counties.

More information on these street

Infrastructure 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.

Public hearing on 2020 budget and water rates set for Sept. 10

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. 10, 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 2020 budget, including the rates and fees proposed for 2020.

Water quality report available online

Water continued from page 1

resources," said Schneider.

The EPA requires that 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 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.

In an effort to be more environmentally friendly, the

report is available via our website at www.stpaul.gov/waterquality.

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, Monday - Friday.

SPRWS invests in water main infrastructure

Infrastructure continued from page 1

construction projects can be found on websites for the respective city or county.

An additional 3.9 miles of main replacement work outside of these construction projects will be conducted by SPRWS.

About half of the projects will use pipe bursting, a method that pulls high-density polyethylene (HDPE) pipe through existing water main, bursting through the old main to leave the new main in place. Water utility crews will excavate holes in the street about 500 feet apart to allow access for pulling the underground pipe.

After the pipe is installed, utility crews will excavate and complete pipework for service connections, hydrants, and other connections to the distribution system. This can be much less

disruptive to the streets than traditional open-cut trenching.

Where necessary, excavating trenches will be used for main replacement. This will occur in about half our project areas.

The utility will also rehabilitate, or clean and line, about 2.3 miles of water main. This involves constructing a liner in the inside of the main to improve flow and inhibit corrosion.

Those businesses and residents affected by water main work will be notified by SPRWS in advance.

Infrastructure investment is an important aspect of providing reliable, quality water to our customers for now and for future generations.

Information and updates on SPRWS projects can be found at www.stpaul.gov/water.

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