



# Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Summer 2019

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Customers provided 148 grants totaling \$30,448 in 2018

## **WaterWorks keeps tap water flowing**

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 \$30,448 in grants to customers in need in 2018. This amounted to 148 grants, with the average amount of the grant being \$176. 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 another adult with dependents. So, while 148 grants were provided, your contributions kept more than 148 people supplied with water service.

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 \$30,448 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 \$5,649 while on-going contributions totaled \$19,799

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 2019.

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](http://www.stpaul.gov/waterworks).

## **Public hearing on 2020 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.

**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

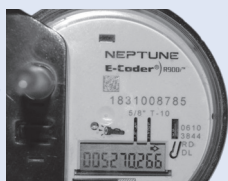
Your water meter is located inside your home, generally about one foot off of the floor in your

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](http://www.stpaul.gov/water).



## Tour the Highland Park water tower

Saint Paul Regional Water Services will host open houses at the Highland Park water tower from 9 a.m. to 5 p.m., Saturday and Sunday on July 20 - 21 and on October 12 -13.

Admission is free and open to the public.

In addition to the view from the observation deck, several original Highland tower blueprints, many of which bear tower architect

Clarence Wigington's signature, can be seen. The open house is designed to inform residents about municipal water and the efforts of the utility to preserve and protect water resources.

The water tower is located at the intersection of Snelling Avenue and Ford Parkway.

Please call the SPRWS customer service office at 651-266-6350 for more information.

## Is your water bill high?

The number one cause of high water bills is toilet leaks. Often silent, four gallons of water a minute can enter the sewer directly from the tank through the toilet bowl. If you have a high water bill, checking for toilet leaks is the first course of action.

But there are other causes of high water bills. Changes in water use, higher home occupancy, leaks in faucets and outdoor irrigation systems, and line items on your bill can all make a difference.

### Is it a seasonal increase?

#### Summers are often marked by:

- Watering lawns and gardens, new sod and trees
- Washing cars
- Filling pools
- Using water-cooled air conditioning units
- Using pressure washers

### Were there more people in the house during spring break, summer vacation, or the holidays?

Additional household members, including college students returning home for the summer, can increase water use throughout the house for everything from showers to laundry.

### Did you incur other charges? Late fees?

#### Does this bill include a previous balance?

If the bill payment was late, a 5 percent late fee would be added to your balance. Failure to pay all of a previous bill would also increase this quarter's bill.

We want to assist our customers in determining the cause of a high water bill. Call customer service at 651-266-6350 with questions.

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