



Customer Service Connections

A publication of Saint Paul Regional Water Services

Winter 2019

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To Serve You Better

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Water usage charges go up by 9 cents Jan. 1

Water usage charges increased 9 cents a billing unit as of the first of this year.

There are no changes to the water service base fee or the water main replacement surcharge.

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

The increase to the water usage charge will cost the average single-family household \$1.53 more per quarter than last year or \$6.12 more per year.

Individual results will vary based on actual water usage.

The increase in the water usage charge is necessary to continue investing in system renewal and performing critical operations and maintenance.

The water utility determines only charges related to water:

- Water service base fees
- Water usage charges
- Water main replacement charges

Those are not the only charges that appear on your bill.

We collect a ROW recovery fee in Saint Paul to reimburse the city for costs it incurs as a result of our buried water infrastructure being within the right-of-way.

Minnesota charges a safe water drinking fee, which we collect on their behalf on every bill.

2019 Water Usage Charges per Billing Unit

Cities	Summer Rates	Winter Rates
Saint Paul, Falcon Heights, Lauderdale, Maplewood, West Saint Paul	\$2.96	\$2.86
Mendota Heights (18 % more)	\$3.49	\$3.37
All other cities (20 % more)	\$3.55	\$3.43

Cities establish additional charges

The water utility adds line-item charges for additional city services on behalf of each city we serve. These charges are set by the city in which you live, and changes to these charges are approved by your city council on an annual basis.

Depending on where you live, your bill could include charges for:

- Sanitary sewer
- Storm sewer
- Street lighting
- Recycling
- Water surcharges
- Water/hydrant surcharges

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

If you have questions about the charges for 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.

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.

To download a brochure outlining how to sign up for automatic bill payments, go to tinyurl.com/SPRWS-DirectPay

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.

Water leaking from the burst pipes could cause considerable damage before you return home.

If you are interested in having your water shut off for the winter months, contact dispatch at 651-266-6874.

Water leaks can cost you money

Are you wasting water and paying more on your water bill?

If you have a leak in your home, your water bill could increase by double or triple what you normally pay each quarter.

Check your home for leaks. The biggest culprit is the toilet. It can lose hundreds, even thousands of gallons a day without making a sound as water leaks from the tank to the bowl and down the sewer.

But toilets are not the only cause of leaks. Faucets, shower heads, tubs, sprinkler systems, outdoor spigots, hot water heaters, whole house humidifiers, and water softeners can all be sources of leaks.

Check out the information in the enclosed brochure on how water leaks cost you money.

It can help you find a toilet leak or track down other sources of high water bills.

Winter cold contributes to appearance of cloudy water

In the winter months, many people notice a milky or cloudy appearance to their tap water. This is caused by air bubbles trapped in the water. It is harmless and will disappear on its own if left out for a few minutes.

This phenomenon occurs more often in the winter due to the colder temperatures. Cold water can trap and hold larger amounts of dissolved oxygen than warm water. Most of our water comes from the Mississippi River, which then travels through a chain of lakes before arriving at our plant. This surface water is much colder in the winter months. Not only is the water cold coming into our treatment plant, but the pipes that deliver the water to your home from the plant are cold as well.

In addition, water in the pipe is under pressure. That pressure makes it impossible for the air in

the water to get out while it is still in the pipes. Once it comes out of your faucet, it is no longer pressurized and the air begins to escape, like opening a pop can. The warmer room temperature also contributes to the release of air bubbles, as warmer water cannot hold as much air. As the air escapes and the bubbles rise to the surface, it looks cloudy. Sometimes there are enough bubbles that it looks like there is debris or small particles swirling around your glass. As the air dissipates, the water clears from the bottom of the glass to the top. Bubbles may attach to the sides of the glass as the water clears.

Trapping air is a natural phenomenon associated with cold water, and it does not affect water quality. If you have questions or concerns, you can always call our office at 651-266-6350.

Check your account anytime at
billpay.saintpaulwater.com