



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2020

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and Rates Set for
Sept. 8**

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Tower Open House**

To Serve You Better

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www.stpaul.gov/water.

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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 450,000 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 resources,” said Schneider.

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SPRWS to upgrade water treatment plant

Water: It is one of the most important resources needed to create and maintain a healthy and thriving community.

The McCarrons water treatment plant has been providing reliable, quality drinking water for nearly 100 years. The oldest portion of the plant, used in a previous pumping station, dates to the mid-1910s. Photos taken during construction show workers wearing fedoras (not hard hats) and using horses as a means of transporting materials around the site.

Despite its age, the treatment plant continues to perform well and produce high quality drinking water for 450,000 people in St. Paul and the surrounding communities.

In fact, the McCarrons water treatment plant is one of only 31 facilities in the nation to have received the President’s Award for water treatment from the American Water Works Association.

While current water quality remains exceptional, SPRWS is proactively looking towards the future and planning to make significant improvements to the McCarrons water treatment plant.

These improvements will position SPRWS to continue providing high quality water far into the future.

Over the next five years, SPRWS will invest heavily in the infrastructure that produces tap water for the St. Paul metro area. Current plans call for about two-thirds of the treatment facility to be replaced with more modern technologies.

“Modern technologies achieve the same exceptional water quality while taking up less space,” said Jim Bode, production manager.

“Freeing up additional space on our property will give us the flexibility to incorporate new treatment technologies to address future treatment needs.”

Treatment Plant 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 2021 budget and water rates set for Sept. 8

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. 8, 2020, 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 2021 budget, including the rates and fees proposed for 2021.

Water quality report available online

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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.

Water treatment plant to be updated

[Treatment Plant continued from page 1](#)

"Anytime that you have a facility approaching 100 years in age, you need to be thinking about resiliency and reliability," said Patrick Shea, assistant general manager, "These improvements will increase the reliability of the facility for coming generations."

Those improvements in reliability and flexibility will be crucial to continuing to meet the needs of customers in the future.

The utility has a longstanding history of proactively investing in infrastructure. Those investments have made the utility one of the nation's best, and modern investments build on that tradition.

Staff is currently in the early stages of project planning. By the

end of this year, we plan to hire a firm to perform design and construction of the project.

Construction work on the facility likely will begin in late 2021 or early 2022. At this stage, we anticipate that the project will be completed in 2025.

The budget for the planned improvements is estimated to be about \$130 million.

"We take pride in providing the communities we serve with reliable, high quality drinking water at a reasonable cost," said Steve Schneider, general manager.

"Upgrading our water infrastructure reaffirms our commitment to maintaining the highest standards of public health."

Highland Park water tower open house

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 18 - 19 and on October 10 - 11, 2020.

Admission is free and open to the public. The water tower is located at Snelling Avenue and Ford Parkway.

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