

Water Usage

Water usage is based on the meter reading for the current period. ESTIMATE indicates we were unable to read the meter. If your current bill is estimated, call the Meter Office at 651-266-6850 to schedule an appointment as we need to get inside and troubleshoot the metering problem.

Note: One billing unit equals 100 cu. ft. or 748 gallons of water.

Billing Periods

Accounts are billed quarterly for residential and monthly for commercial.

Water Rate Settings

Water rates are changed periodically to cover increased costs for water treatment, chemicals, electric power, fuel, maintenance of the supply and distribution systems, and other general expenses. Changes in water rates are proposed by resolution of the Board of Water Commissioners and put into effect upon confirmation by the Saint Paul City Council.

Water Consumption Charges

Winter* \$3.50 per 100cu.ft.
 Summer** \$3.62 per 100cu.ft.

For accounts with 1-inch and smaller meters:

* Winter rates apply to bills sent during January through May, and December.

** Summer rates apply to bills sent during June through November.

For accounts with 1 1/2 -inch and larger meters:

* Winter rates apply to bills sent during January through April, November and December.

** Summer rates apply to bills sent during May through October.

Sales Tax

A 6.875% state sales tax is applied to non-residential accounts.

Transit Tax

A 0.25% transit tax is applied to non-residential accounts located in Dakota and Washington counties.

A 0.50% transit tax is applied to non-residential accounts located in Ramsey county.

Late Charge

Water bills are considered delinquent if not paid within 30 days of the Bill Date, at which time a 5% late charge will be added to your bill.

Water Service Base Fee

A water service base fee shall be charged to all active domestic and commercial water service accounts in the SPRWS service area. The amount of the fee shall be determined by water meter size and shall be applied during established billing cycles, as shown below

| Meter Size | Service Base Fee | Bill Cycle |
|-------------------|------------------|-------------|
| < 1" | \$21.60 | per quarter |
| 1"(Single Family) | \$21.60 | per quarter |
| 1"(other) | \$54.00 | per quarter |
| 1 1/2" | \$36.00 | per month |
| 2" | \$57.60 | per month |
| 3" | \$115.20 | per month |
| 4" | \$180.00 | per month |
| 6" | \$360.00 | per month |
| 8" | \$576.00 | per month |
| 10" | \$828.00 | per month |

1-inch single family dwelling is an account supplied by a dedicated 1-inch or smaller street service connection and for which the property structure is described in County Property Tax Records as either Single Family Dwelling or Townhome.

Minnesota Safe Drinking Water Act

The Minnesota Department of Health via the Federal Safe Drinking Water Act (Statute 144.3831) requires we charge 81 cents per month or \$2.43 per quarter for testing public water supplies.

Meter Reading Fee

Per reading fee for the properties that have an exterior-mounted, non-radio metering system (Touchpad)

Bill Problems

If you dispute this bill, please call **651-266-6350**. You are entitled to a hearing before an impartial hearing officer who will make a recommendation regarding resolution of your concerns.

Payment Responsibility

Property owners are responsible for all water bills issued against their property. If a property owner desires to have the bills sent to a tenant, SPRWS will agree to do so; however, all charges for water and sewer services are a continuing statutory lien against the property until they are paid. Unpaid charges that are delinquent as of September 15th of each year may be certified to the County Auditor, at SPRWS' discretion, to be collected with the real estate taxes for the property.

NOTE: "Due Date" means date to be received by SPRWS. SPRWS is not responsible for late payments caused by a delay in the mail service.

Pay using Automatic Withdrawal

You can pay your water bill directly from your bank account. For further information call customer service at the numbers below.

Saint Paul Regional Water Services

SPRWS is a publicly owned corporation operating as a self-supporting non-profit entity. It is financed solely by the sales of water and fees for other services. It receives no other outside financial support or tax subsidy.

WATER SERVICES PHONE NUMBERS

Customer Service 651-266-6350
 TDD Hearing Impaired 651-266-6299
 Call: 7:30 a.m. - 4:30 p.m. Mon - Fri

EMERGENCY SERVICE 651-266-6868