



# Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2018

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**Public Hearing on  
2019 Rates Set for  
Sept. 11, 2018**

**Highland Tower  
Open House Dates  
Set for 2018**

**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 425,000 residents of Saint Paul and the surrounding communities.

To let our customers know what is in their water, the annual water quality report is now available.

“We are pleased that, once again, SPRWS is 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.

The EPA requires 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

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## Construction season to get underway in April

Saint Paul Regional Water Services is planning 8.1 miles of water main construction this year. Five miles of main replacement will be in city street reconstruction projects. Pipe bursting and trench excavation methods will be used for the remaining 3.1 miles of main replacement outside of street reconstruction projects.

For work done in street construction areas, we will be working to replace main where the streets are already under construction. In Saint Paul, that includes areas along Como Ave., Wheelock Parkway and a mile in the Woodlawn/Jefferson area. In Maplewood, that includes 2.3 miles in the Farrell/Ferndale areas and in West St. Paul, that includes a third of a mile in the Bernard Street reconstruction area. More information on the Saint Paul city street construction projects can be found at

[www.stpaul.gov/departments/public-works/road-construction](http://www.stpaul.gov/departments/public-works/road-construction).

Pipe bursting 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 pits approximately 500 feet apart to allow access for pulling the underground pipe. After the HDPE pipe is installed, utility crews will excavate and complete pipework for service connections, hydrants, and other connections to the distribution system. Projects involved in pipe bursting will all be in St. Paul. One will be in the McDonough Homes community project on Timberlake Road around the streets of Jackson and Klainert, Arlington Avenue, and Biglow Lane. Another project will be on Forest Street from Case to Jessamine; another on Conway from Johnson to

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**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.

### Save the dates: Highland tower open house dates set

*The Highland water tower will be open to the public for two weekends this year.*

*The weekend of July 21-22 in conjunction with Highland Fest activities is the first opportunity.*

*The open house for the viewing of the fall colors is October 13-14.*

*Hours are from 9 a.m. to 5 p.m. both Saturday and Sunday.*

*Staff will be on hand to answer questions about the water utility and the tower.*

*The tower is located at the intersection of Snelling Ave. South and Ford Parkway.*

## Water quality report available online

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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.

"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.

In an effort to be more environmentally friendly, the report is available electronically via our website. Paper copies are

available upon request.

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](mailto:waterinquiries@stpaul.gov).

Copies of the report are also available at our service counter at 1900 Rice Street during regular business hours.

To read the report online or download a copy, go to [www.stpaul.gov/waterquality](http://www.stpaul.gov/waterquality).

## 8.1 miles of main to be replaced

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Etna. One will take place on Birmingham from Pacific to Burns and another on Yorkshire from St. Paul Ave. to Cleveland. A final project will take place on Morgan Ave. from Edgecumbe to Davern.

Utility crews will also excavate and complete pipework for another mile of main replacement. Some areas affected will be Portland Ave. from Prior to Fairview; Suburban

Ave. from Burns to Ruth; and Norton St. from Maryland to Cook.

Communities affected by main replacement will be notified by SPRWS in advance of the work. Information on the projects can be found at [www.stpaul.gov/water](http://www.stpaul.gov/water).

In addition, the utility will replace 350 lead service lines in the right of way with copper pipe throughout the city this year.

## Public hearing on 2019 rates set

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. 11, 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 2019 budget, including the rates and fees proposed for 2019.

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