

**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:** 100 cu. ft. of water equals 1 unit or 748 gallons.

**Billing Periods**

Accounts are billed quarterly for residential and monthly for commercial.

**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.

**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\* \$3.17 per 100cu.ft.  
Summer\*\* \$3.29 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.

**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.

**Returned Checks**

A \$30.00 fee will be charged for all returned check and "Automatic Withdrawal" returns.

**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

**Minnesota Safe Drinking Water Act**

The Minnesota Department of Health via the Federal Safe Drinking Water Act (Statute 144.3831) requires we charge 53 cents per month or \$1.59 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 November 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.

**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**