



Customer Service Connections

A Publication of Saint Paul Regional Water Services

Winter 2026

Why Your Water Looks White in Winter; And Why It's Totally Safe

Have you ever poured a glass of tap water on a cold winter morning and noticed it looks milky or white for a few seconds before clearing up?

Good news: that cloudy appearance is just tiny air bubbles, not a water quality problem. In fact, it's a normal seasonal effect that happens more often when the temperatures drop.

Cold Water Holds More Air

During the winter, groundwater and distribution pipes get colder.

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Cold water naturally holds more dissolved air than warm water the same way a cold bottle of soda stays fizzy longer than one left out on the counter.

As that cold water travels through the mains into your home, it becomes pressurized. More pressure means dissolved air.

When It Comes Out of the Tap, Pressure Drops

The moment water leaves the faucet, the pressure is released and all that extra dissolved air rapidly escapes as tiny bubbles.

Instead of rising immediately to the top (like soda bubbles), they form throughout the water, scattering light and making the water look white or cloudy.

This is harmless and will quickly dissipate on its own if left out on the counter.

Cloudiness Disappears Quickly

If you set the glass down and watch closely, you'll notice:

- The water clears from the bottom up
- The bubbles rise to the surface
- Within 30–60 seconds, the water is crystal clear again



The Bottom Line

Cloudy water in winter is normal. It's caused by harmless trapped air.

It clears on its own in seconds. Your water remains clean, safe, and fully treated all year round. So next time you see milky water on a cold day, you can tell your friends and family:

Don't worry, that's just winter air escaping. It's actually a sign of fresh, pressurized water coming through the system.

TO TALK TO A CUSTOMER SERVICE REPRESENTATIVE:
Call 651-266-6350 and press "0"
Monday-Friday from 7:30am-4:30pm

HOW TO PAY YOUR BILL:

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: 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 boxes.

A drop box is located in the visitor parking area for drive up access. Another drop box is located under the canopy at the entrance to the water utility. Both available 24 hours a day.

CASH

In person only, at McCarrons Center, 8:00 a.m. to 4:30 p.m.

AUTO PAYMENT PLAN

Have your payment deducted automatically 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.

Water Rates Changed at the First of the Year

Saint Paul Regional Water Services (SPRWS) is committed to delivering safe, high-quality water every time you turn on the tap. To continue doing so, the following changes to the budget are in effect for 2026:

Water Consumption Rate:

Increase of \$0.58 per billing unit (748 gallons)

Water Service Base Fee for a Meter Less Than 1-Inch

Increase of \$1.03 per month

Water Main Surcharge:

Increase of \$0.04 per billing unit (748 gallons)

For a typical household using six units of water, these changes mean an average monthly increase of \$4.75. Total water charges average \$42.45 per month or \$127.35 per quarter.

Additional Costs on Your Bill

In addition, the water utility adds line item charges for city services on behalf of each city that we serve. Those charges are set by the city in which you live and are approved by your city council.

Depending on where you live, your bill could include charges for sanitary sewer, storm sewer, street lighting, recycling, water/hydrant and/or water surcharges.

These municipal charges will affect the total amount of your bill.

If you have questions about those charges, please contact your city directly with the number listed on the back of your bill.

If you have questions about your water charges, please call SPRWS at 651-266-6350.

A New Era Begins with the Turning on of the New Plant



On September 25, 2025, the water utility officially brought the new water treatment plant online, marking the largest capital improvement project in the utility's history. The new plant is now

providing high-quality, reliable drinking water to our 450,000 customers across Saint Paul and 14 surrounding communities.

The modernization effort is a proactive choice to update the facilities that were more than 100 years old in some places. This will allow SPRWS to meet future challenges and the growth of the region.

Check your account anytime at:

stpaul.gov/waterbillpay



KEEP IN TOUCH!

Phone calls and emails are easy ways to keep in touch when an event occurs.

Is your email address with us up to date? Is your phone number current?

All accounts are attached to the physical address of the property receiving water. Recent surveys have shown that a majority of customers would rather be texted, called, or emailed information than have it mailed to their address.

Please update your records at stpaul.gov/waterbillpay to reflect your current phone and email address, or email us at waterinquiries@stpaul.gov.