



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Spring 2026

Lead service line replacements hit 4,500 to date; 2,200 more planned

Saint Paul Regional Water Services (SPRWS) continues to make strong progress removing lead service lines from our system.

Since 2022, we have replaced approximately 4,500 lead service lines. In 2026, we plan to replace about 2,200 more as part of our Lead Free SPRWS program.

If your property is scheduled for replacement in 2026, notification would have already been sent.

To complete the work at no cost to customers, property owners must sign and return the participation agreement. This allows crews to replace both the public and private portions of the service line safely and efficiently.

“This work represents years of planning, coordination, and sustained investment,” said Racquel Vaske, general manager of SPRWS. “Every lead service line we replace is a permanent improvement to our water system and an investment in the health of the residents of the communities we serve.”

The 2026 work is supported by approximately \$35 million in state funding through the Minnesota Public Facilities Authority, allowing full replacements at no direct cost to participating property owners.

“Protecting the health of Saint Paul families is one of the most important responsibilities we have,” said Mayor Kaohly Her.

“Removing lead service lines is critical infrastructure work that delivers lasting public health benefits for generations. Securing the funding needed to complete this effort is a top priority for my administration. We will work closely with our state partners to ensure they understand the importance of sustaining this investment so that every Saint Paul resident has access to safe, lead-free drinking water. This is a long, critical fight, because no amount of lead is safe for our residents to drink.”

SPRWS will continue notifying customers as future areas are scheduled. You can check your service line material and learn more at stpaul.gov/leadfree or by contacting our customer service team.

We estimate it will cost an additional \$250 million to remove all remaining lead service lines in our service area. Continued state investment is critical to keeping this work on schedule.

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A worker guides horizontal drilling equipment underground to allow for a new copper line to be pulled through from the street to the house during a lead replacement.

TO TALK TO A CUSTOMER SERVICE REPRESENTATIVE:
Call 651-266-6350 and press "0"
Monday - Friday 7:30 a.m. - 4:30 p.m.

HOW TO PAY YOUR BILL:

CREDIT CARD

A \$3.95 fee per \$500 will be added for credit/debit cards. We accept Visa, MasterCard, Discover, and American Express credit/debit cards. To make a credit card payment or to get information on your account 24/7, call 651-266-6350 or go to stpaul.gov/waterbillpay. Or pay in person at 1900 Rice Street, Saint Paul, 55113 8 a.m. - 4:30 p.m.

MONEY ORDER OR CHECK
No fees.

In person, by return mail with your bill stub, drop box or by checking/savings at stpaul.gov/waterbillpay. A drop box is located in the visitor parking lot for drive up access. A walk up drop box is under the canopy at the entrance. Both are available 24 hours a day.

CASH

In person only at 1900 Rice Street, 8:00 a.m. - 4:30 p.m.

AUTO PAY

Have your payment deducted automatically from checking, savings, (no fee) or credit card (\$3.95 fee per \$500 applies). Get an e-statement or paper bill (upon request). Apply at stpaul.gov/waterbillpay

Check your account anytime at:
stpaul.gov/waterbillpay



Water Quality Report Available Online

Paper Copies are Available Upon Request

The annual water quality report is now available.

The EPA requires that water suppliers provide customers with an annual report detailing a summary of the various water quality sampling and results from the prior year. The report also shares some on where the water comes from, and how customers can participate in decisions that affect the water utility,

Customers should read the report to find out more about their drinking water.

"This report should instill a sense of confidence in the drinking water we supply," said General Manager Racquel Vaske.

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, please call customer service at 651-266-6350 or email waterinquiries@stpaul.gov.

PUBLIC HEARING ON 2027 BUDGET & WATER RATES

Tuesday, September 8, 2026, at noon.

Room 41, City Hall, 15 West Kellogg Blvd.
Saint Paul, MN 55102

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 2026 budget, including the rates and fees proposed for 2027.