



Customer Service *Connections*

A Publication of Saint Paul Regional Water Services

Summer 2026

Why is my Water Bill Higher in the Summer?

Summer often brings increased water use, which can lead to higher water bills. If your bill is larger than expected, there are several common causes worth investigating.

Check for Toilet Leaks First

The most common cause of a high water bill is a leaking toilet. Because many toilet leaks are silent, they can go unnoticed for weeks or even months. A leaking toilet can waste hundreds of gallons of water each day as water continuously flows from

the tank into the bowl and directly into the sewer system.

If your water bill is unusually high, checking your toilets for leaks is a good first step.

Seasonal Water Use Adds Up

Many households use significantly more water during the summer months. Common seasonal activities that increase water consumption include:

- Watering lawns, gardens, trees, and new landscaping
- Operating automatic irrigation systems
- Washing vehicles
- Filling or topping off swimming pools
- Using pressure washers
- Operating water-cooled air conditioning units

Even small increases in daily water use can add up over a three-month billing period.

Inspect Your Irrigation System

Outdoor irrigation systems can use large amounts of water and may develop leaks that are difficult to notice. To help ensure your system is operating efficiently:

- Check for broken or damaged sprinkler heads

- Look for unusually wet or soft areas in your yard after watering
- Verify that rain sensors are working properly
- Review watering schedules and run times
- Monitor your water meter for unexpected movement when the system is not actively running

A hidden leak in an irrigation system can add hundreds of gallons to your water use in a short period of time.

More People at Home Means More Water Use

Summer often brings changes in household occupancy. College students returning home, visiting relatives, or children home from school can all increase water use through additional showers, laundry, dishwashing, and other daily activities.

Need Help Understanding Your Bill?

Saint Paul Regional Water Services is committed to helping customers understand their water use. If your water bill is higher than expected and you have questions, please contact Customer Service at 651-266-6350. We can help you review your account and identify possible causes of increased water consumption.

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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



Keeping Water Flowing Reliably

More than 4 miles of main to be improved upon this year

Providing reliable drinking water requires constant investment in the infrastructure that delivers it to homes and businesses across the region.

In 2026, Saint Paul Regional Water Services crews will replace, rehabilitate, clean, or upgrade more than four miles of water infrastructure throughout the system. These improvements help maintain water quality, strengthen reliability, and extend the life of critical assets that serve more than 450,000 customers.

In addition to planned construction and maintenance projects, SPRWS crews respond year-round to water main breaks, leaks, and other emergencies. Their work helps minimize service interruptions and ensures customers continue to receive quality, dependable drinking water when unexpected issues arise.

Much of this work takes place underground and often goes unnoticed. However, maintaining and improving the water system before problems occur helps reduce disruptions, improve long-term performance, and protect the infrastructure that delivers water every day.

From replacing aging pipes to rehabilitating existing infrastructure, these ongoing investments help ensure that customers can count on safe, high-quality drinking water now and into the future.

While most customers never see the work being done beneath their streets, it plays a vital role in keeping the region's water system strong, reliable, and ready to meet the community's needs for years to come.

PUBLIC HEARING ON 2027 BUDGET & WATER RATES

Tuesday, September 8, 2026, at noon

**Room 40, 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.