SAINT PAUL REGIONAL WATER SERVICES

Customer Service Connections

A Publication of Saint Paul Regional Water Services Fall 2026

2027 Budget Reflects Investment in High Quality Water and Services

Saint Paul Regional Water Services (SPRWS) is committed to delivering reliable, high-quality water every time you turn on the tap. To continue providing reliable service and investing in our water system, we've proposed the following changes to water rates for 2027:

Water Consumption Rate: Increase of $0.42 per billing unit (CCF)

Water Service Base Fee: Increase of $0.76 per month

Water Main Surcharge: Increase of $0.02 per billing unit (CCF)

Right-of-Way Recovery Fee: Decrease of $0.07 per month

For a median residential customer using five units of water, these changes would mean an average monthly increase of $2.94.

	2026	2027
Consumption Charge	$5.03 * 5 units = $25.15	$5.46 * 5 units = $27.30
Water Service Base Fee	$8.97	$9.73
Water Main Surcharge	$0.30 * 5 units = $1.50	$0.32 * 5 units = $1.60
Safe Drinking Water Fee (Pass to MDH)	$1.27	$1.27
Right-of-Way Recovery Fee (Pass to CSP)	$1.50	$1.43
MONTHLY TOTAL	$38.39 per month	$41.33 per month
ANNUAL TOTAL	$460.68 per year	$495.96 per year

The Safe Drinking Water Fee goes to the Minnesota Department of Health. The ROW Recovery Fee goes to the City of Saint Paul.

Total water charges would average $41.33 per month, compared with $38.39 in 2026.

The proposed rate changes are based on a cost-of-service study to ensure SPRWS revenues keep pace with the cost of providing water service.

Keeping Water Affordable
We know any rate increase impacts our customers, and we do not make these decisions lightly. The proposed changes balance the need to operate and maintain our water system, invest in aging infrastructure and strengthen our financial position with the need to keep water affordable.

The Right-of-Way Recovery Fee for Saint Paul customers will decrease by 5% because the fund has accumulated a balance above established reserve levels.

Thank you for your continued trust in SPRWS. Our employees work every day to provide safe, reliable water and to ensure the system is prepared to serve our communities for generations to come.

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Our mission is to provide high-quality water and exceptional services to the people and communities we support.

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

More Than Landmarks

How Water Towers Keep the Water Flowing



The water towers in Highland Park feature the SPRWS and city logos.

If you've driven through Saint Paul or one of the surrounding communities, you've likely noticed one of our water towers rising above the trees. While they're familiar landmarks, they also play an important role in delivering reliable, quality drinking water to your home.

Water towers help maintain consistent water pressure throughout the distribution system. By storing water high above the ground, gravity creates the pressure needed to move water through underground pipes to homes, businesses, and water hydrants. They also store water to meet periods of high demand, such as warm summer days when outdoor watering increases, and provide a reserve for emergencies, including firefighting and power outages. Saint Paul Regional Water Services operates 12 elevated water towers throughout its service area.

Each is strategically located to help maintain reliable water pressure for the surrounding neighborhoods. While the towers vary in size and design, they all serve the same essential purpose: keeping water available whenever customers need it.

Many of these towers have been serving the community for more than 60 years. Through regular inspections, maintenance, and periodic repainting, they continue to provide dependable service year after year.

The next time you see one of our water towers on the horizon, you'll know it's doing much more than defining the skyline, it's helping deliver reliable, high-quality drinking water to thousands of homes and businesses every day.