

Customer Service

A publication of Saint Paul Regional Water Services

Winter 2012

On Page Two

Right-of-Way Recovery Fee affects Saint Paul customers

To Serve You **Better**

Board of Water Commissioners

(As of Jan. 1, 2012)

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Vice President

To be determined

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Commissioner

Will Rossbach

Commissioner

Vacant

Commissioner

Vacant

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New Year to see new water board

Harris, Zanmiller, and Helgen out; Anfang president

The Board of Water Commissioners looks substantially different as the New Year begins. Gone are President Pat Harris, Vice President John Zanmiller, and Commissioner Lee Helgen.

Harris and Helgen were Saint Paul city council members. Harris, who served on the board since 2000, did not seek re-election and Helgen, a commissioner since 2009, was not re-elected. Zanmiller was the suburban representative from West Saint Paul, appointed in 2002.

"The production, distribution, and protection of our water is paramount to our success. It may not be the 'flashy' assignment for some," said Zanmiller of his years of service. "But when you think about it, where are we without safe and accessible drinking water?"

"I am, and always have been, proud

to be part of a dedicated group whose mission is to make sure we can always rely on our water supply," Zanmiller said.

Harris considered it a rewarding opportunity to serve the mission-driven organization, whose work is the basis of a healthy community.

"Safe, clean water is an essential element in how everyone lives their lives," said Harris. "It was a pleasure to serve with the board and employees who are dedicated to fulfilling their mission."

During Harris' tenure, the utility raised its bond rating from AA to AA+ in 2002. and from AA+ to AAA in 2009. "I'm very proud of improving the utility's financial standing to AAA," said Harris.

"We are one of only a handful of utilities in the country with an AAA rating," Harris said. "It shows how the board and employees operate. It shows their Board continued on page 2

New water rates effective Jan. 1, 2012

Saint Paul Regional Water Services strives to provide you efficient, affordable, and consistent delivery of safe water both now and in the future.

This coming year, we will be replacing:

- 150 fire hydrants
- 600 water connections
- 50,000 water meters
- 12 miles of water main (a portion of which is reimbursed by the light rail project)

These investments in our infrastructure and maintenance of our assets provide the best service to our customers. To cover the costs and debt burden associated with these investments, the 2012 budget includes a base water rate increase of 6.47 percent. The budget also reflects a continuing decline in the volume of water sold. While decreasing water consumption results in lower revenues, it does not reduce the miles of water main required

Rates continued on page 2

To Serve You Better

To talk to a Customer Service Representative call Customer Service at (651) 266-6350 and press "0" between 7:30 a.m. and 4:30 p.m., Monday - Friday.

Bills may be paid in the following ways:

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: https://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 one of our drop boxes:

For next-day processing, at McCarrons Center. The drop box is located in the visitor parking area; available 24 hours a day.

For 48-hour processing, located at Saint Paul City Hall, 15 Kellogg Blvd., West. Doors are open from 8:00 a.m. to 4:30 p.m., and visitors must pass through security.

Cash

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

Direct Payment Plan

Have your payment deducted electronically 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.

ROW Recovery Fee

A line item called the Right-of-Way Recovery Fee has been added to Saint Paul customers' bills.

The Saint Paul City Council voted on Dec. 14 to recover expenses incurred in the operation and maintenance of city right-of-way that arise from public utilities that have buried infrastructure within those areas.

These costs will be passed on to Saint Paul customers based upon the size of the water meter served at the property.

This is an ongoing expense that will appear as a line item on Saint Paul customers' bills each billing period.

Harris, Zanmiller reflect on service

Board continued from page 1

responsibility to the public."

Zanmiller is proud of the improvements to the utility's security and infrastructure. Both are pleased to have been part of the reduction in taste and odor issues that plagued the utility since its earliest days.

During their tenure, in addition to these accomplishments, Saint Paul Regional Water Services:

- Replaced the Dale Street Reservoir
- Installed an oxygenation system at Vadnais Lake
- Implemented new technologies, including:
 - Interactive Voice Response phone
 - Customer Information System
 - Online bill pay option
 - Computerized Maintenance Management System
 - Geographic Information System
- Restored the Lambert Creek watershed, which was named a Clean Water Initiative in 2003
- Created new facilities for office and distribution personnel at the site of the water treatment plant
- Invested in capital expenditures to fund the replacement or relining of large water mains and replacement of mains in conjunction with the residential street revitalization program, taking steps toward a reduced target life cycle of the water mains from 150 years to 100 years

Harris is confident that the board will continue its mission of providing safe, quality drinking water at a reasonable cost while ensuring the safety of the water supply.

The new board will be led by Matt Anfang, who was elected to serve as president at the Dec. 13 board meeting. Anfang has served as a commissioner on the board since 2000.

Will Rossbach, the mayor of Maplewood, will take over the position vacated by Zanmiller as a suburban representative.

The vacancies left by Harris and Helgen are to be filled by Mayor Chris Coleman by appointment during the New Year.

2012 budget reflects investments

Rates continued from page 1

for distribution or the maintenance of those mains.

The average family of four in the metro area uses about 65,800 gallons of water annually. With the water rate increase, the average family will pay about \$13.20 more a year for the water they use.

This does not include sewer charges or rates, which are established separately by each community that we serve.

Public hearings on the 2012 budget were held by the Board of Water Commissioners on Sept. 13 and the Saint Paul City Council on Nov. 2.

The budget was approved at the Dec. 14 city council meeting and the new water rates and the water utility budget took effect on Jan. 1, 2012.

They are reflected in the enclosed bill.