Water Usage

Water usage is based on the meter reading for the current period. ESTIMATE indicates we were unable to read the meter. If your current bill is estimated, call Meter Office at 651-266-6850 to schedule an appointment as we need to get inside and troubleshoot the metering problem. **Note:** 100 cu. ft. of water equals 1 unit or 748 gallons.

Billing Periods

Accounts are billed quarterly for residential and monthly for commercial.

NOTE: "Due Date" means date to be received by the SPRWS. The SPRWS is not responsible for late payments caused by a delay in the mail service.

Water Rate Settings

Water rates are changed periodically to cover increased costs for water treatment, chemicals, electric power, fuel, maintenance of the supply and distribution systems, and other general expenses. Changes in water rates are proposed by resolution of the Board of Water Commissioners and put into effect upon confirmation by the Saint Paul City Council.

Water Usage Charges

Winter*	$2.34 per 100cu.ft.
Summer**	$2.44 per 100cu.ft.

For accounts with 1-inch and smaller meters:

* Winter rates apply to bills sent during January through May, and December.

** Summer rates apply to bills sent during June through November.

For accounts with 1 1/2 -inch and larger meters:

* Winter rates apply to bills sent during January through April, November and December.

Water Service Base Fee

The water service base fee covers such costs as general administration, billing, accounting, customer service, etc.

Meter Size	Service Base Fee	
< 1"	$9.00	per quarter
1"	$22.50	per quarter
1 1/2"	$45.00	per quarter
1 1/2"	$15.00	per month
2"	$24.00	per month
3"	$48.00	per month
4"	$75.00	per month
6"	$150.00	per month
8"	$240.00	per month
10"	$345.00	per month

About Sewer Charges

Saint Paul Regional Water Services handles only the billing services for Maplewood sewer customers. All other aspects of the sewer utility continue to be operated and maintained by the City of Maplewood. Sanitary sewer charges pay for the operation, maintenance, and capital cost of Maplewood's sewer system, and for treatment costs levied by the Metropolitan Council, Environmental Services Division.

Sewer, Recycling, Surcharge and Environmental Utility Rates

Sanitary sewer, recycling, surcharge, and environmental utility (storm sewer) rates are established annually by your City Council. If you have any questions about the rates, please call:

City of Maplewood 651-249-2400

Sanitary Sewer Rates

Sanitary sewers charges for Maplewood on one and two family residential accounts are based on the water consumption during the first quarter of the year, pro-rated to a 91-day standard. Sewer charges in subsequent quarters cannot be higher than the first quarter but can be lower if water consumption decreases.

Sewer charges for commercial accounts are based on actual consumption. The sanitary sewer rate for all accounts is $2.94 per unit of water. The minimum charges for sewer per billing period is $16.50 for residential accounts and $5.50 for commercial accounts.

Recycling charge

The recycling charge for residential accounts billed quarterly will be $8.82 per residential unit; for residential accounts billed monthly, the charge is $2.94 per property unit.

Surcharge

A 7.5% surcharge on current water charges (Water Service Base Fee and Water Usage Charge) is being added by the City of Maplewood to finance water system modifications not funded by SPRWS. These modifications are the result of development and reconstruction projects taking place in Maplewood.

Environmental utility rates for storm water management:

The Single Family rate is $21.78 per household per **quarter**. Per acre/**monthly** rates are: multi-family $45.80 Light Industry and commercial $55.63, commercial $71.31. If you are paying a lower rate it's because you are receiving and EUF credit.

Sales Tax

A 6.875% state sales tax is applied to non-residential accounts.

Transit Tax

A 0.25% transit tax is applied to non-residential accounts.

Testing Charge

An annual charge of $6.36 goes to the Minnesota Department of Health for testing public water supplies, as required by the Federal Safe Drinking Water Act.

Meter Reading Fee

Per reading fee for the properties that have an exterior-mounted, non-radio metering system (Touchpad)

Bill Problems

If you dispute this bill, please call **651-266-6350.** You are entitled to a hearing before an impartial hearing officer who will make a recommendation regarding resolution of your concerns.

Payment Responsibility

Property owners are responsible for all water bills issued against their property. If a property owner desires to have the bills sent in the name of a tenant, the Saint Paul Regional Water Services will agree to do so; however, all charges for water and sewer services to a property are a continuing statutory lien against the property until they are paid. Unpaid charges that are delinquent as of November 15th of each year may be certified to the County Auditor, at the Saint Paul Regional Water Services' discretion, to be collected with the real estate taxes for the property.

Late Charge

Water bills are considered delinquent if not paid within 30 days of the Bill Date, at which time a 5% late charge will be added to your next bill.

Returned Checks

A $30.00 fee will be charged for all returned check and "Automatic Withdrawal" returns.

Pay using Automatic Withdrawal

You can pay your water bill directly from your bank account. For further information call customer service at the numbers below.

The Saint Paul Regional Water Services

SPRWS is a publicly owned corporation operating as a self-supporting non-profit entity. It is financed solely by the sales of water and fees for other services. It receives no other outside financial support or tax subsidy.

WATER SERVICES PHONE NUMBERS

Customer Service	651-266-6350
TDD Hearing Impaired	651-266-6299
Call: 7:30 a.m. - 4:30 p.m.	Mon - Fri

EMERGENCY SERVICE 651-266-6868