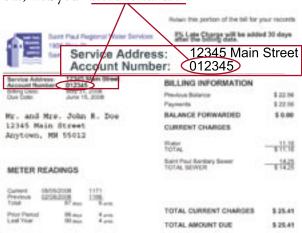
Making a Payment

The SPRWS IVR allows you to pay your bill over the phone, safely and securely.

You may pay with Visa, MasterCard, American Express, or Discover.

What You Will Need

Using the IVR to make a payment is quick and easy. First, in the upper left-hand corner of your bill, find your account number.



Then, simply dial 651-266-6350, and follow the instructions you'll hear.

You can speak your responses or enter them on your touch-tone phone.

In case of emergency, please call 651-266-6868.

Para en espanol

Simplemente llama la sistema: (651) 266-6350

y oprima [2] para continuar en espanol.



Tips and Reminders

You can speak your responses to the system in English or Spanish, or use the touch pad on your phone 24 hours a day, seven days a week.

Any time you need help with using the system, say "help" or press the star key (*) on your phone.

If you need to speak with a customer service representative during regular business hours, just say "representative" or press "0" if using the touch pad on your phone.

Our representatives are available on the telephone Monday - Friday, 7:30 a.m. to 4:30 p.m.

Account and Contact Information

Please fill out the following information, tear off this section off at the perforation, and enclose it along with your bill payment.

Account No.:
Service Street Address:
Name:
Please provide us with any or all of the information you are willing to share. Make sure you include the area code.
Please check the box below to indicate your best daytime telephone number.
☐ Home phone:
☐ Work phone:
Cell phone:
Email:

Thank you again.

Letter to You, Our Customer

Dear Customer,

We hope you have had a chance to look over the enclosed brochure on our new IVR system. In our ongoing efforts to improve services to our customers, we are also acquiring a new Customer Information System, which will enable us to respond to your needs even more quickly and efficiently. We expect the new system to be implemented sometime in 2009.

To further optimize customer services, we want to communicate with you better by telephone or e-mail. For example, it would be helpful to call you ahead of time if we need to shut off the water in your area for construction work. Too many of the telephone numbers we have on record for our customers are either incomplete or outdated. We would, therefore, like to update those records.

If you are willing to share your telephone numbers and e-mail address with us, please do so on the reverse side and return this perforated section in the envelope provided for payment of your bill. Or, you can just call Customer Service at 651-266-6350 to give us the information. Thank you so much for your cooperation.

Customer Service Saint Paul Regional Water Services

Welcome

To improve customer service and streamline operations, SPRWS has implemented a new Interactive Voice Response (IVR) System.

We encourage you to use the IVR system to fulfill many of your needs.

You can use the system 24 hours a day, seven days a week, 365 days a year to:

- Make a payment via your credit card or debit card
- Check account information
- Check billing history
- Check payment history
- Receive fax confirmations of your payment and billing history
- Get general information on:
 - √ water leaks
 - √ termination of service
 - √ water rates
 - √ moving
 - ✓ direct payment plan



SAINT PAUL REGIONAL WATER SERVICES



INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

1900 Rice Street Saint Paul, MN 55113 www.stpaul.gov/water



651-266-6350