



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2013

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Highland Water Tower welcomes visitors in July and October: Check the dates

To Serve You Better

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Water quality reports available online

Paper copies available upon request

Saint Paul Regional Water Services is proud of the quality of the water we supply to more than 415,000 residents of Saint Paul and the surrounding communities.

To let our customers know what is in their water, the annual water quality report is now available.

“We are pleased that, once again, SPRWS is in full compliance with all state and federal requirements for drinking water quality,” said Steve Schneider, general manager of SPRWS.

SPRWS consistently meets all United States Environmental Protection Agency and Minnesota Department of Health regulations governing drinking water.

The EPA requires water suppliers to provide consumers with an annual report

detailing all substances detected in the water in the prior year.

The report contains information about the sources of SPRWS water, as well as methods of water treatment and distribution. It also provides detailed information about contaminants and other substances found in the treated water through regular testing done by SPRWS and the Minnesota Department of Health.

“We hope that this report advances our customers’ understanding of drinking water and heightens awareness of the need to protect precious water resources,” said Schneider.

In an effort to be more environmentally friendly, the report is

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CodeRED: Sign up your unlisted number, cell phone or email for emergency notification

CodeRED is an emergency notification system used by SPRWS and other agencies to alert residents of time-sensitive information and emergencies.

It is a system intended to enhance communications and is used in conjunction with other communications channels, such as the SPRWS 24-hour phone line, the SPRWS website, and mass media outlets, including TV, radio, and newspapers.

CodeRED accesses public data bases, such as phone books, for its contact information. However, if you have an

unlisted phone number, cell phone, or email address, it will not be in the CodeRED database unless you request that information be added to the system.

No one should assume that they are in the CodeRED system if they have not personally added their contact information.

CodeRED uses geographic location technology, (addresses) to send targeted alerts or notices. These notices are sent out to specific geographic areas. To receive these notices, you must register

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Our mission is to provide reliable, quality water and services at a reasonable cost.

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.

Highland Tower Open House dates set for 2013

Highland Water Tower, the historic landmark at the intersection of the Snelling Ave. S. and Ford Parkway will be open for tours twice this year.

The first open house is in conjunction with Highland Fest. Visitors are welcome from 9 a.m. to 5 p.m. on Saturday and Sunday, July 20 - 21.

The tower will open again for the viewing of the fall colors from 9 a.m. to 5 p.m. on October 12 - 13.

Water quality report available online

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available electronically via our website. Paper copies are available upon request.

The drinking water covered in this report is provided by SPRWS to its customers in Saint Paul, Falcon Heights, Lauderdale, Lilydale, Maplewood, Mendota, Mendota Heights, and West St. Paul.

For a paper copy of the report, call SPRWS Customer

Service at 651-266-6350 or email waterinquiries@stpaul.gov.

Copies of the report are also available at our service counter at 1900 Rice Street during regular business hours.

To read the report online or download a copy, go to www.stpaul.gov/waterquality and select annual report.

Sign up for CodeRED alerts online

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a property address with CodeRED.

You can select the method you want to receive these notices, including phone (land line or cell), text messages on cell phones, or email. Also, you can add an application to your cell phone that will provide notices based on your location.

CodeRED sign up will include notices from SPRWS, St. Paul Public Works and the Ramsey County Sheriff's office

SPRWS, the Ramsey County Sheriff's office, and the Saint Paul Public Works department have joined forces to share information to help keep you informed.

When you sign up for CodeRED with any one of these agencies, you are now automatically registered with all three agencies.

This means that if you have already signed up with one of the other CodeRED notification systems, you are automatically

registered in the other two.

Notifications could include lost, abducted or missing children; sex offender notifications; crime alerts; fires and evacuations; sewer testing, and others in addition to water-related notifications.

You can choose to receive only emergency notifications or both emergency and general notices.

You can sign up via the Internet at www.stpaul.gov/CodeRED.

Your private data is protected. When you sign up for CodeRED, the information you provide is maintained by Emergency Communications Network, Inc. They state that they will not provide or sell the data to third parties, nor will they disclose the data unless compelled to by a court of sufficient jurisdiction.

For more information, go to www.stpaul.gov/CodeRED.

If you have questions about CodeRED, you can contact customer service at 651-266-6350.

Check your account anytime at billpay.saintpaulwater.com.