



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Summer 2013

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**McCarrons
treatment plant
open for tours
October 10**

**Public hearing set
for September 10**

**To Serve You
Better**

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SPRWS receives national recognition

15-year award reflects ongoing commitment to water quality

Saint Paul Regional Water Services, McCarrons water treatment plant, has received a national award for maintaining the Directors Award of Recognition from the Partnership for Safe Water.

The award reflects the utility's outstanding commitment to delivering superior quality drinking water to their customers. Those utilities that subscribe to the Partnership for Safe Water are dedicated to providing high-quality water to customers beyond the regulatory requirements.

The Partnership for Safe Water is a national volunteer initiative developed by the Environmental Protection Agency

and other water organizations representing water suppliers striving to provide their communities with drinking water quality that surpasses the required federal standards. It includes more than 200 water utilities, collectively serving more than 85 million people. This represents 60 percent of the U.S. population served by surface water systems.

The Directors Award is presented to water systems that have completed a successful review in the Partnership's Self-Assessment and Peer Review phase. During this phase, utilities examine the capabilities of their treatment plant operation and administration and then create a plan for

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WaterWorks keeps tap water flowing

Customers provided 173 grants totalling \$25,344 in 2012

Your generosity provided 173 customers and their families with the ability to keep the water flowing to their homes last year. Customers like you donated \$20,577 to low-income families in need of precious drinking water through *WaterWorks*.

WaterWorks, a voluntary contribution program initiated by SPRWS and administered jointly with the Community Action Partnership of Ramsey and Washington Counties, provides limited assistance to low-income families. *WaterWorks* helps them with their water and sewer bills when they have had their water shut off or they are in threat of shut off.

Of the \$20,577 in donations that customers provided last year, \$16,952 came in the form of pledges with another \$3,625



coming in the form of one-time gifts.

The Board of Water Commissioners granted *WaterWorks* \$5,000 in 2012. This money came from unclaimed customer credit that the water utility has accumulated for more than 20 years.

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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.

Treatment plant tours and open house Oct. 10

If you have ever wanted a behind-the-scenes look at the water treatment process, this October 10 you will have your chance.

From 2 p.m. to 6 p.m., the water utility will host an open house at 1900 Rice Street.

The event will feature a tour of the treatment plant, as well as information on the water sources that provide SPRWS customers with water.

Public hearings on proposed water rates, 2014 budget will be Sept. 10

All customers and interested parties are invited to our annual public hearing on proposed water rates and the 2014 budget.

The public hearing will be held prior to the September 10 regular meeting of the Board of Water Commissioners. The public hearing portion will begin at 5 p.m. in the lobby of Saint Paul Regional Water Services' administration building, located at 1900 Rice Street.

Details on proposed water rates will be available in late July on our website at www.stpaul.gov/water.

Public Hearing

Topic: Water budget & water rates

Time: 5 p.m.

Date: Tuesday, Sept. 10

Where: Lobby
1900 Rice St.
Saint Paul, MN

SPRWS earns national recognition

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implementing improvements.

The water utility has maintained the Directors Award for 15 years, an honor achieved by only a dozen water utilities across the country.

Our ongoing participation in the program includes a rigorous review of treatment practices developed by national experts, and also includes a

four-step, self-assessment and peer-review process.

"Maintaining Directors Award status for fifteen years demonstrates our philosophy of constant vigilance to improve water quality," said Steve Schneider, general manager. "We are thrilled to receive national recognition for this ongoing commitment."

WaterWorks keeps tap water flowing

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Combined, customers and the Board provided \$25,577 to *WaterWorks* to make available for grants and gave out nearly all of it--\$25,344. The difference of \$233 was carried-over into the 2013 account, to be distributed this calendar year.

The average grant provided to each of the 173 recipients of *WaterWorks* funding was \$146.

On behalf of the families who have benefited from your

generosity, we want to express our heartfelt thanks and hope you will give generously again.

Please see the enclosed brochure for more details on the *WaterWorks* program and the contribution form.

If you are able to give, either with a one-time payment or through an annual pledge, please complete the contribution form and return it with your payment.

Thank you.

**Check your account anytime at
billpay.saintpaulwater.com.**