



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

Spring 2014

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

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Customer Service

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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

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400 customers respond to survey, provide feedback on a variety of SPRWS attributes

Saint Paul Regional Water Services commissioned a customer survey that took place in the fall of 2013. More than 400 water utility customers were interviewed by phone.

We asked what you thought of everything from our performance as a whole utility to your individual experiences with our staff.

The results indicate that an overwhelming majority of customers find SPRWS doing a good or excellent job, with water quality and water value also ranking very high.

Most of you, 78 percent, think that there is a sufficient amount of information on your water bill, and 82 percent think that the information is clear and easy to understand. As a result, we will be keeping our bill in its current format.

In addition, when asked about bill frequency, 63 percent said that you preferred quarterly bills.

Nearly half of you, 42 percent, had contacted us and said you were very, mostly or somewhat satisfied

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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 19 - 20. The tower will open again for the viewing of the fall colors from 9 a.m. to 5 p.m. on October 11 - 12.

Water quality report available online

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of the need to protect precious water resources," said Schneider.

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

Customers respond to survey

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(89 percent) with the outcome of your experience with us. Only one percent of you said the reason you called was not resolved.

In regards to keeping you informed about changes in rates and services, 64 percent said we did a good or excellent job, while half of you thought we did a good or excellent job involving the community in these types of decisions.

Sixty-six percent thought we did good or excellent informing you of planned projects that impacted your water service, while 59 percent thought we did so during emergencies.

What we also heard from you is that when your water service is going to be or has been impacted, you would like personal contact regarding the impact (93 percent).

A majority, about 68 percent, didn't know enough about our website to comment, indicating an opportunity for improvement in

communicating about our online presence.

Overall, the majority of indicators show that you, our customers, think that we are doing a good or excellent job in meeting our mission of providing you with quality water and services at a reasonable price.

Previous surveys had indicated that many of you were interested in online bill payment options, which we implemented as a result.

Today, 41 percent of you are still interested in that option. We know that more than 20 percent of you use it. As you can see, the results of these surveys are taken into consideration when determining how we can better serve you.

Thank you to all who participated in the survey.

If you have ideas or concerns, you can always contact our staff at 651-266-6350 or at waterinquiries@ci.stpaul.mn.us.

Check your account anytime at billpay.saintpaulwater.com.