

Water Usage

Water usage is based on the meter reading for the current period. ESTIMATE indicates we were unable to get a reading. If your current bill is estimated, call Customer Service at 651-266-6350 with a reading.

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 Consumption Charges

For first 100,000 cu ft per month:
 Winter* \$2.15 per 100cu ft
 Summer** \$2.25 per 100cu ft

For accounts with 1-inch and smaller meters

- * Winter rates apply during January through May, and December
- ** Summer rates apply during June through November.

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

- * Winter rates apply during January through April, November and December
- ** Summer rates apply during May through October.

Sewer Rate Settings

Sanitary sewer and miscellaneous service charges are established annually by your City Council. If you have any questions about your rates, please call:

City of West Saint Paul 651-552-4100

About Sewer Charges

Saint Paul Regional Water Services handles only the billing services for West St. Paul sewer customers. All other aspects of the sewer utility continue to be operated and maintained by the City of West St. Paul.

Sanitary Sewer Rates**NEW FOR 2010 - CONSUMPTION BASED**

Beginning January 1, 2010, charges for sanitary sewer services are based on water consumption. Flat-rate billing for residential accounts has been discontinued. Rates are proposed annually by the city's Finance Department and approved by the West St Paul City Council.

For single and two-family homes, the sewer charge for the first quarterly billing of the year is \$17.43 plus water consumed at a cost of \$2.92 per unit. Sewer charges for the remaining quarters will not exceed the base.

For all other properties, the sewer charge is based on actual consumption at \$3.21 per unit. Minimum charge is \$9.63.

Storm Sewer Charge

A flat rate per REF(residential equivalency factor) is charged for each billing period as follows:

\$9.25 per quarter for residential properties
 \$3.08 per month for commercial properties

Water Usage Surcharge

A 1 percent surcharge on water consumption is collected each billing cycle by the Saint Paul Regional Water Services on behalf of the City of West St Paul.

Sales Tax

A 7.125% state sales tax is applied to non-residential accounts.

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.

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.

Minimum Water Charges

Minimum charges are based on consumption of 600 cubic feet per billing period. When water service is turned off, the minimum charges continue while the meter is on the property. If a property is vacant, a meter may be removed at the request of the owner.

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.

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