



# LEADERSHIP OVERVIEW

BOARD OF WATER COMMISSIONERS

February 13, 2024



## SPRWS Overview

Customers

Employees

Organizational Structure



## 2024 Priorities

Administration

Business

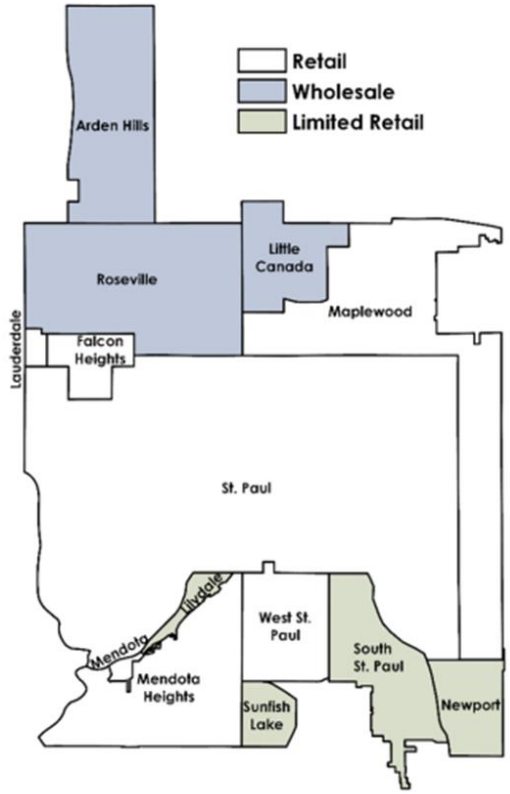
Distribution

Engineering

Production

# Saint Paul Regional Water Services

# Customers



## Active Accounts

# 96,961

## Population

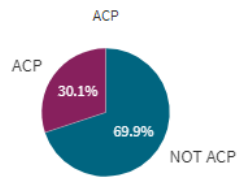
# 441,350

*Retail and Wholesale Only*

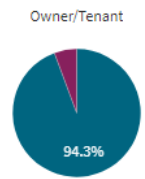
## MHI

# \$74,831

## ACP vs Non-ACP Accounts



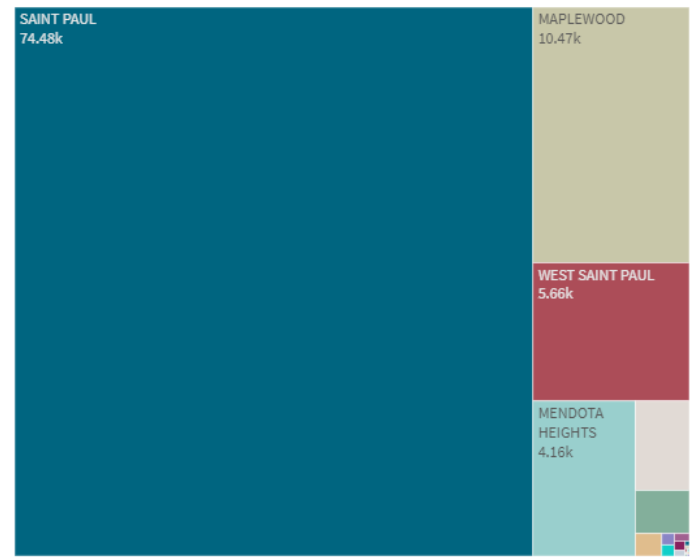
## Owner or Tenant on Account



## Account Type

Account Type	Count	Percent
Totals	96961	100%
Quarterly - Single Family	77326	80%
Quarterly-Non Sngl Family	12818	13%
Monthly-Non Single Family	4131	4%
Auto Fire	2303	2%
Monthly - Municipal	238	0%
Private Hydrants Only	56	0%
Quarterly - Municipal	38	0%
Monthly - Single Family	29	0%
Hydrant Meters	22	0%

## Retail Accounts by Municipality



# Employee Demographics



Active Employees  
**263**

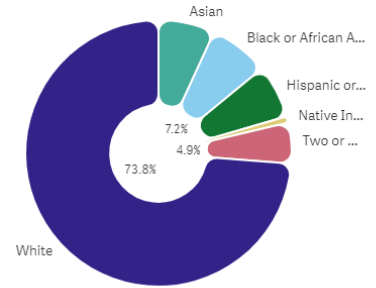


**208**  
79%

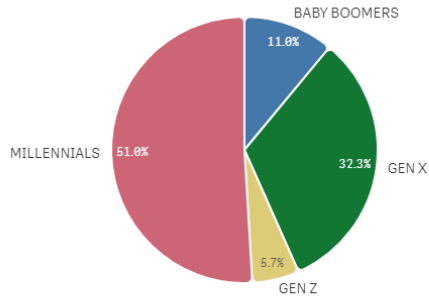


**55**  
21%

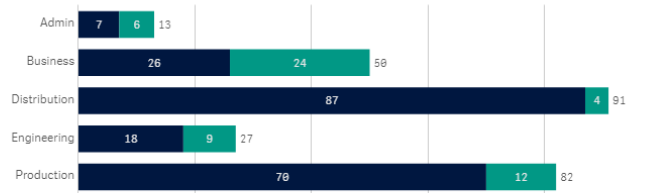
% of Employees by EEO Class



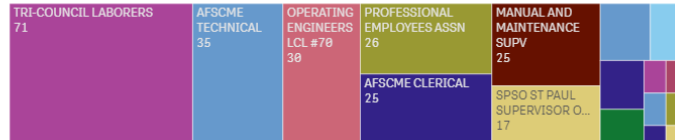
Multigenerational Workforce



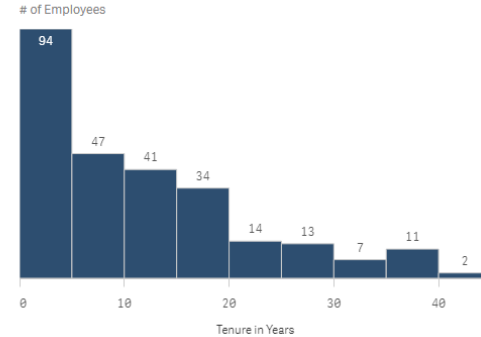
# of Employees by Division



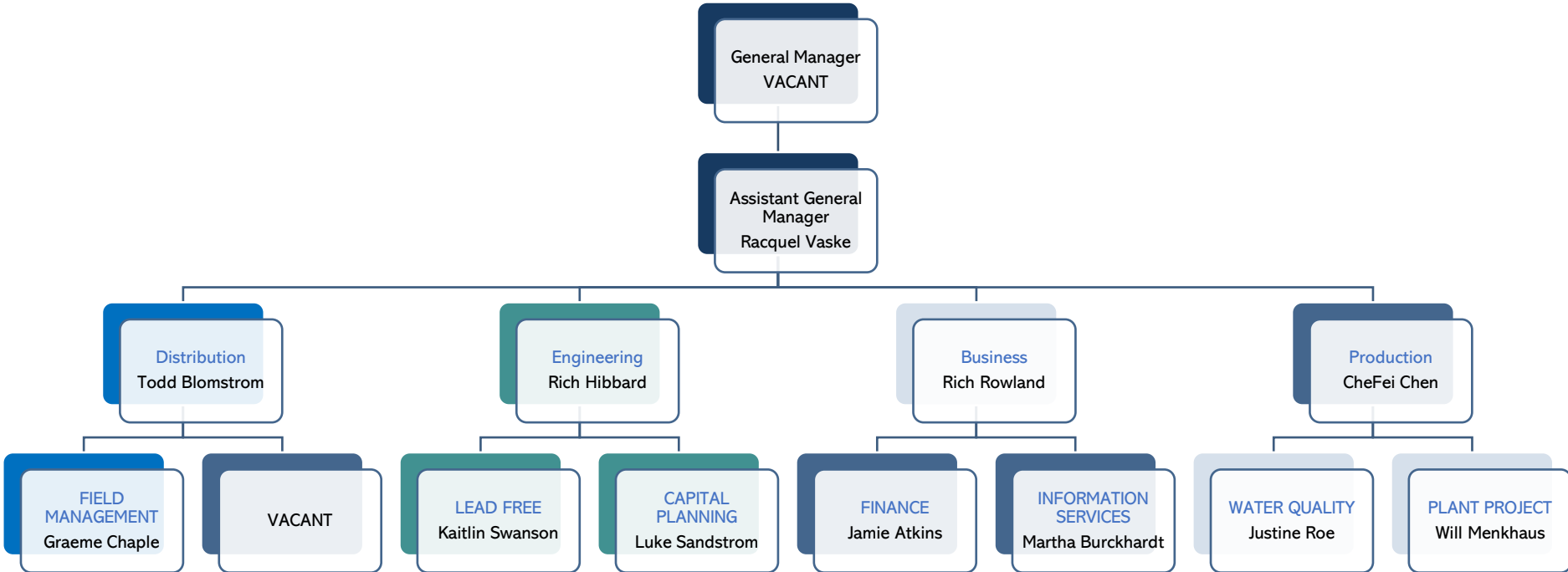
# of Employees by Bargaining Unit



Employee Tenure



# SPRWS Leadership: E+ Team



# WATER ACCESS AND AFFORDABILITY



Auto Pay
15,704 <sup>16%</sup> of active
Monthly Manager
2,074 <sup>2%</sup> of active

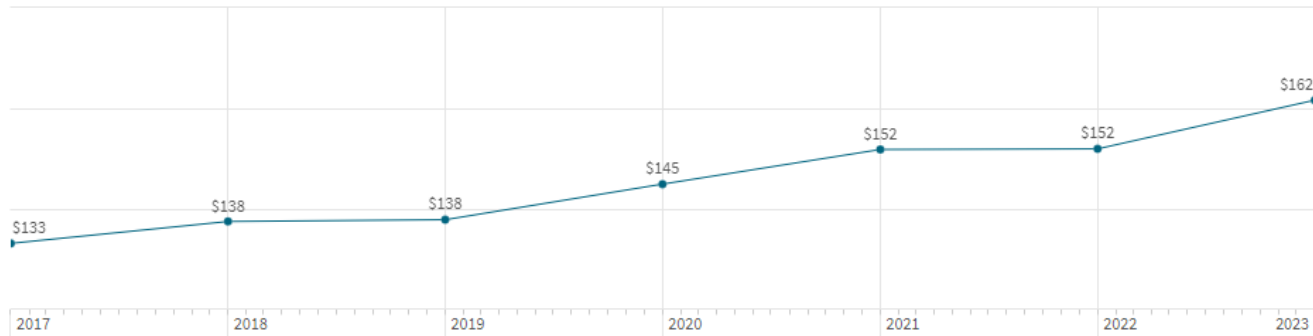
## Rate Impacts

The average SPRWS bill has increased **18.5%** from 2017-2023.

**Unpaid Bills**  
The # of customer accounts being certified to taxes at year end has increased **200%** from 2017-2023.

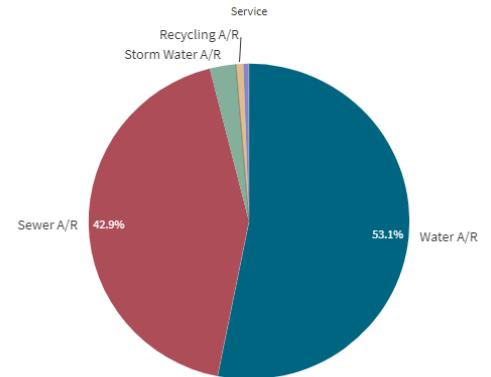
## Median Total Bill Amount

All Charges



## Charges by Service

Last 2 Years



# Continue Branding & Community Engagement Initiatives

1

## Customer Engagement at Events



2

## Community Panel



3

## Branding on Towers



SAINT PAUL REGIONAL WATER SERVICES

# UTILITY TRAINEE

## YOUR CAREER STARTS HERE!



**\$21.50+ per Hour / Monday-Friday / 7am-3:30pm**

Transportation assistance to & from work may be available within Saint Paul

### APPLY NOW!

Only Requirement:  
16+ Years Old



[www.stpaul.gov/jobs](http://www.stpaul.gov/jobs)

### LEARN MORE

In partnership with Ramsey County, we have developed a few opportunities to learn more. Job seekers are eligible for a \$25 giftcard for attending!



Virtual Session  
March 1st 2-2:30pm

Hiring Open House  
1900 Rice Street  
March 8th 3-5pm

### BENEFITS

- Health Insurance
- Paid Time Off
- Holidays, Vacation, & Sick Leave
- Variety of Training
- Basic Job Skills, Technical Training, & Driver's Education
- Career Development

Participants who obtain their driver's license and pass the program will be promoted to Water Utility Worker I (~\$30/hour)

Represented by LIUNA Local 363



## 2023 Applicant Information

175  
Candidates

49%  
Saint Paul  
Residents

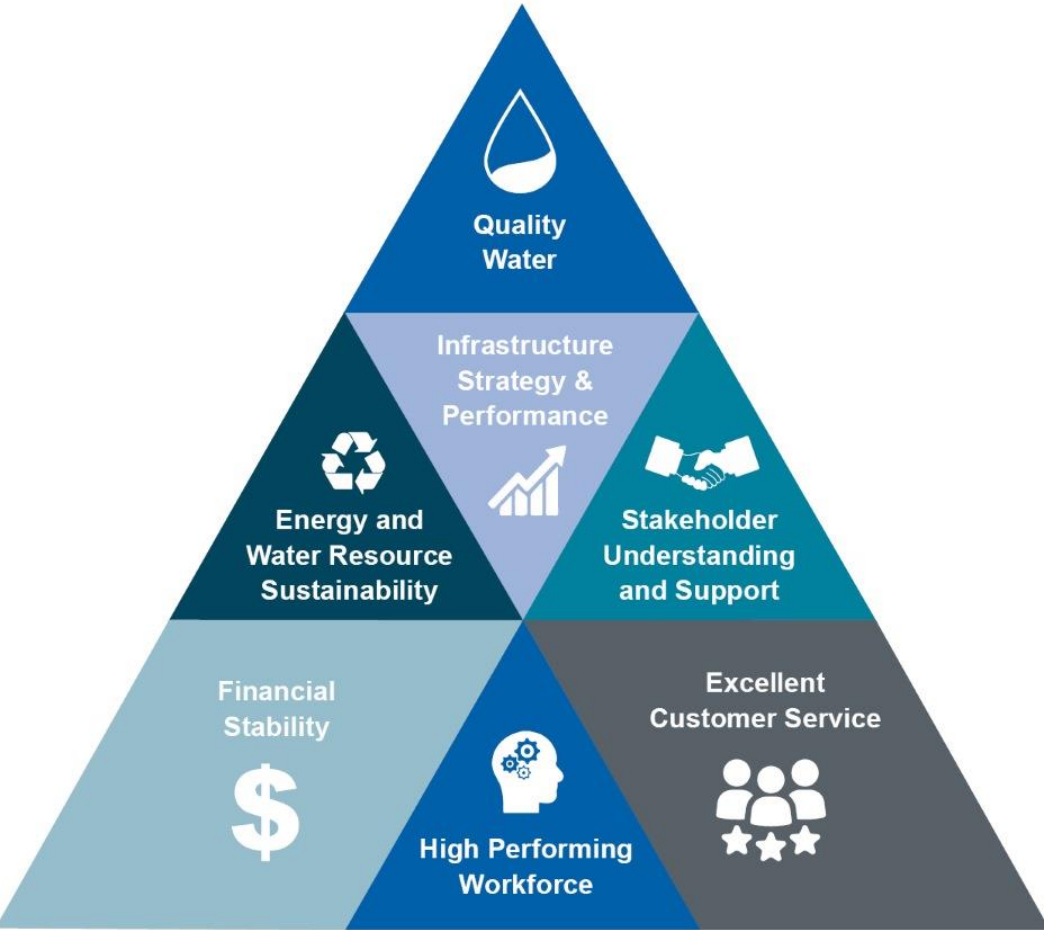
36%  
Without Driver's  
License

15%  
Female

75%  
People of Color  
or Indigenous



# Strategic Planning at SPRWS



Pyramid of Success



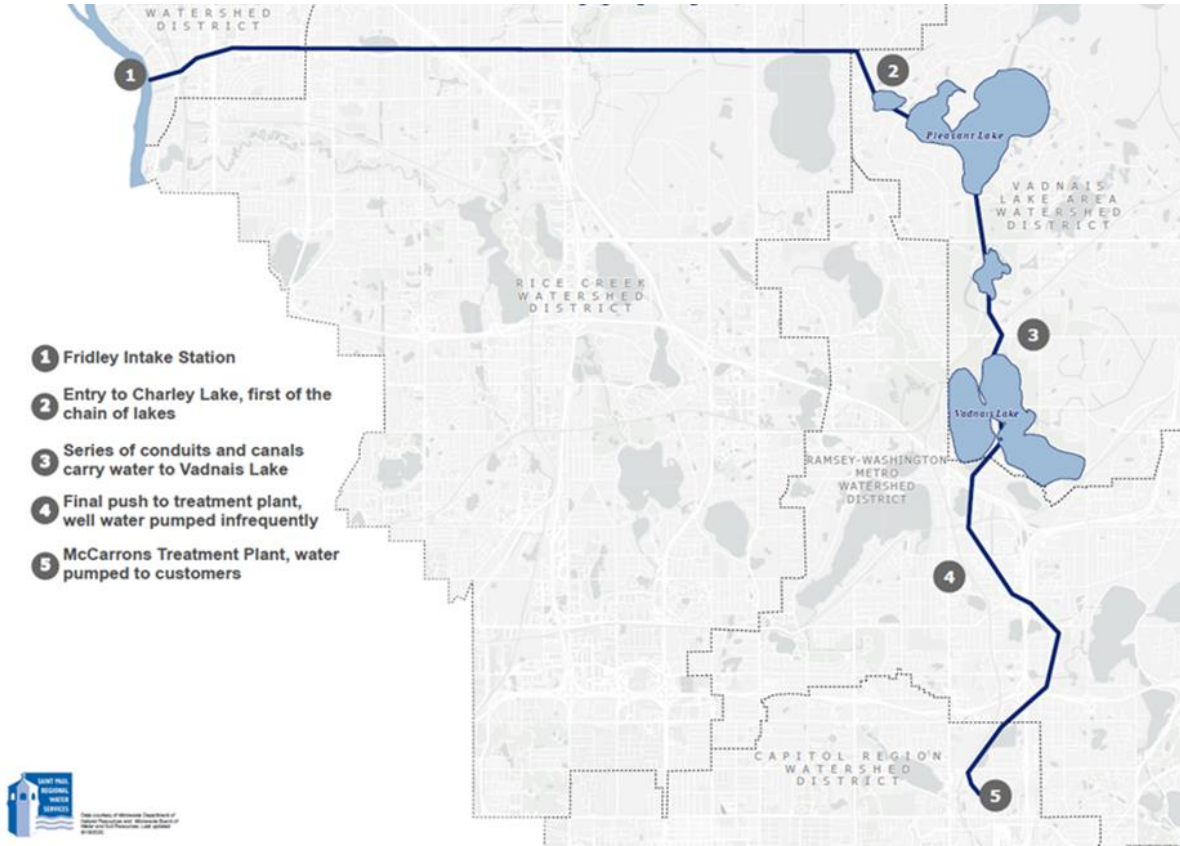
# Interest/Ability to Expand Service Area?

**Mississippi River Appropriations Permit:**  
Up to 109 MGD

**SPRWS Current Demand**  
Winter: ~ 40 MGD  
Summer: Max ~ 70 MGD

**Treatment Capacity**  
New Treatment Plant: Max ~112 MGD  
Full Redundancy: ~ 84 MGD  
\*\*Ability to build 5<sup>th</sup> clarifier for an additional 28 MGD\*\*

DNR, North Oaks, and Lino Lakes have all reached out to discuss the potential of SPRWS as a solution to groundwater concerns including PFAs and aquifer capacity to meet growing needs in Northeast metro.



Authorized by the Board of Water Commissioners in **March of 2022**

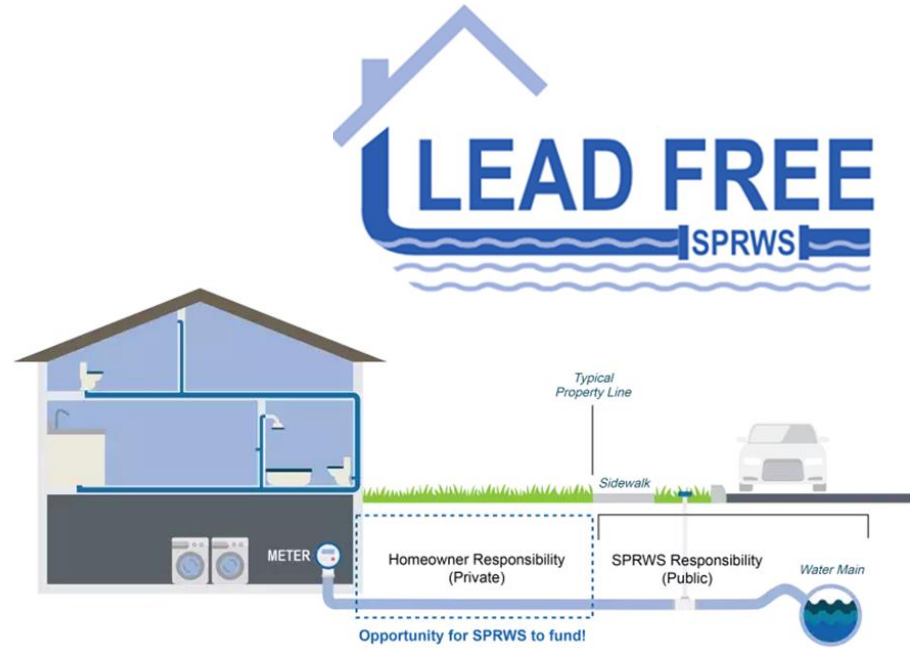
26,000 Lead Service Lines at Project Start

**10-year program** to remove lead service lines within the SPRWS distribution system

Replacements are **voluntary and free**  
**GOAL: 85% Participation**

Replacements offered within project areas & prioritized zones

Completely funded through ARPA and PFA Funding 2022-2026. Zero rate impacts.

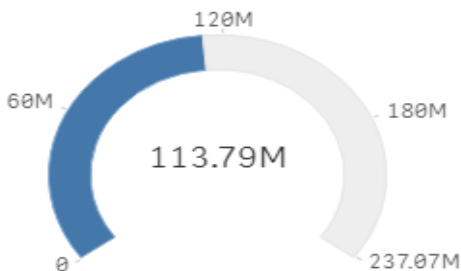


2022	2023	2024
<ul style="list-style-type: none"><li>• SPRWS: 260</li><li>• Contracted: 80</li><li>• Total: 340</li></ul>	<ul style="list-style-type: none"><li>• SPRWS: 426</li><li>• Contracted: 240</li><li>• Total: 666</li></ul>	<ul style="list-style-type: none"><li>• SPRWS: 545</li><li>• Contracted: 748</li><li>• <b>Total: 1,293</b></li></ul>



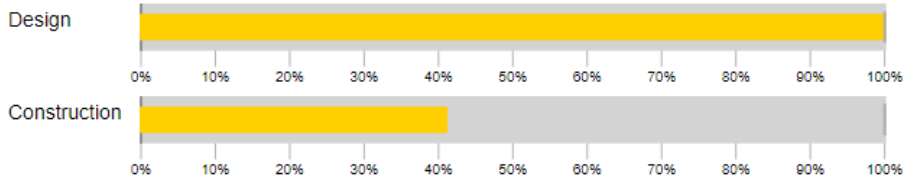
### Construction Phase Expenditures To Date

Millions of Dollars



### McCarrons Plant Project

Phase Progress



Construction began in February 2022

Begin operations in Summer 2025

Proactively replacing 100-year-old infrastructure. Improvements to redundancy and removal of emerging contaminants of concern.

2/3 of existing facility being replaced with modern technology: batch slaking, softening clarifiers, recarbonation. Adding ozonation.

# Business Division Overview

Richard Rowland

Martha Burckhardt and Jamie Atkins



## Customer Service

Responsible for assisting SPRWS customers with service-related inquiries.

**Issue ~ 1,500 bills/day**

**Receive ~ 80k calls/year**



## Finance

Responsible for ensuring the fiscal responsibility of the utility to support sustainability and financial security

**Prepare Publish & Monitor ~  
\$129M annual budget**



## Information Services

Responsible for supporting and maintaining digital infrastructure and ensuring cyber security for SPRWS systems.

**Maintain ~ 20 systems &  
SaaS subscriptions**



## Meter Operations

Responsible for water meter reading and maintenance.

**Capture ~ 2,500 reads/day**

**Retailed metered  
consumption: 10,087,641,696  
gallons/year**

# Business Division

## 2024 Initiatives/Programs

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- Customer Service Initiatives:
  - Launch NEW online portal (Paymentus)
  - Access and Affordability Project
- Finance:
  - Optimization of financial modeling tools (Waterworth)
  - Dynamic financial reporting and dashboards for staff and stakeholders
- Information Services:
  - SCADA Historian: Cyber security and data consumption
  - EAMS: Implementation of NEW Asset Management System
- Meter Operations:
  - Register replacement program
  - Automated metering infrastructure (AMI)

# Engineering Division Overview

Richard Hibbard

Luke Sandstrom and Kaitlin Swanson



## Engineering Service Desk

Permits, Private Development, Agreements, Hydrant Meters



## Lead Free Team

Project management, Construction contracts, Customer outreach



## Maps & Records

Maps, Data Management, GPS data, ArcGIS Pro



## Plumbing Inspections

Backflow Prevention, Plumbing Code Enforcement, Inspection



## Admin

Board Documents, Mailings, Customer Service, PI Scheduling



## Project Engineering

Design, Project Management, Drafting, Procurement, Contracts, Capital Planning, Hydraulic Analysis



## Damage Prevention Unit

Construction Inspection, Flow Testing, Bacteria Samples, GSOC Locates

# Engineering Division

# 2024 Initiatives/Programs

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- 1,000+ Lead Service Line Replacements (\$11M total)
- 7.8 Miles of Public Water Main Replacement/Rehabilitation
- The Heights Development
- Highland #2 Tank Rehabilitation
- Sludge Lagoon Cleanout
- Deep Lake Decommissioning
- Fridley Station Improvements
- 1 MW Solar Array
- Wellhead Protection Plan Implementation

# Distribution Division Overview

Todd Blomstrom

Graeme Chaple and VACANT (Fill in March)



## Distribution Construction

Construction work associated with maintenance, rehabilitation and replacement of infrastructure:

**1,185 miles of main**  
**10,300 hydrants**  
**25,100 valves**  
**103,000 services**



## Project Coordination

Capital Planning and Coordinate project delivery schedules, permitting, and CMMS work orders



## Dispatch Office

Responsible for monitoring system, responding to customer service requests, and coordinating emergency response to system failures

**24 x 365 Coverage**



## Pump Stations & Storage Facilities

Operations, maintenance, planning and improvements for:

**10 pump stations**

**13 storage tanks**

**4 ground reservoirs**



## Warehouse

Manage inventory of materials for construction projects

**~ \$2 million**



## Garage

Manage centralized fleet services for all divisions

**~360 vehicle and equipment items**



# Distribution Division

# 2024 Initiatives/Programs

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## **System Improvements**

- Perform 1.5 miles of water main rehabilitation and 2.5 miles of water main replacement
- Perform an estimated 600 lead water service line replacements
- Complete improvements for West Side Pump Station and Mailand Pump Station

## **Financial Management**

- Perform long term capital and life cycle planning for water distribution system.
- Administer operating and capital budgets for distribution system.

## **Division Performance**

- Successfully transition to Oracle WACS asset management platform
- Complete implementation of performance measures and benchmarking to assist with continuous improvements for division performance

# Production Division Overview

CheFei Chen

Will Menkhaus and Justine Roe



## Supply Section

Responsible for watershed system to ensure continuous supply from Mississippi River through chain of lakes.

Maintain raw water supply conduits, gatehouse, grounds, forestation, well operation and lagoon operation.



## Operation and Maintenance Section

Perform water treatment operation and maintenance of conventional water treatment processing units to meet EPA water quality standards and water treatment optimization goals of Phase IV AWWA Partnership for Safewater standards.



## Water Quality Section

Manage water quality sampling, testing and reporting from source to tap to ensure regulatory compliance and meet EPA and MN State drinking water standards.



## SCADA Control Section

Manage SCADA operational control system to control the pumping of surface and groundwater water supply, operate the water treatment processes and pumping of water to distribution system.

# Production Division

## 2024 Initiatives/Programs

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- Water Supply Section:
  - Work with contractor to perform repair work on 60-inch raw water concrete conduit.
  - Work with contractor to perform inspection and reconditioning of surge tower.
- Operation and Maintenance Section:
  - Implement phosphate-based chemical as new corrosion control inhibitor to reduce lead solubility from lead pipe into drinking water.
  - Continue transitioning operation of water treatment processes while minimizing the impact of the construction of the new plant
- Water Quality Section:
  - Prepare for Lead and Copper Rule Revisions
  - Manage 1<sup>st</sup> and 2<sup>nd</sup> semester Lead and Copper Rule standard monitoring of 100 sites under the old Lead and Copper Rule.
- SCADA Control Section:
  - Start building disaster recovery center for SCADA Control and improves the cybersecurity breach detection and monitoring.



**Thank You**

**Questions?**

[www.stpaul.gov/water](http://www.stpaul.gov/water)