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

The Pipeline Express

Vol. 17, No. 6

March 18, 2016



## Warm weather keeps main breaks to a minimum

By Steve Schneider

What a great winter for those of us in the water business! I know that the lack of snow and cold is not great for the Minnesota winter lovers, but you have to admit, 70 degree weather in March is not the worst thing in the world. The warm winter also has kept our emergency repairs down in numbers as well.

Since the beginning of 2016, our work orders indicate we have repaired 33 water main breaks. This is about half of our normal numbers.

Several of these main breaks in 2016 were as a result of the leak survey that is being conducted at this time. The investment in our buried infrastructure by replacing our worst performing water mains along with the weather has served us well.

That being said, we are entering our construction season and there are many miles of water main replacement and rehabilitation scheduled for 2016. We will continue our evaluation of different rehabilitation techniques including a project that installs a structural liner inside an existing water main to extend the life of that pipe. This will minimize street disruption while the project is being constructed. Add that to some traditional, open-trench water main replacement in project areas and we will be replacing or rehabbing many miles of water main this summer.

Here's to continued good weather!

## Congresswoman Betty McCollum visits SPRWS



*Congresswoman Betty McCollum from the fourth congressional district in Minnesota asks questions about our water supply during a tour of the facility on March 9. From left are Steve Schneider, general manager; Che Fei Chen, water quality supervisor; Jim Bode, production division manager; Betty McCollum, congresswoman; and Matt Anfang, president of the Board of Water Commissioners. McCollum was here on a fact-finding mission to learn more about the utility in general, how we minimize lead levels in our water and other facets of lead in our distribution system.*

## Find out about lead and what we do to minimize lead in our drinking water

If you have been listening to the news, you know that lead in drinking water is a hot topic of discussion, mostly centered around Flint, Mich. But what about Saint Paul water? Do we have lead in our system? How do we control for it? What makes us different from Flint?

Get all of your questions answered in a brown bag seminar led by Jim Bode, production division manager. Attend either in the cafeteria on March 29 or in the Jim Haugen room on March 30. Both seminars will run from 12 noon to 12:45 p.m.

## Long term insurance offered through the city until April 1

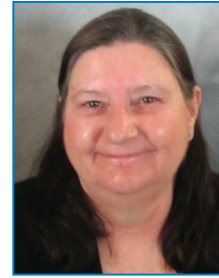


*Lexie Chapman from Oaks, Inc. provides information on long term care insurance at a question and answer period on March 9. Long term care insurance pays for in-home care, care in an assisted living facility, or in a nursing home or hospice facility, or in an adult day care center. The city is offering long term care insurance to all employees and their spouses until April 1. During this enrollment period, there will be a simplified application process with only six health-related questions. While the city might offer the insurance in the future, there is no guarantee it will be under the same terms as this enrollment period. For more information or to enroll, call the enrollment hotline at 1-844-733-0282 or go to [www.ltcipartners.com/cityofstpaul/lhci](http://www.ltcipartners.com/cityofstpaul/lhci) and use group No. 01551V.*

## Utility hires three new employees



Emily Rauch



Frances LeMay



Lore Lee

The water utility has hired two new office assistants and an accountant, who all started on Monday, March 7. They all work in the business division.

Emily Rauch is an office assistant II who works in meter operations under Gayle Moser.

Frances LeMay is an office assistant II working in finance in the cashiering section. She will be assisting customers and processing payments. She will be working under Karen Sullivan.

Lori Lee is an accountant V who comes to water from the city. She will be working with Ruth O'Brien in the finance section.

Please welcome them all to the water utility.

## CIS V. 4 training to get underway for end users

CIS Infinity is getting an upgrade to version 4 starting on Monday, April 4.

In preparation, testing for version 4 has been ongoing for months as IS staff and subject matter experts from customer service, meter operations, and finance have worked to ensure that the new program will work smoothly when it goes live.

To further prepare, there will be training for end users starting on Wednesday, March 23.

Most occasional users will find the new version of CIS as easy to use as the current version.

For occasional users, the training will only last an hour on Wednesday, March 23. The training will take place in the Jim Haugen room from 8 a.m. to 9 a.m. and from 9 a.m. to 10 a.m. Derek Olson, customer service senior rep, will be doing the training for occasional users.

More advanced end users that use the CIS program on a more regular or intensive basis, will get training specific to their needs on March 29 and March 30.

Classes will take place in the training room located in the mail room on the first floor of the administration

building to allow for hands on training.

Training takes place at 8 a.m. and 10 a.m. on Tuesday, March 29 and at 7:30 a.m. and 8:30 a.m. on Wednesday, March 30.

Trainers will include Olson, Gayle Moser, and Brent Marsolek, depending on the training group's needs.

On Friday, April 1 subject matter experts in CIS will get training in the training room starting at 9 a.m. These are customer service reps.

Invitations for training were sent out to staff taking part in larger group training on March 16 via email.

Several staff members will get small group training at their desks for very specialized users. Those groups will be taught by Moser, Kathy Travis, and Karen Sullivan.

Small group training will be arranged by the trainer.

Please make sure to clear your calendar for this training as soon as you receive your invitation.

If you have any questions or concerns about this training, please contact your supervisor.