

Dolly Ludden takes on head role in business division

Dolly Ludden has been named the new business division manager, taking over Steve Gleason's position after he was hired to be the assistant general manager.

Dolly had been head of the Business Improvement Unit.

Dolly began her new position on June 25. She oversees finance and accounting, customer service and billing, IS, and meter operations.

"Dolly brings with her many years of experience at SPRWS through nearly every part of the organization," said Steve Gleason, assistant general manager, in an email to the utility announcing her position. "She brings a passion for the utility and has an outgoing, positive attitude that will serve us and all of our customers well."

Dolly has spent more than three decades at the water utility, serving in a variety of capacities over those years.

She began her career here as a water plant aide in 1987. From there she moved to engineering aide II in 1989. She became a water utility technician I in 1993 and a water utility tech. II in 1996. She held dual titles of water utility tech. II and management assistant I beginning in 1999, earning a promotion to management assistant II in 2001.

In 2003 she took on the full-time role of water utility technician III. She earned a promotion to engineering tech supervisor in 2005.

She had been working under the title public service manager since 2012, until her new position as business division manager began on June 25.



Dolly Ludden

Painters spruce up plant



Jerry Pierce and Brian Hanson, painters, clean up the exterior of the treatment plant on June 12 while prepping the walls for painting. The painting has since been completed.

Utility wins highest customer service ranking for 2nd year

J.D. Power has named SPRWS the 2018 top ranking water utility in the Midwest in customer satisfaction for the second year in a row, with the placement being a tie with Louisville Water. SPRWS is the only utility in the survey to hold onto its top ranking from 2017.

Competition was keen, with SPRWS and Louisville both earning 730 points out of 1,000, while Minneapolis ranked third with 728 points.

"Earning this award two years in a row is an accomplishment that all employees should take pride in," said Steve Schneider, general manager.

"We ensure that our customers have reliable, quality water and services throughout our service area on demand," continued Schneider. "We take customer experience seriously and it is through our

146 grants totaling \$26,911 in 2017 **WaterWorks keeps tap water flowing in area homes**

Every summer, the water utility asks its customers to contribute to *WaterWorks*, a program that assists needy residents with their water bills. *WaterWorks* is jointly administered between the water utility and the Community Action Partnership of Ramsey and Washington Counties (CAP).

Customer contributions provided \$26,911 in grants to customers in need in 2017. This amounted to 146 grants, with the average amount of the grant being \$184.32. A grant assists the customer in need with paying the water and sewer bill to ensure that they continue to receive water services. This might be an individual, a family or an adult with dependents. So, while 146 grants were provided, contributions kept many more people supplied with water than the number would indicate.

Applicants must meet certain criteria to receive the grants, which include water service termination or pending termination, financial crisis, and qualification under low-income guidelines. Grants have annual limits and are subject to availability of funds. CAP determines whether a customer qualifies under low-income guidelines established by the Minnesota Department of Commerce.

The program received \$26,885 in contributions last year, of which \$5,000 came from matching funds from SPRWS. The remainder of the funds came directly from customer contributions. One-time contributions totaled \$4,399 while on-going contributions totaled \$17,485.29.

SPRWS earns highest customer service ranking

[Award continued from page 1](#)

hard work that this award continues to be possible.”

The 2018 Water Utility Residential Customer Satisfaction Study is based on more than 39,000 responses, representing residential customers from the 88 largest water utilities across the United States.

The study included both private and public utilities. Utilities had to serve more than 400,000 residential customers in a geographic segment. There were several attributes within six customer satisfaction segments measured (ranked in order of importance): delivery, price, billing and payment, conservation, communications, and customer service.

Surveys for the 2018 water utility residential customer satisfaction study took place in June, Sept. and Dec. of 2017 and March of 2018.

A minimum of 100 responses were needed from a utility's service area to be included in the results.

Major findings across the board showed that water quality issues and hard water significantly lowered delivery satisfaction. Frequent communication increased satisfaction. And, those who receive e-bills rather than paper bills have a higher billing and payment satisfaction level.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe.

Come view Saint Paul from atop the Highland tower

Have you seen the view from atop the Highland Park water tower?

Views of both downtown Saint Paul and Minneapolis can be seen from the observation deck. But the tower is only open to the public twice a year.

The next open house is in conjunction with Highland Fest in Highland Park. The tower will be open that weekend, from 9 a.m. to 5 p.m. Saturday and Sunday, July 21 - 22.

The tower is a historical landmark, built in 1928

and designed by African-American architect Clarence “Cap” Wigington.

The tower is owned by the water utility and will be staffed with knowledgeable SPRWS personnel over the weekend.

Come enjoy a view of the city that can only be seen twice a year.

The fall open house is the second weekend in October, this year that is Oct. 13 - 14.