



# Pipeline Express

To provide high-quality water and exceptional services to the people and communities we support

April 3, 2026

## Service disruption notification to be offered

Customers rely on timely, accurate information when something affects their water service, and we're improving how we deliver it. While customers are often notified well in advance of planned construction, unexpected issues like water main breaks and routine maintenance such as hydrant and valve flushing, along with boil water advisories require faster, more direct communication.

In the past, we've shared these updates through media outlets, social media, our website, and by responding to customer calls. While we've made efforts to use email, our ability to reach customers that way has been limited by the contact information available to us.

That's beginning to change. With the introduction of the Paymentus portal, more than 28% of customers are now enrolled in autopay, providing up-to-date phone numbers and email addresses. This allows us to send targeted notifications by text, email, or phone directly to customers impacted by service interruptions or water quality advisories.

By pairing Paymentus with our Customer Information System (CIS), which allows us to map and identify affected areas, we've been piloting small-scale outreach efforts. These targeted notifications have already proven to be an effective way to quickly connect with customers who need the information most. Looking ahead, this system opens the door to even more proactive and customer-focused communication. In addition to service alerts, we see opportunities to notify customers about available financial assistance, such as Water Works grants and other community programs, before unpaid balances are certified to property taxes.



We also aim to reach customers earlier in the billing cycle with helpful reminders to avoid late fees, and to explore more effective ways to connect with customers experiencing high water usage, going beyond traditional mailed letters.

This approach could also support operational needs, such as sending reminders to customers eligible for free lead service line replacements to return required agreements, or coordinating access for meter and register upgrades that ensure accurate readings.

In the coming months, we will launch a broader outreach campaign to encourage more customers to sign up for notifications and increase participation beyond the current 28%.

Our goal is simple: to communicate more effectively, reach customers where they are, and provide timely information that helps them make informed decisions.

Work is ongoing behind the scenes to strengthen and expand this notification system as we prepare to bring this enhanced service to more of our customers.

# Paymentus Portal a Year Later

## Paymentus

Over the past year, the launch of the new Paymentus payment portal has significantly expanded how Saint Paul Regional Water Services customers manage and pay their water bills. Customers now have more payment options, greater flexibility, and the ability to manage their accounts online. The portal also allows customers to safely and securely update their payment information themselves without having to share banking or credit card information with staff when enrolling in automatic payments.

Today:

- 56,958 accounts, about 58% of active customers, use the Paymentus portal
- 28,424 accounts, about 28% of active customers, are enrolled in automatic payments
- 63% of all payments are processed through Paymentus, similar to the previous online bill pay site.

While the total number of payments made electronically has not changed dramatically, the range of payment options has expanded, making convenience and ease of use a key benefit for customers.

### Increase in Automatic Payments

One of the most notable changes since launching the new portal is the growth in automatic payments.

In 2024, about 17,000 customers were enrolled in autopay, with prior years averaging roughly 1,100 new enrollments annually.

With the new Paymentus portal, autopay enrollment has grown to 28,424 accounts, meaning significantly more customers are now using automatic payments than under the previous system.

Automatic payments provide several benefits:

- On-time payments each billing cycle
- Reduced risk of late fees
- Less paper and fewer manual steps
- Greater flexibility in payment methods

The new portal also supports additional payment options beyond credit cards and checks, including Venmo, PayPal, and Google Pay.

### Growth in Electronic Billing

Electronic billing has also increased significantly. Previously, about 12.4% of customers used eBills.

Among customers using the previous Infinity.Link system, about 28% were enrolled in eBills, while approximately 96% of Paymentus autopay users are now enrolled. This shift substantially reduces the number of paper bills mailed each month, lowering printing, handling, and postage costs.

### One-Time Payments

Customers are also using Paymentus for one-time payments:

- 13,680 payments (3.33%) were made by credit card
- 8,526 payments (2.08%) were made by e-check

The new portal provides clearer reporting and better visibility into how customers choose to pay.

### How Payment Methods Are Changing

Paymentus handles about 63% of all customer payments, similar to the previous online portal. However, the Paymentus portal has:

- Increased enrollment in automatic payments
- Increased ebill participants
- Expanded payment options
- Improved reporting and transparency

For customers, this means greater flexibility and control over their accounts. For SPRWS, it improves operational efficiency and provides clearer insight into payment trends.

As more customers adopt digital payment options, SPRWS will continue improving the portal experience and expanding tools that make managing water service easier.

## 4,500 lead service lines replaced to date; 2,249 more coming

Saint Paul Regional Water Services (SPRWS) continues to make strong progress removing lead service lines from our system.

Since 2022, we have replaced approximately 4,500 lead service lines. In 2026, we plan to replace 2,249 more as part of our Lead Free SPRWS program.

“This work represents years of planning, coordination, and sustained investment,” said Racquel Vaske, general manager of SPRWS. “Every lead service line we replace is a permanent improvement to our water system and an investment in the health of the residents of the communities we serve.”

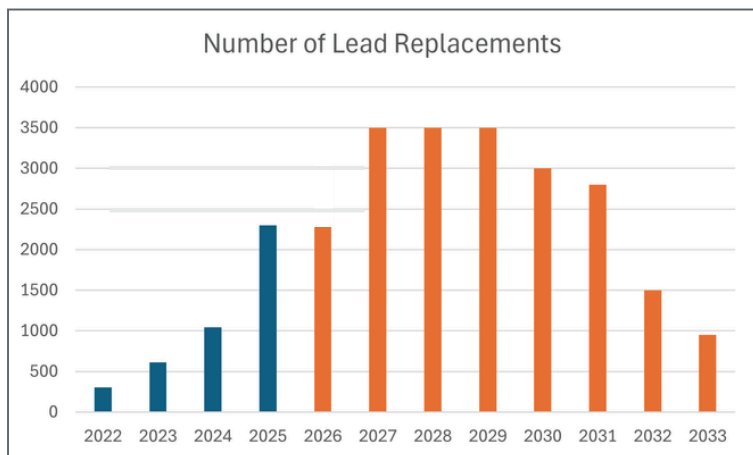
The 2026 work is supported by approximately \$35 million in state funding through the Minnesota Public Facilities Authority, allowing full replacements at no direct cost to participating property owners.

“Protecting the health of Saint Paul families is one of the most important responsibilities we have,” said Mayor Kaohly Her.

“Removing lead service lines is critical infrastructure work that delivers lasting public health benefits for generations. Securing the funding needed to complete this effort is a top priority for my administration,” Her continued.

“We will work closely with our state partners to ensure they understand the importance of sustaining this investment so that every Saint Paul resident has access to safe, lead-free drinking water. This is a long, critical fight, because no amount of lead is safe for our residents to drink.”

We estimate it will cost an additional \$250 million to remove all remaining lead service lines in our service area. Continued state investment is critical to keeping this work on schedule.



Lead replacement numbers by year. Those in orange are projected numbers.



A worker guides horizontal drilling equipment underground to allow for a new copper service line to be pulled through from the house to the street during a lead replacement.

# Next Community Engagement Team Training Set for April 8

Interested in connecting with the community and representing SPRWS at local events? Our Community Engagement Team is gearing up for the 2026 season, and there's still time to get involved. To participate, all employees must complete a required training led by Public Information Specialist Josh Cobb.

The next session is scheduled for Wednesday, April 8 at 3:00 p.m. and lasts approximately 60–90 minutes.

The training covers everything you need to know to be successful in the field, including SPRWS programs like Lead Free SPRWS, how to effectively engage with the public, and expectations for event staffing, conduct, and responsibilities.

It's designed to give you the tools and confidence to represent SPRWS in a way that is informative, professional, and approachable.

Sign up for events day will be held from 1 - 4 p.m. in the north conference room on April 14 to sign up for events you wish to work once you are trained.

Upcoming events including the Community Action Resource Fair (April 15), Mears Block Party (May 29), Grand Old Days (June 7), and the Twin Cities Jazz Festival (June 19–20).

Don't miss your chance to be part of a growing team that plays a key role in connecting SPRWS with the community.

## Job openings at SPRWS

The utility has as current job opening for a water laboratory technician I to work in the water quality lab in the treatment plant. The position closes at midnight on April 13.

The utility has several openings for the promotional position of water system worker II. They perform responsible work installing, operating, and maintaining the water distribution system including water mains, water services, valves, hydrants, and other water facilities. The position closes on midnight on April 15. Previous experience as water utility worker I or II is required. See job description for additional details.

To apply for either position, you must go to [stpaul.gov/jobs](http://stpaul.gov/jobs) and apply online by the deadline stated.



*A water laboratory technician takes water samples onsite in this file photo.*