



Pipeline Express

Providing reliable, quality water and services at a reasonable cost.

New Paymentus Portal

Adoption of new site sees strong growth

By Derek Olson

It has now been five months since we launched our new payment portal, Paymentus, and we are excited to share the progress and positive impact it has made so far. Since going live, we have seen strong adoption and growing engagement from our customers, resulting in increased efficiency and reduced operational costs.

Currently, we have a total of 31,473 active accounts in the Paymentus system. One of the most notable successes has been the rise in customers using automatic payments, with 22,074 users now enrolled. This marks an impressive increase of 6,962 accounts added in 2025 alone, signaling growing customer trust and satisfaction with the new platform's convenience and reliability.

Another area showing remarkable progress is our electronic billing (eBilling) adoption, which has now

reached 31,743 accounts. This widespread shift from paper to digital billing represents a major step forward in sustainability and operational efficiency. With fewer printed bills, we anticipate a significant reduction in mailing costs, helping us redirect those savings into further improving customer service and infrastructure.

In terms of how customers prefer to pay, checking accounts remain the most popular payment method, accounting for approximately 70% of all transactions. This trend reflects customer confidence in using direct bank account withdrawals for recurring and one-time payments, and reinforces the importance of secure and easy-to-use banking integrations within the portal.

These figures highlight not only the success of the Paymentus implementation but also our customers' increasing preference for digital solutions that

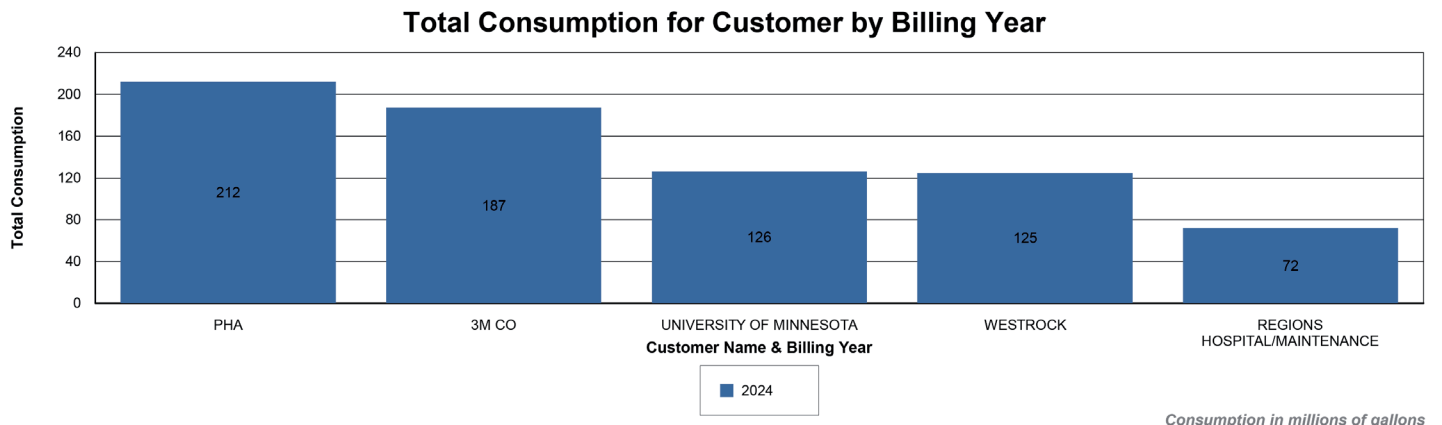
Paymentus

offer speed, security, and flexibility. The growth in auto pay and eBilling enrollment demonstrates the positive impact of making account management and bill payment more seamless.

Looking ahead, we remain committed to enhancing the Paymentus experience, continuing customer education on the platform's features, and expanding digital adoption even further. We thank our customers for embracing the change and contributing to this successful transition.

As we move forward, we will continue to monitor feedback, optimize performance, and ensure that Paymentus remains a secure, efficient, and user-friendly solution for all.

Top five customers use about 6.5% of total water



By Rich Rowland and Derek Olson

SPRWS is proud to serve about 450,000 customers and has over 96,500 separate utility accounts across 14 cities. Our service areas are divided into three categories:

- **Retail:** Direct water supply to nearly all residents within a city
 - o Cities: Saint Paul, Maplewood, West Saint Paul, Mendota Heights, Falcon Heights, Lauderdale, Mendota
- **Limited Retail:** Direct water supply to some residents within a city
 - o Cities: Roseville, Lilydale, Sunfish Lake, South Saint Paul, Newport
- **Municipal Wholesale:** Water is supplied to the city, which distributes it to its residents
 - o Cities: Roseville, Little Canada, Arden Hills

Retail:

Our retail customer base primarily consists of residential customers which provides a reliable and steady base level of water consumption and diversifies risk as a reduction of water

use is spread across thousand users. In contrast, having a large percentage of your usage focused on a few industrial or manufacturing customers exposes a significant risk in the event the customers would shut down operations, relocate or reduce to their usage. Never-the- less, our top 5 customers are responsible for 722 million gallons annually and constituted approximately 6.5% of our total consumption in 2024.

Public Housing Agency Saint Paul

- Provides housing to low-income individuals, families, seniors and people with disabilities.
- Number of Accounts Billed – 703

3M:

- A Fortune 500 company that designs and manufactures a variety of products.
- Number of Accounts Billed – 8

Westrock:

- A manufacturer focused on recycled paper goods

- Number of Accounts Billed – 6

University of Minnesota Saint Paul:

- Home to College of Food, Agricultural and Natural Resource Sciences
- Number of Accounts Billed – 7

Regions Hospital:

- Private, nonprofit teaching hospital providing healthcare services in Saint Paul.
- Number of Accounts Billed – 7

Wholesale:

Our wholesale municipal customers consist of three municipalities. SPRWS supplies water directly to Little Canada and Roseville, where Roseville then supplies Arden Hills. These three customers constituted approximately 17% of our total consumption in 2024. SPRWS has long term contracts with Little Canada and Roseville providing a dependable revenue stream that helps stabilize utility finances.

Roseville: 1,649 MG

Little Canada: 362 MG

McCarrons Treatment Plant: Planning for the future

By Will Menkhaus

Saint Paul Regional Water Services is proud to invest in the future of our community by modernizing the McCarron's Water Treatment Plant, an essential upgrade that will ensure clean, safe drinking water for generations to come. This milestone project reflects our long-standing commitment to delivering high-quality water with greater efficiency, reliability, and adaptability to meet the evolving needs of our customers.

Construction began in early spring 2022 and focuses on replacing and upgrading the first half of the water treatment process. By summer 2025, the new facilities will be fully operational, ushering in a new era of enhanced water treatment that maintains the trusted quality our customers have relied on for over a century.

The project's primary goals are to improve facility reliability and increase flexibility in addressing changing water conditions and emerging contaminants. The infrastructure being replaced dates back to the 1920s and 1930s—systems that have faithfully served our community for decades but have become increasingly difficult to maintain. The new facility will feature modern, state-of-the-art equipment designed for durability and efficiency, ensuring uninter-



Ozonation equipment in the new water treatment plant on a tour May 9.

rupted water service even if individual components require maintenance.

A key innovation in the upgraded plant is the introduction of ozone as part of the treatment process. Ozone is a powerful, fast-acting disinfectant that effectively breaks down contaminants of emerging concern—trace substances whose long-term health effects are still being studied. Because ozone rapidly dissipates, no traces will remain in the water once it leaves the treatment plant. This advanced technology enhances water quality while supporting our commitment to public health and environmental stewardship.

Before construction began, SPRWS conducted a full year of small-scale testing to verify the effectiveness of the new treatment processes. As an added layer of safety, the existing treatment systems will remain operational for approximately three months during the transition, ensuring continuous water service. This modernization project is more than just an upgrade—it's an investment in the health and well-being of our community. By combining time-tested processes with cutting-edge technology, SPRWS is building a future where clean, reliable water remains a source of pride for Saint Paul and all of our customers.

NEW UTILITY INTERNS START WORK AT SPRWS

New utility interns have joined the staff at SPRWS for the summer. Zadi Heitzeg is a production intern. Bridget Mans is a locator in engineering. Suzanna Neri is an intern in production. Keegan Rian is an intern with the lead free program in engineering. Keegan is an environmental engineering student at Montana State University



Zadi Heitzeg



Bridget Mans



Suzanna Neri



Keegan Rian



Fiona Skwierawski

and this is his second summer interning with SPRWS. Last year he worked on a variety of different projects, but this year he will be working on the Lead Free project. He had a couple of professors in his first year of college that worked in the water resources realm and they helped to pique his interest in drinking water. Outside of work and school, Keegan likes to ski, snowboard, hike and do pretty much anything

outdoors. He's looking forward to another good summer with everyone. Fiona Skwierawski is an intern working as a locator in engineering. Fiona attended the University of Minnesota and is now transferring to the University of Kansas. They have always been drawn to working in government, seeing it as a meaningful way to support their community. The opportunity to combine that

passion with an interest in water resources made this internship particularly appealing. Outside of academics, they enjoy playing soccer and rock climbing.

Staff take on new roles



Aaron Atkins



Josh Jonas



Jordan Skender



Brett Velander, Sr.

Current staff are taking on new roles at the water utility.

Aaron Atkins is now working in engineering in the damage prevention unit as a water utility technician I.

Josh Jonas has been promoted to a custodian II.

Jordan Skender is working in the damage prevention unit in engineering as a water utility technician I.

Brett Velander, Sr. is working as a water utility technician I in damage prevention in the engineering division.

Congratutulations to everyone on their new titles!