



HEARING REQUEST

To: **SUNN SUNN THAW**
386 MISSISSIPPI RIVER BLVD S
SAINT PAUL MN 55105-1312

RECEIVED
MAR 31 2026
CITY CLERK

From: **Saint Paul Regional Water Services**

Date: **March 19, 2026**

RE: **Account Number: 0210455**
Customer Number: 533164
Service Address: 398 MISSISSIPPI RIVER BLVD S

Dear SPRWS Customer,

You have a right to a hearing if there is a disagreement regarding your account. Hearings are held with an impartial Hearing Officer, who listens to your concerns, considers all relevant information and makes a recommendation for a settlement. The Hearing Officer will contact you to arrange for a hearing after this completed and signed form is returned to Saint Paul Regional Water Services, 1900 Rice St Saint Paul MN 55113.

Sincerely,

Customer Service
Saint Paul Regional Water Services
1900 Rice St., Office Building
Saint Paul Minnesota 55113
Phone: 651-266-6351

Reason for Hearing:

(Please Print)

During the most recent billing cycle, a water pipe burst near the boiler while the property was vacant, causing basement flooding. The leak was discovered when a city worker came to the property, and the water was shut off immediately.

This resulted in an unusually high bill of \$6758.71 compared to the typical bill of ~\$47. The excess usage occurred within a single billing cycle and was caused by this unexpected plumbing failure. I respectfully request consideration for an adjustment to reflect typical historic usage due to this accidental abnormal event.

Signature: *Sunn Thaw*

Date: 3/24/2026

Name: Sunn Sunn Thaw
(Please print)

Telephone Number: 651-356-1198