



CLEVELAND WATER

CLEVELAND WATER

MISSION

To provide customers with a reliable supply of safe drinking water and great customer service, with a focus on, while embracing principles of environmental stewardship, openness, equity, and accountability.

VISION

To position Cleveland Water as a leader within our industry and community, helping to make Greater Cleveland a better place to live, work, and raise a family.

VALUES

- Customer focus
- Transparency
- Inclusiveness
- Affordability
- Accountability



OUR CUSTOMERS

We provide water to
80 communities

70

Direct (Retail) Customers

7

Master (Wholesale) Customers

3

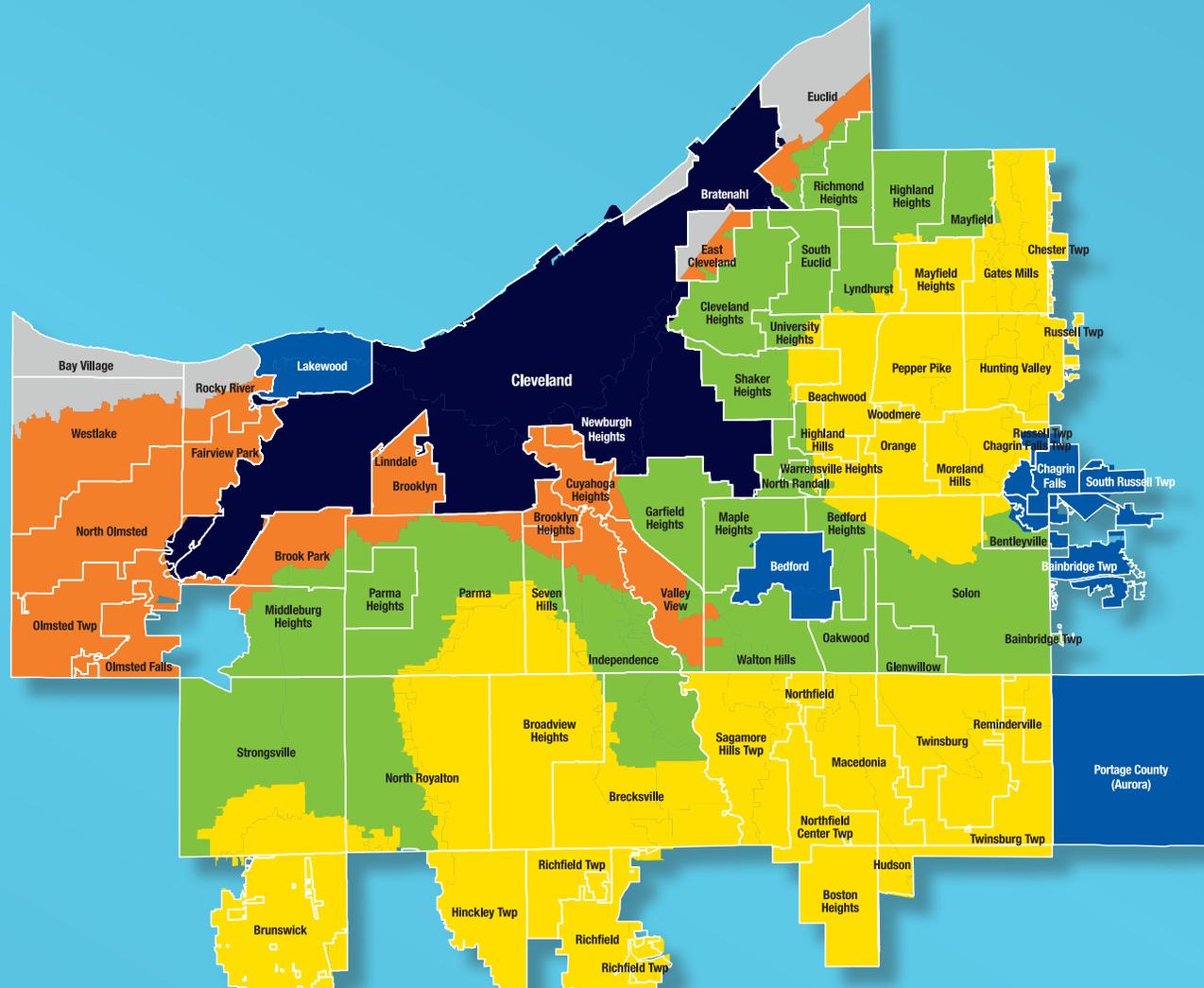
Emergency (Back-up) Customers

1,400,000
Customers

9TH

Largest Water System in the U.S.

446,121
Accounts



LEGEND

City & Suburbs

○ Corporation Limits

Service Suburbs

● Low Service

● 1st High

● 2nd High

● 3rd High

● Cleveland

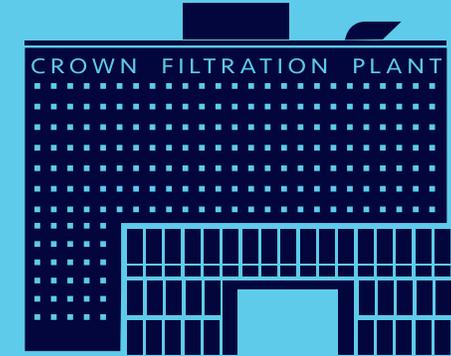
NOTTINGHAM

WATER TREATMENT PLANT



CROWN

WATER TREATMENT PLANT



4
Water Plants

5,300
Miles of Mains

16
Pump Stations

21
Tanks & Towers

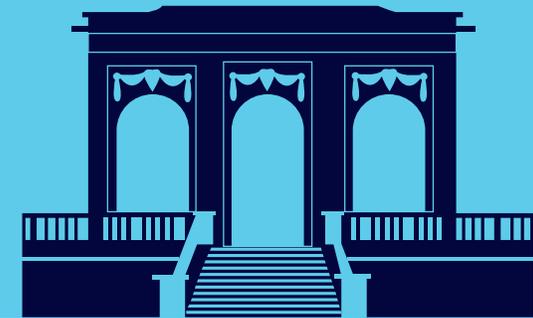
MORGAN

WATER TREATMENT PLANT



BALDWIN

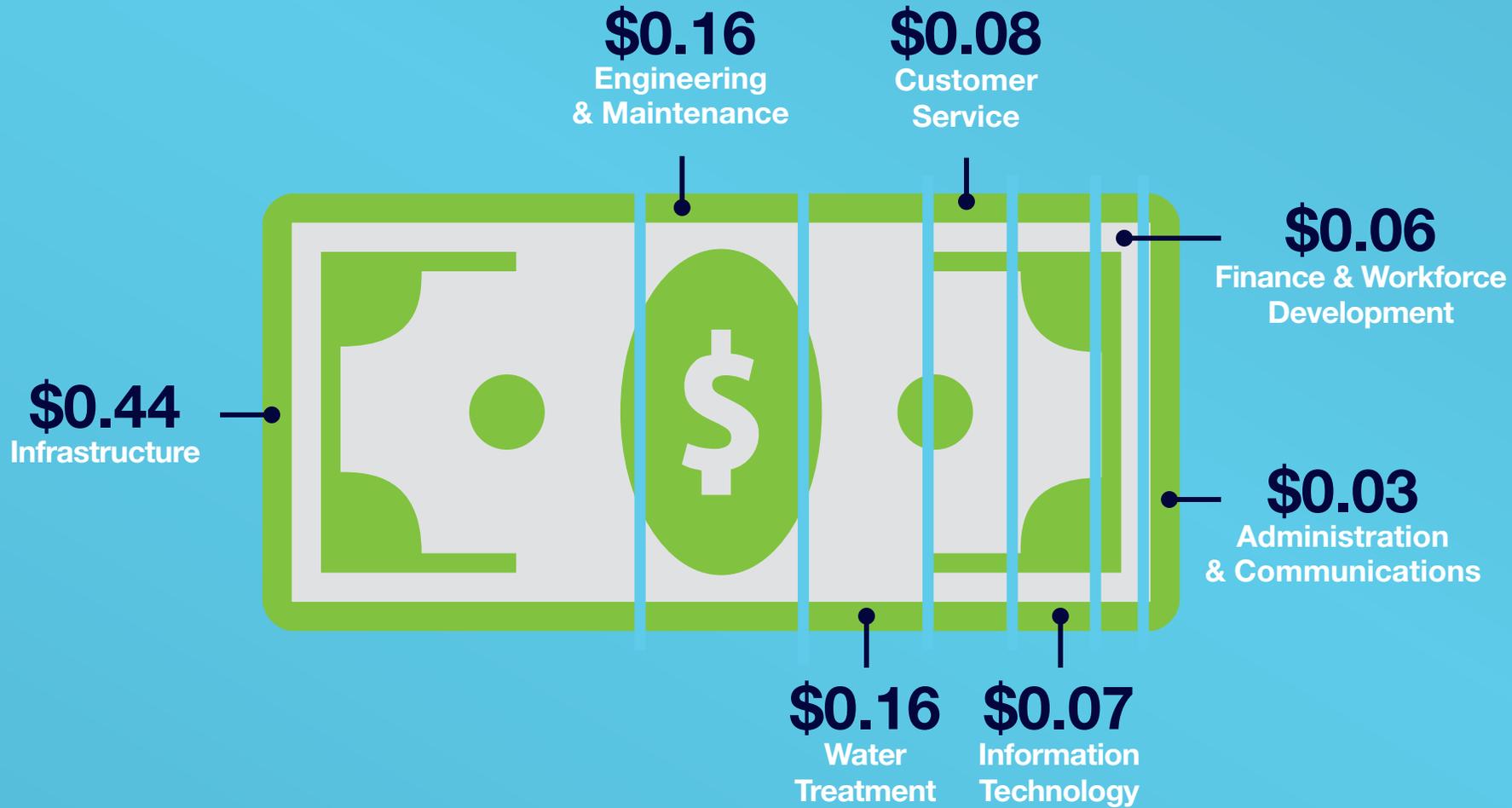
WATER TREATMENT PLANT



**Cleveland Water has 5,300 miles of underground pipe.
End to end that would stretch from Cleveland, Ohio past Athens, Greece.**



WHERE YOUR DOLLAR GOES



AFFORDABILITY EFFORTS

Cost control

0% rate increases 2016-2018

Discounted first block

Leak notifications

Monthly billing



AVERAGE RESIDENTIAL BILLS

Based on .6 MCF

\$27.10

Cleveland

\$32.53

Low/First High

\$37.96

Second High

\$42.49

Third High

KNOW YOUR WATER

\$39

Per Month

The average household in Cleveland uses approximately 155 gallons of water per day. That's about 0.62 MCFs.

Sinks & Faucets

\$5.50
Per Month

A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year.



Toilets

\$6.60
Per Month

A running toilet can waste about 200 gallons of water per day.



Showers & Baths

\$6.20
Per Month

A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year.



Washing Machines

\$4.30
Per Month

Newer efficiency models use up to half the amount of water used by traditional models.



Dishwasher & Other Appliances

\$1.20
Per Month

Washing your dishes with an open tap can use up to 20 gallons of water, but filling the sink and closing the tap saves 10 of those gallons.



Possible Leaks

\$3.50
Per Month

Ten percent of homes have leaks that waste 90 gallons of water or more per day.



Outdoors

\$11.70
Per Month

An irrigation system with a dime-sized leak can waste about 6,300 gallons of water each month.



CUSTOMER ASSISTANCE EFFORTS

Two assistance programs Homestead Program

- Be 65 years or older, or totally and permanently disabled;
- Own and live at the property; and
- Have a total household income of \$33,500 or less.

Water Affordability Program

- Own and live at the applying service address; and
- Have a total household income at or below current income guidelines (same as HEAP eligibility).

Payment plans

Limited disconnections



AVERAGE AFFORDABILITY BILLS

Based on .6 MCF

\$16.26

Cleveland

\$22.78

Second High

\$19.52

Low/First High

\$25.49

Third High



AVERAGE HOMESTEAD BILLS

Based on .6 MCF

\$13.67

Cleveland

\$18.48

Second High

\$16.08

Low/First High

\$20.49

Third High

Cleveland Water

OPEN HOUSE

**DRINK
CLEAN
WATER**

SATURDAY, MAY 11, 2019

clevelandwater.com



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Cleveland Water

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