

Cleveland Water

2023 BUDGET PRESENTATION



CITY OF CLEVELAND

Mayor Justin M. Bibb

Agenda

- 01 Overview
- 02 2023 Budget
- 03 Employees
- 04 Metrics

Mission, Vision & Values

Mission

To provide customers with a reliable supply of safe drinking water and great customer service, with a focus on affordability, 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
 - Affordability
 - Transparency
 - Accountability
 - Inclusiveness
-



Our Customers

70 **Direct (Retail)**

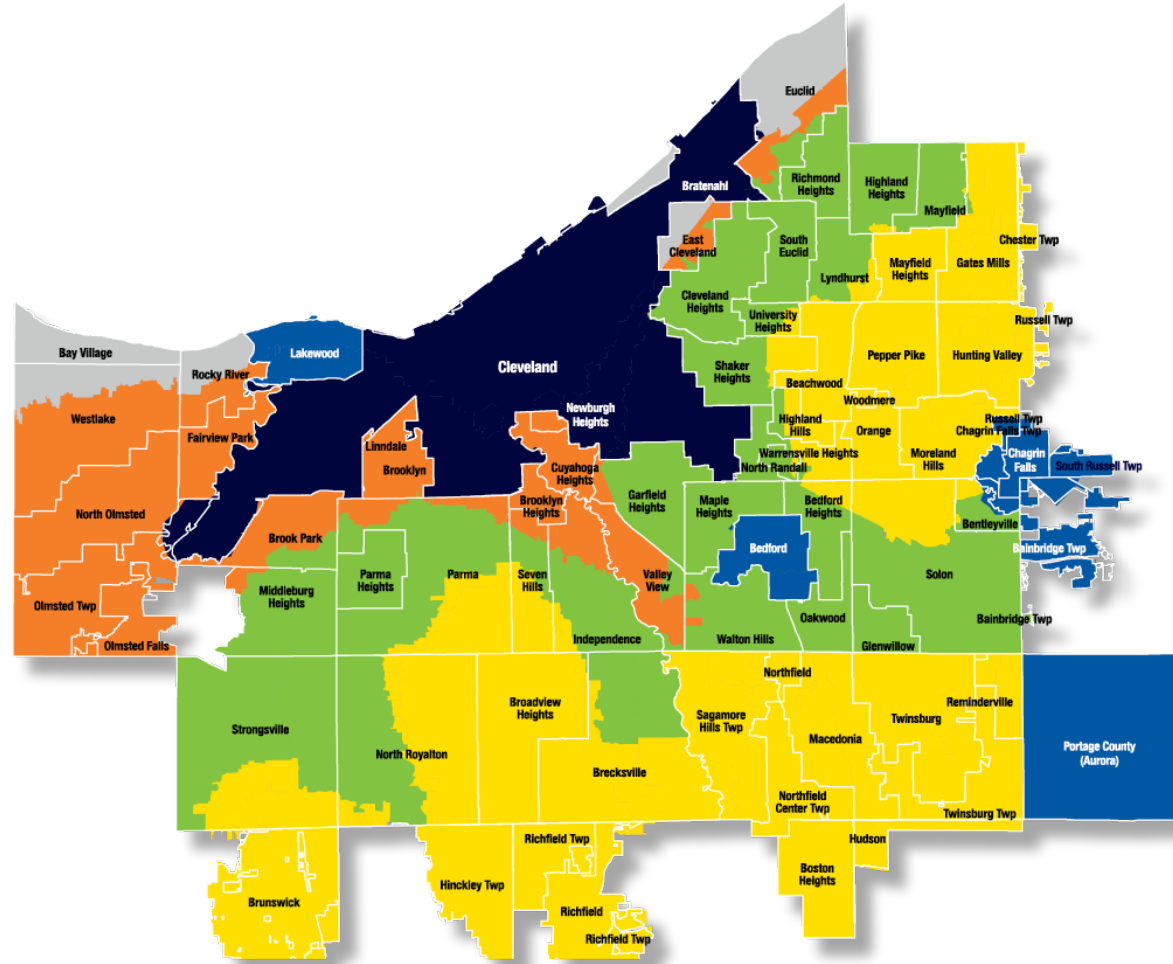
7 **Master (Wholesale)**

3 **Emergency (Back-up)**

1.4M **Customers**

441,779 **Accounts**

10th **Largest U.S. Water System**



LEGEND

City & Suburbs

○ Corporation Limits

Service Suburbs

○ Low Service

○ 1st High

○ 2nd High

○ 3rd High

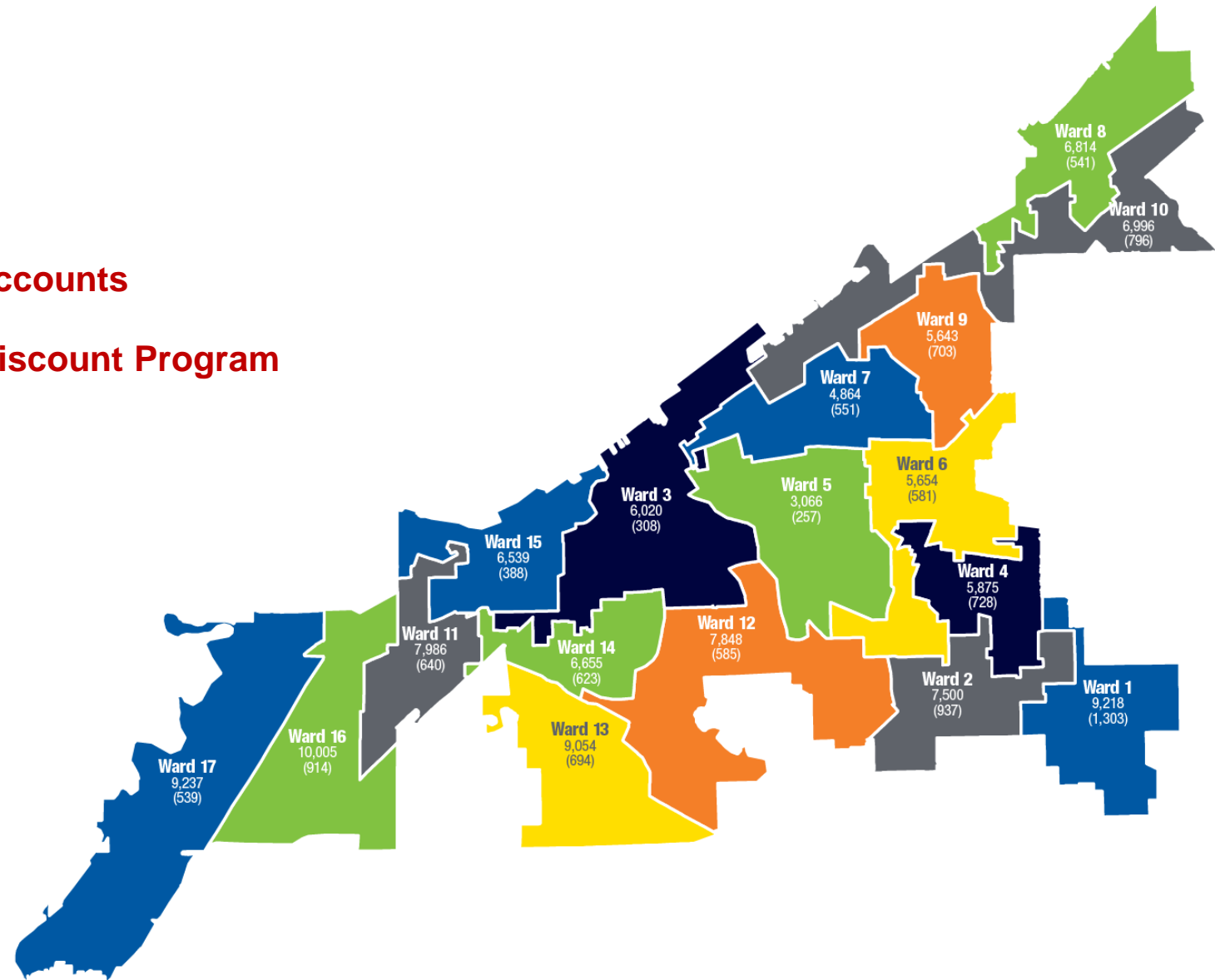
○ Cleveland



Our Customers

118,974 **City of Cleveland Accounts**

11,088 **City Accounts on Discount Program**



Infrastructure

4 **Water Treatment Plants**

Our Baldwin, Crown, Morgan, and Nottingham water treatment plants take water from Lake Erie and make it safe to drink using tried-and-true processes and state-of-the-art technology.

17 **Pump Stations**

Pumps push water up and out into our 640 sq. mi. service area across four major pressure zones.

21 **Tanks & Towers**

Storage tanks and towers help maintain water pressure within a pressure zone by releasing water into water mains during periods of high demand.

5,300 **Miles of Water Mains**

Underground pipes that deliver water to homes and businesses throughout our service area.



2023 Budget

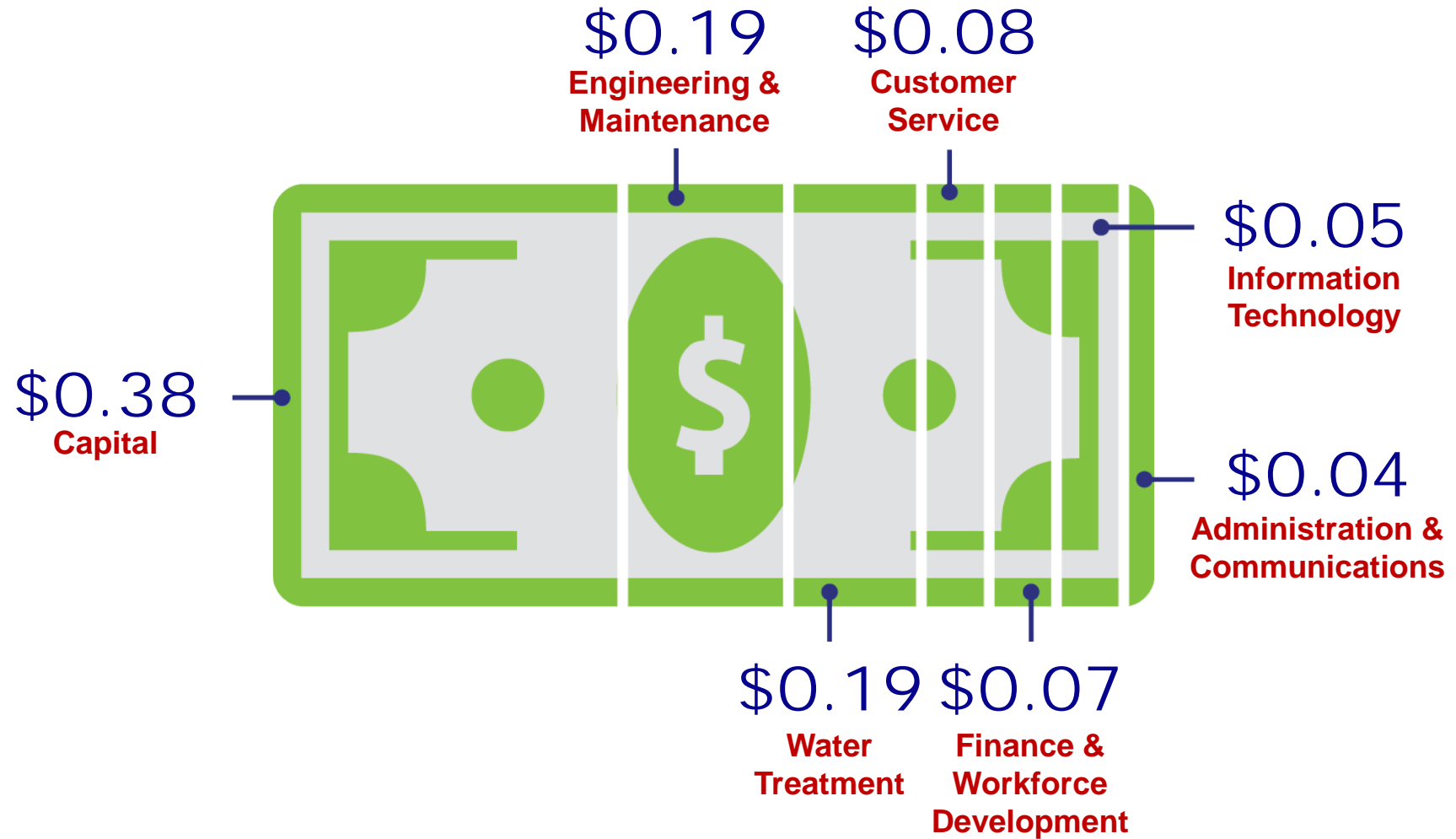
Total Budgeted Employees	1,212
Beginning Balance	\$172,392,741
Revenue Estimate	\$320,305,522
Total Resources	\$492,698,263
Expense Estimate	\$382,188,972
Projected Ending Balance	\$110,509,291
Debt Service Coverage	4.31
Bond Rating Revenue – Moody’s	Aa2
Bond Rating Revenue – S&P	AA+

Category	Budgeted Expenditures
Salaries and Wages	\$67,841,382
Benefits	\$26,405,059
Other Training & Professional Dues	\$670,614
Utilities	\$35,222,729
Contractual Services	\$20,145,371
Materials and Supplies	\$29,099,515
Maintenance	\$36,002,939
Claims, Refunds, Maintenance	\$5,086,436
Interdepartmental Charges	\$17,332,893
Capital Outlay	\$75,000,000
Debt Service	\$69,382,032

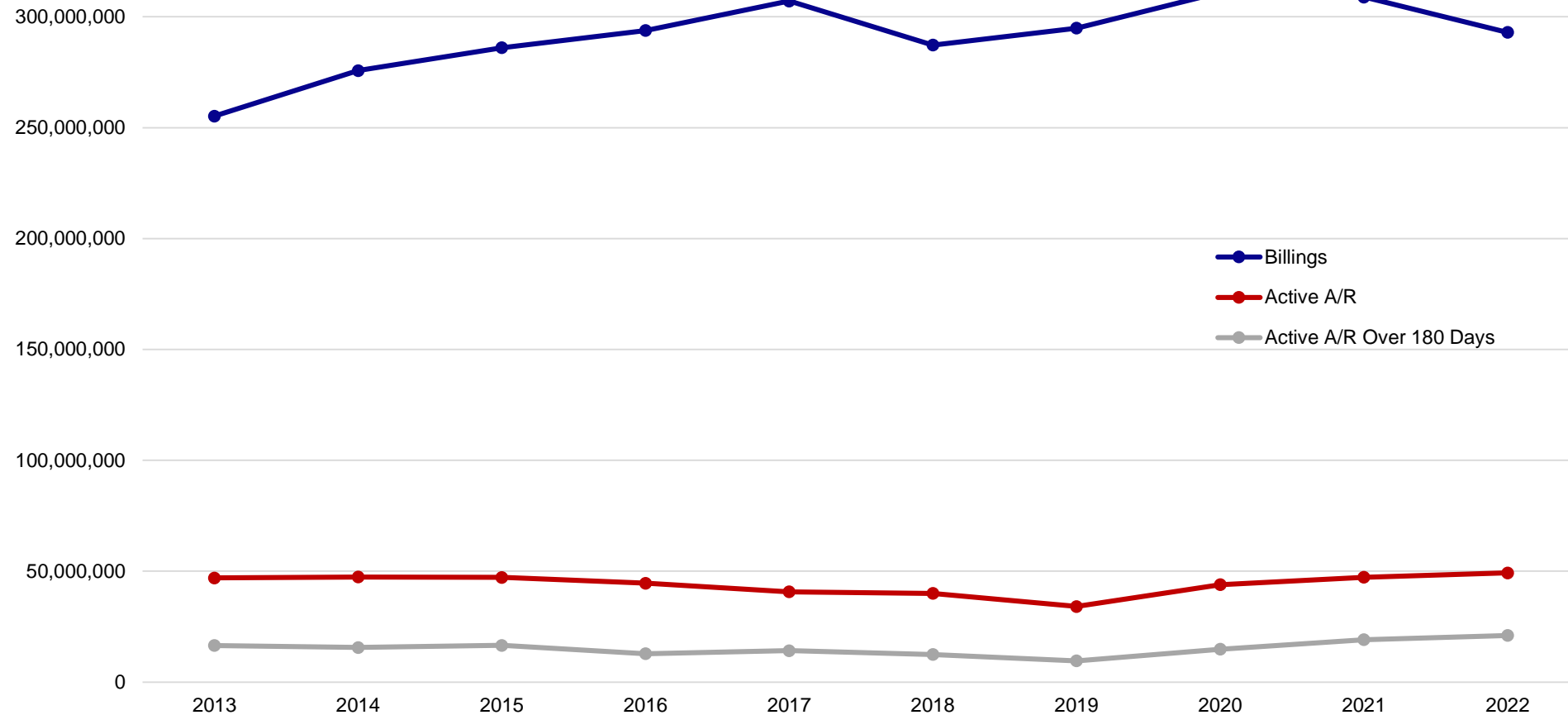
Capital Spending

	2020	2021	2022	2023
Infrastructure	\$37,639,254	\$39,768,515	\$34,946,628	\$43,000,000
Professional Services	\$7,957,829	\$5,275,000	\$5,853,702	\$2,500,000
Building Betterments – Existing	\$16,605,885	\$13,604,304	\$27,734,665	\$25,000,000
Computer Software	\$807,010	\$2,500,000	\$1,387,800	\$400,000
Computer Hardware	\$770,000	\$1,500,000	\$576,100	\$400,000
Motorized Equipment	\$550,540	\$510,000	\$709,040	\$300,000
Automobiles	\$203,624	\$280,000	\$221,575	\$100,000
Trucks	\$3,016,656	\$2,145,000	\$3,500,885	\$1,500,000
Machinery, Tools, Instruments	\$449,202	\$500,000	\$722,905	\$500,000
Other Equipment	\$900,000	\$917,181	\$2,646,700	\$1,300,000
Total	\$68,900,000	\$67,000,000	\$78,300,000	\$75,000,000
Grants/State Loans		\$500,000	\$13,825,000	\$11,384,000
Total Capital Funding	\$68,900,000	\$67,500,000	\$92,125,000	\$86,384,000

Where Your Dollar Goes



Active Accounts Receivable 2013-2022



Employees

	Male	Female	Total	Male	Female	Total
Black/African American	315	164	479	46%	68%	52%
White	278	51	329	41%	21%	35%
Other	93	27	120	14%	11%	13%
Total	686	242	928	100%	100%	100%

	Total	%
Cleveland Residents	424	46%

As of January 2023



Customer Account Services Staff

293 Employees to provide, timely, responsive, and courteous service to meet our customers' needs.

- Meter Services
- Billing Services
- Call Center
- Credit & Collections
- Permits & Sales



Customer Service Metrics

99.8%

Bills on Time
Goal: 99.5%

95.7%

Collection Rate
Goal: 97%

94.8%

AMR Bills Based on Actual Reads
Goal: 98%

12,508

New Portal Enrollments
Total: 193,975





Plant Operations Staff

175 Employees to make safe, high quality water and proactively monitor our plants and water source.

- Plant Managers, Asst. Managers & Operators
- Instrument Techs
- Chemists
- Water Purification & Quality Managers
- Plant Maintenance & Support Staff



Plant Operations Metrics

○ Ohio EPA Treatment Violations

Cleveland Water participates in the Partnership for Safe Water

- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant has achieved Phase IV status





Distribution, Maintenance & Engineering Staff

448 Employees to ensure the water we treat is safely and reliably delivered when and where our customers need it.

- Dispatch
- Pipe Repair
- Construction Trades
- Engineers
- Hydraulic Specialists
- Supervisory & Support Staff



Distribution, Maintenance & Engineering Metrics

88.6%

Main Breaks Repaired in 8 Days or Less
Goal: 86%

89.1%

Utility Cuts restored in 45 Days
Goal: 90%

98.8%

Dig-ups Completed within 21 Days
Goal: 80%

100%

Capital Projects Completed on Time and within Budget
Goal: 100%



Budget Book Metrics

	2020	2021	2022
Bills on Time (within 4 days of read)	99.8%	99.9%	99.8%
Number of Bills Issued	5,314,982	5,340,418	5,355,773
AMR Bills Issued Based on Actual Read	95.4%	95.5%	94.8%
Number of AMR Bills Issued	4,881,124	4,843,850	5,090,168

As of December 31, 2022

Questions?



CITY OF CLEVELAND

Mayor Justin M. Bibb

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