



2022 CLEVELAND WATER BUDGET

LAKESIDE

CARL B. STOKES
PUBLIC UTILITIES BUILDING

CLEVELAND WATER

M I S S I O N

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.

V I S I O N

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.

V A L U E S

- Customer focus
- Transparency
- Inclusiveness
- Affordability
- Accountability



OUR CUSTOMERS

70

Direct (Retail) Customers

7

Master (Wholesale) Customers

3

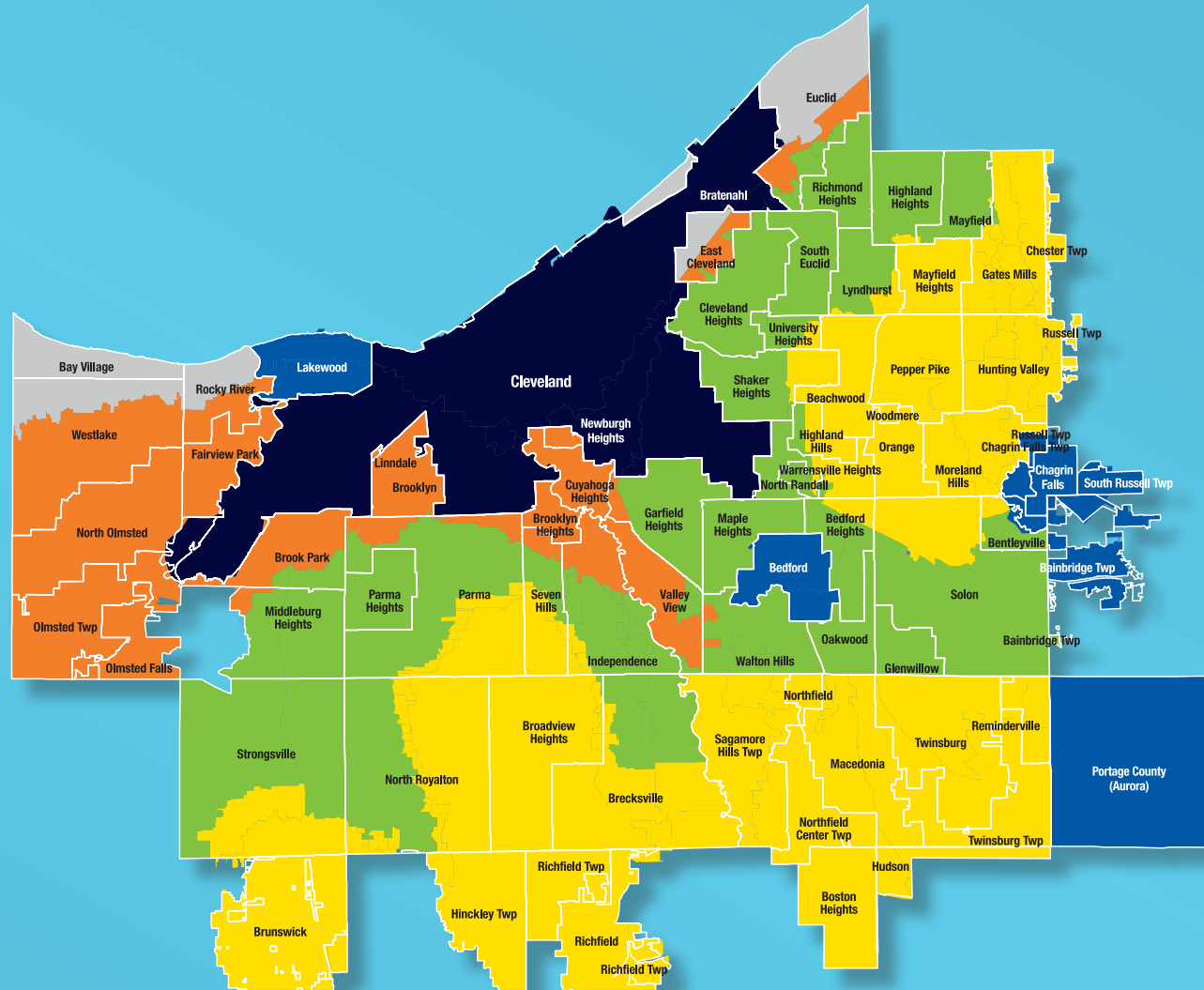
Emergency (Back-up) Customers

1,400,000
Customers

443,128
Accounts

10TH

Largest Water System in the U.S.



LEGEND

City & Suburbs

○ Corporation Limits

Service Suburbs

○ Low Service

○ 1st High

○ 2nd High

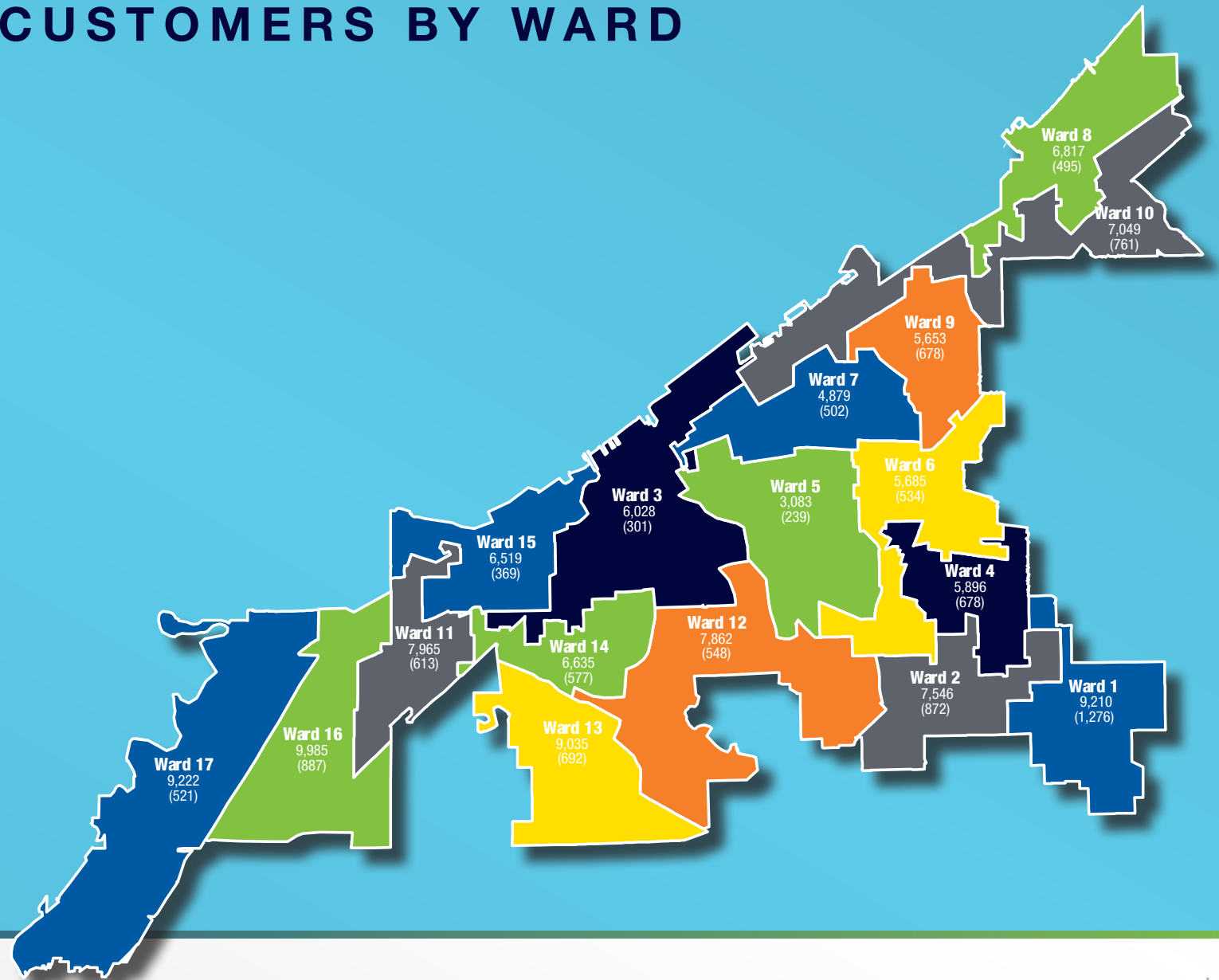
○ 3rd High

○ Cleveland

CLEVELAND WATER CUSTOMERS BY WARD

119,069
City Accounts

10,543
Accounts with
Discount Program



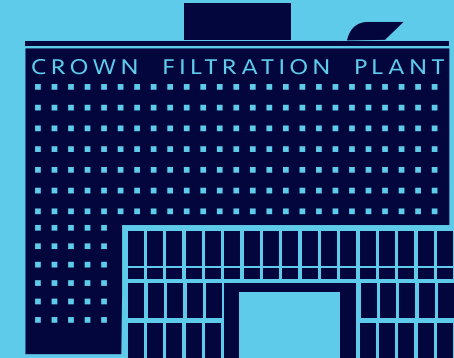
NOTTINGHAM

WATER TREATMENT PLANT



CROWN

WATER TREATMENT PLANT



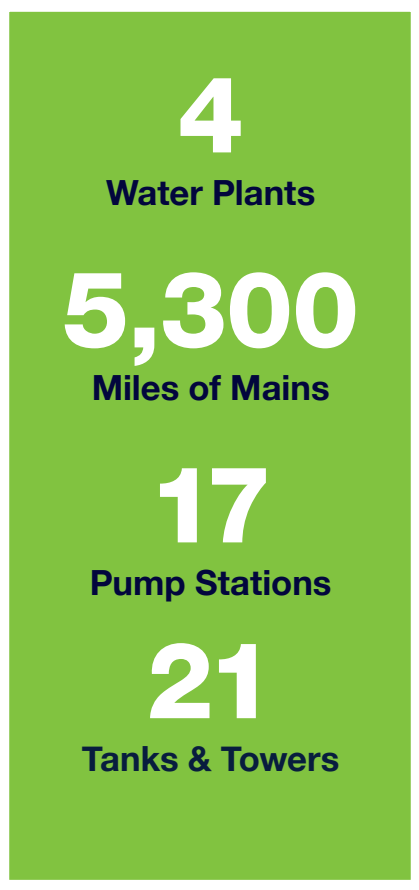
MORGAN

WATER TREATMENT PLANT



BALDWIN

WATER TREATMENT PLANT



2021 HIGHLIGHTS



**Year 1 of Water
Champions Program**



**Daycare Lead Line
Replacement Program**



**Continued Partnership with
CFD on Hydrants**



**Added 2 Additional
Water Quality Buoys**



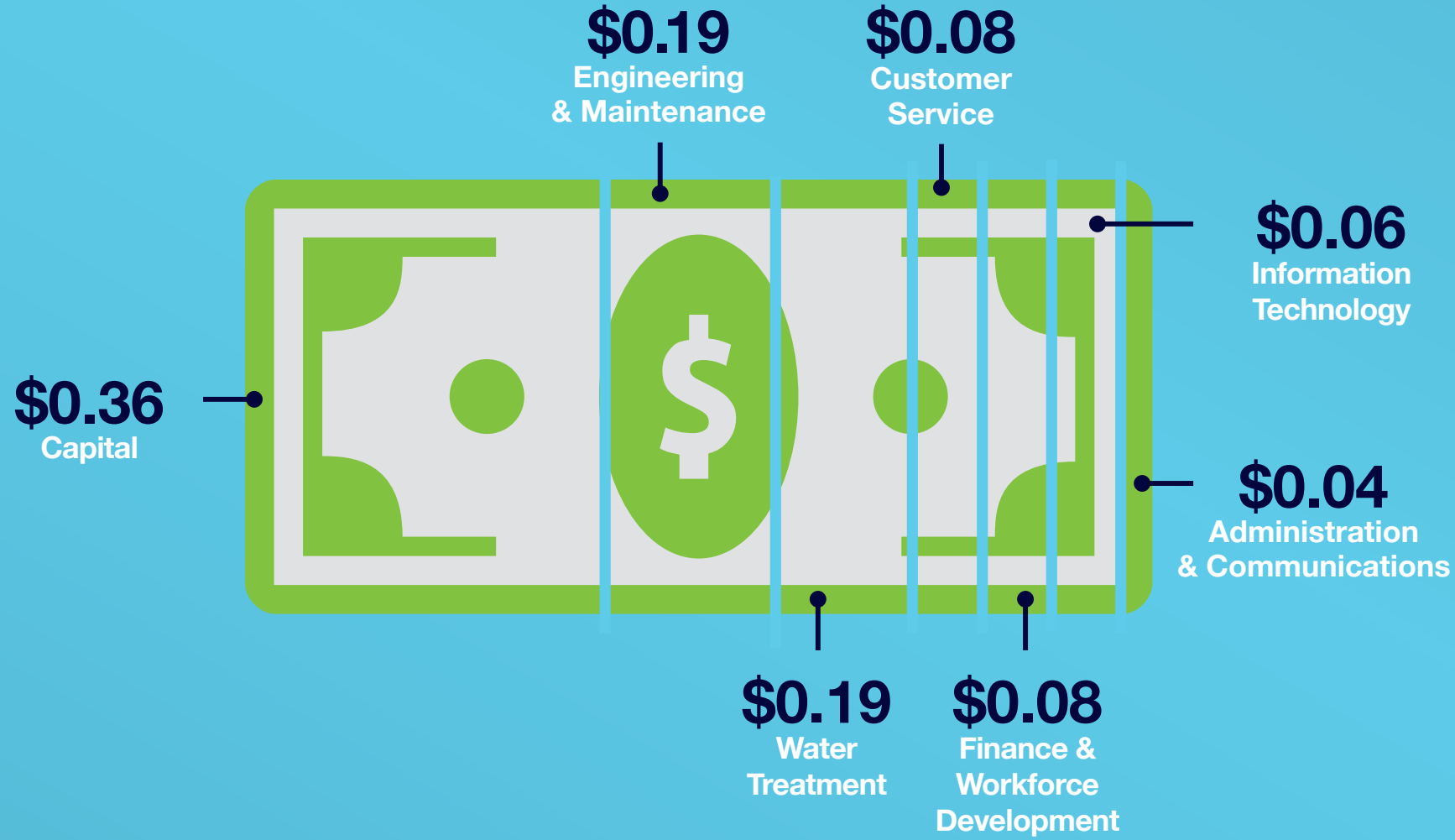
**New AVL rolled out on
all CWD Vehicles**

2022 BUDGET

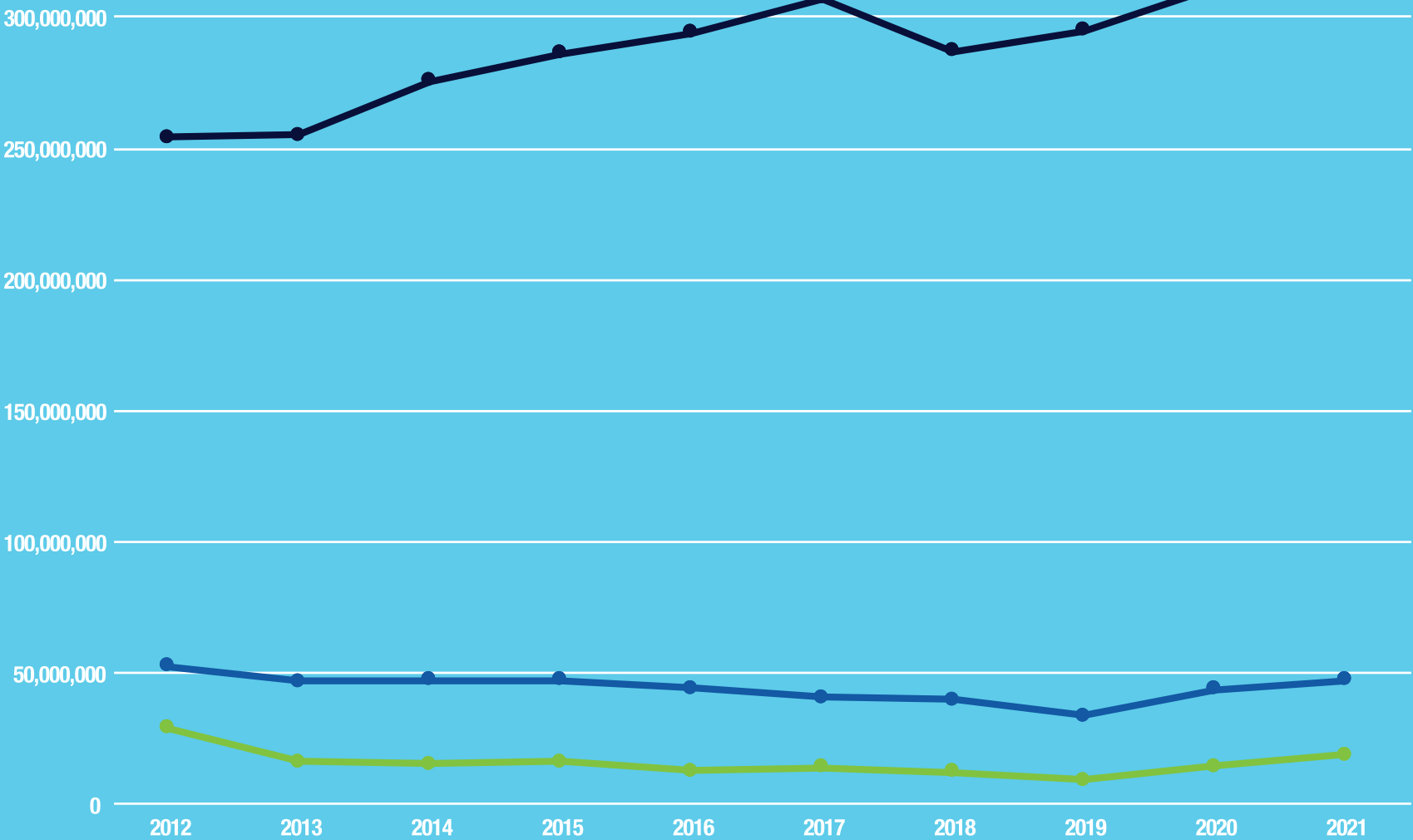
CLEVELAND WATER	
Total Budgeted Employees	1,208
Beginning Balance	\$187,717,150
Revenue Estimate	\$317,225,423
Total Resources	\$504,942,573
Expense Estimate	\$360,725,420
Projected Ending Balance	\$144,217,153
Debt Service Coverage	4.31
Bond Rating Revenue – Moody’s	Aa2
Bond Rating Revenue – S&P	AA+

CATEGORY	BUDGETED EXPENDITURES
Salaries and Wages	\$66,519,295
Benefits	\$27,033,511
Other Training & Professional Dues	\$667,204
Utilities	\$34,502,757
Contractual Services	\$18,872,478
Materials and Supplies	\$24,516,271
Maintenance	\$35,716,238
Claims, Refunds, Maintenance	\$5,154,319
Interdepartmental Charges	\$17,431,849
Capital Outlay	\$66,000,000
Debt Service	\$64,311,498

WHERE YOUR DOLLAR GOES



ACTIVE ACCOUNTS RECEIVABLE 2012-2021

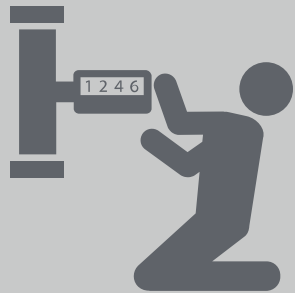


LEGEND

- Billing
- Active A/R
- Active A/R Over 180 Days

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 KEY PERFORMANCE INDICATORS

99.9%

Goal: 99.5%



Bills on Time

95.8%

Goal: 97%



Collection Rate

99.5%

Goal: 98%



AMR Bills Based
on Actual Reads

11,617

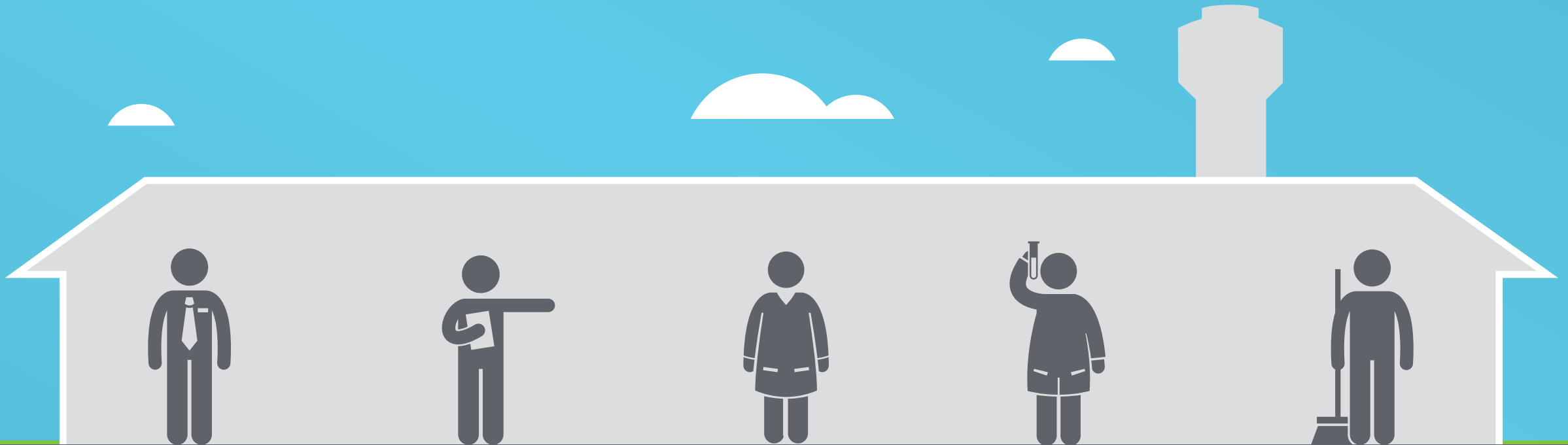
Total: 181,467



New Portal Enrollments

PLANT OPERATIONS

182 Employees to make safe, high quality water and proactively monitor our water source



Plant Managers
Asst. Managers
& Operators

Instrument Techs

Chemists

Water Purification
& Quality Managers

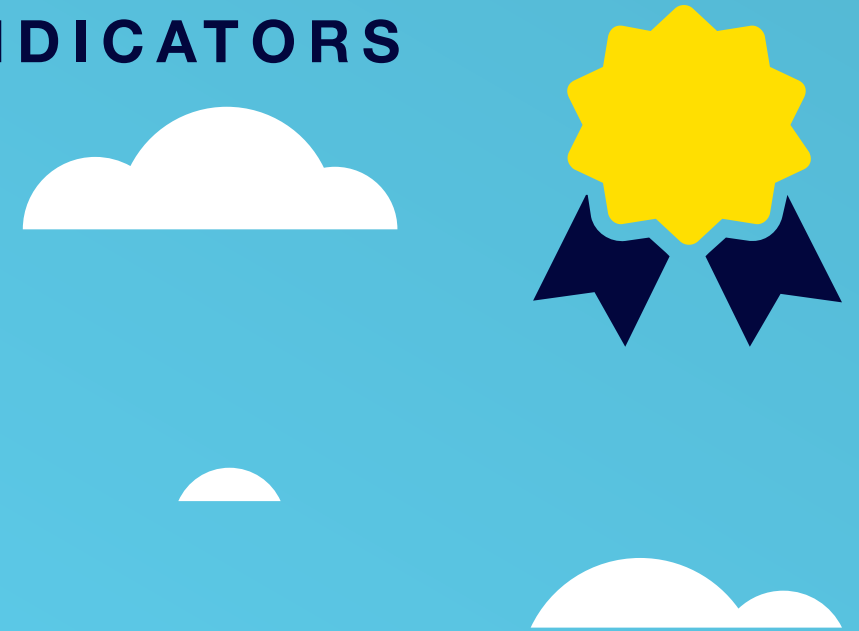
Plant Maintenance
& Support Staff

WATER QUALITY KEY PERFORMANCE INDICATORS

Zero Ohio EPA Treatment Technique Violations

Cleveland Water participates in the Partnership for Safe Drinking Water

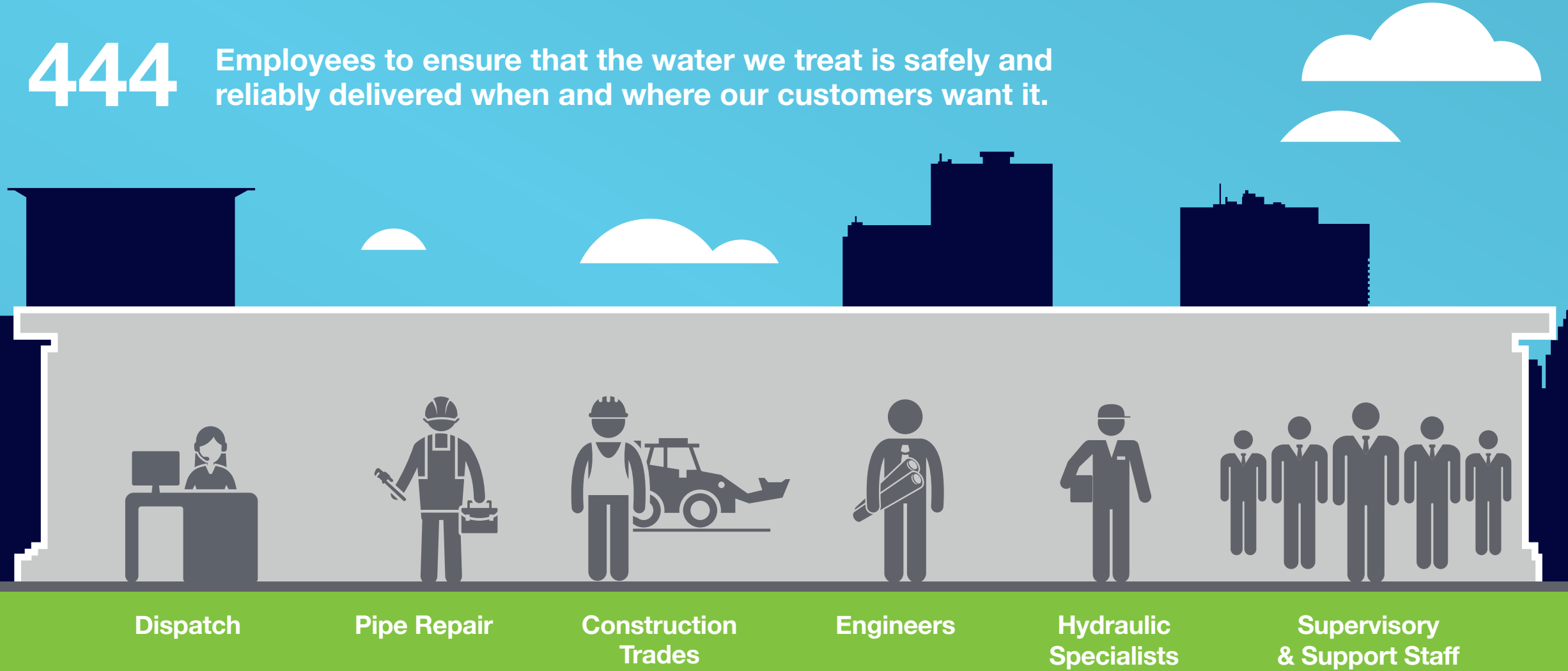
- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant received a Phase IV award in 2015



DISTRIBUTION, MAINTENANCE AND ENGINEERING STAFF

444

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



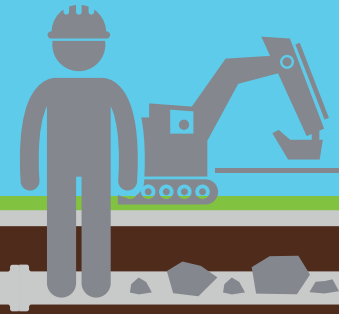
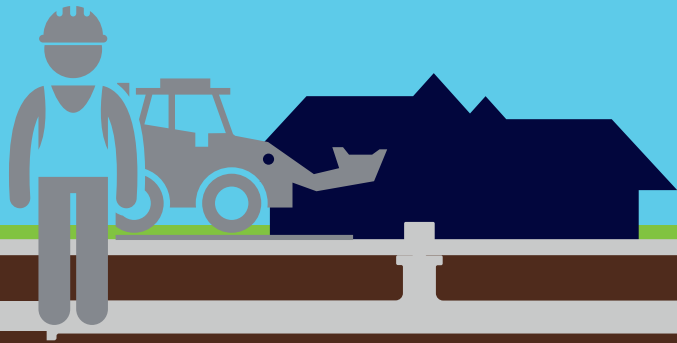
2021 DISTRIBUTION, MAINTENANCE & ENGINEERING KEY PERFORMANCE INDICATORS

89.1%
main breaks repaired
in 8 days or less
Goal: 86%

96.9%
utility cuts restored
in 45 days
Goal: 90%

99.0%
dig ups completed
within 21 days
Goal: 80%

100%
capital projects
completed on time &
within budget
Goal: 100%



2022 SELECT PROJECTS

- \$70 million Capital Projects
- CityWorks work order system in Treatment Plants and Meter Ops
- Enhance GIS Lead Service Connection Inventory
- Continue Replacing Lead Service Lines
- Apply for Federal Infrastructure Funding
- Updated Website
- 5-Mile Crib Improvements
- Baldwin Sedimentation Basins





Cleveland Water

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