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## INFORMATION:

### **Annual Wastewater Report Announced**

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In September, customers will receive the attached bill insert about how Charlotte-Mecklenburg Utility Department staff successfully collected and treated the community's wastewater before recycling it into the environment. Wastewater treatment plants continued their award winning performance as they treated 28 billion gallons of wastewater during Fiscal Year 2013.

There were 260 sanitary sewer overflows, a condition when sanitary sewer collection pipes are blocked or otherwise restricted causing human wastewater to flow out of manholes, in CMUD's service area during FY2013. These are mostly caused by grease clogs or tree root blockages. There were 21 fewer spills in FY2013 than the year before. This is the lowest number of spills since 2002 (259). The number of spills per 100 miles of pipe continued to decline from 10.9 in 2007 to 6.2 spills in FY2013. An estimated 208,582.75 gallons spilled, which is the lowest since 1999. CMUDs work to install larger sewer pipes less prone to blockage, and to regularly clear existing pipes, contributes to this decline.

All five wastewater treatment plants earned Peak Performance Awards from the National Association of Clean Water Agencies (NACWA) for the calendar year ending 2012. NACWA Peak Performance Awards recognize wastewater treatment professionals throughout the nation for protecting the environment and public health through outstanding treatment and discharge regulatory compliance.

The bill insert and a detailed annual report are posted on [www.cmutilities.com](http://www.cmutilities.com). An advertisement will also be placed in a local Spanish-language newspaper as well as on CMUD's website.



WastePerformanceR  
eport-2013.pdf

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If you flush items down the toilet that don't belong there, you are inviting clogs.

A clog can have a bigger impact than people may think. Clogs cause Sanitary Sewer Overflows (SSO), spilling raw sewage into a street, a stream or even your own home.

Even products labeled as "flushable" do not decompose in the sewer system and can contribute to clogging.

**Toss in trash:** paper towels, wipes, hair, cotton swabs, feminine products, dental floss and excess food

**Toss in toilet:** toilet paper

**Suspect A Sewage Spill?** Call 311 or 704-336-7600. We will respond 24 hours-a-day, 365 days-a-year.

**Want To Read The Full Report?**

The entire 2013 Wastewater Performance Report can be obtained at [www.cmutilities.com](http://www.cmutilities.com) or by mail, dial 311.



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Please recycle

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# PROTECTING OUR ENVIRONMENT

## WASTEWATER PERFORMANCE REPORT 2013

An annual summary of the Charlotte-Mecklenburg Utility Department's wastewater system performance during the fiscal year that ended June 30, 2013.



## WHAT ARE WE DOING TO PREVENT SPILLS?

### WHERE DOES OUR WASTEWATER GO?

Charlotte-Mecklenburg Utility Department (CMUD) serves Mecklenburg County, providing wastewater services to an estimated 805,000 customers. An average of 78.8 million gallons per day (mgd) of wastewater is collected through a 4,170-mile pipe network. Wastewater flows to one of five wastewater treatment plants located throughout the county. State-certified operators work around-the-clock to ensure wastewater is safely treated and discharged back into the environment. Solids removed during treatment are also safely recycled as part of a regulated land application program.



*CMUD workers maintain more than 8,000 miles of water and sewer pipe. Rate dollars pay to prevent community spills, clean pipe and quickly respond when a spill occurs.*

Even one wastewater spill is too many. CMUD crews work to prevent overflows by clearing pipes of tree roots and grease, as well as fixing broken and aging pipes. Other construction projects enhance wastewater treatment performance and replace old pipes.

### INFRASTRUCTURE INVESTMENTS

CMUD receives no tax funding; it is funded solely by water and sewer customers.

- More than \$12 million to replace or rehabilitate the oldest wastewater pipes and neighborhoods experiencing problems.
- Maintaining our national award-winning wastewater treatment plants so that we continue to provide excellent service to customers.
- Inspecting 4,664 food service establishments to ensure proper grease disposal.
- More than \$10 million to install new pipes to help prevent spills along Briar and McAlpine Creek this year.



*CMUD wastewater plants are upgraded to treat and recycle 28 billion gallons of wastewater annually and provide award-winning service to customers.*

### HOW DID WE DO?

We continued to successfully collect and treat more than 99.99 percent of all wastewater the community produced last year. There were 260 sewer spills in our community, a decrease of 21 spills compared to the year before. In fact, the number of spills per 100 miles of pipe continued to decline from 10.9 in 2007 to 6.2 spills in fiscal year 2013.