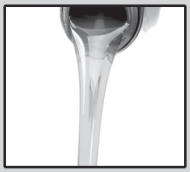
Prevent Plumbing Repairs and Sewer Spills

These items should **NEVER go down the drain** or **be flushed down a toilet:**

Remains in frying pans, turkey fryers or deep fryers

Fatty meats, lard, shortening, butter and margarine



Oils (olive, cooking, motor)

Paper products other than toilet paper (Ex. paper towel, diaper, mail or regular paper)

Prescription medication or over-the-counter drugs

Leftover cleaning supplies

You Can Help

Dispose of animal fats and grease by freezing them in a coffee can – mix liquefied vegetable fats with kitty litter or coffee grounds – and depositing them in the trash or at a full-service recycling center.

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 2012 Wastewater Performance Report can be obtained at **www.cmutilities.com** or by mail, dial 311.

Printed with soy ink on FSC certified 50% post-consumer fiber.
Please recycle this report. 09/12 #30320-I-0167

Protecting Our Environment

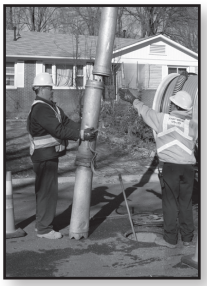
CHARLOTTE.
CHARLOTTE-MECKLENBURG UTILITY DEPARTMENT

Wastewater Performance Report 2012

An annual summary of the Charlotte-Mecklenburg Utility Department's wastewater system performance during the fiscal year that ended June 30, 2012.

Where Does Our Wastewater Go?

CMUD serves Mecklenburg County, providing wastewater services to an estimated 796,000 customers. An average of 77.1 million gallons per day (mgd) of wastewater is collected through a 4,180-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.



How Did We Do?

We successfully collected and treated 99.9977 percent of the more than 28 billion gallons of wastewater the community produced last year. There were 281 sewer spills in our community, a decrease of 54 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 6.7 spills in fiscal year 2012.

What Are We Doing To Prevent Spills?

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. Educating customers about the proper disposal of fats, oils and grease is also a priority.

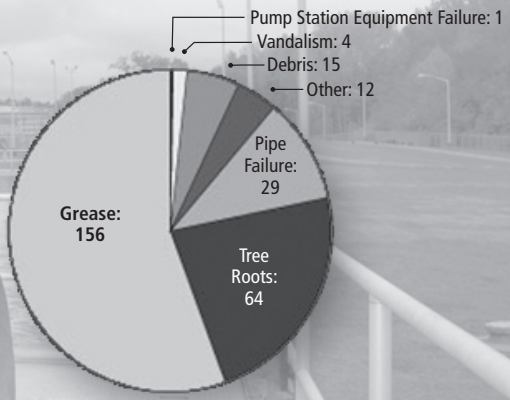
Highlights

CMUD celebrated important milestones this past year while working to prevent overflows and protect water quality through effective wastewater treatment.

- All five wastewater treatment plants earned Peak Performance Awards from the National Association of Clean Water Agencies (NACWA) for the calendar year ending 2011. 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 McDowell Creek Wastewater Treatment Plant earned a Platinum Award for a third year, totaling seven consecutive years of perfect compliance. The Mallard Creek Wastewater Treatment Plant received a Platinum Award for six consecutive years of perfect compliance. The McAlpine Creek Wastewater Treatment Plant was awarded its fourth Gold Award in a row for perfect compliance. The Sugar Creek Wastewater Treatment Plant also won a Gold Award for perfect compliance. The Irwin Creek Wastewater Treatment Plant earned Silver Award for five or fewer violations in a one-year period.
- More than 837 miles of sewer lines were cleaned (including some multiple cleanings in the same location).
- 12.1 miles of sewer pipe and 350 manholes were rehabilitated, repaired or replaced.
- 239 miles of sewer pipe were treated with tree root control chemicals.
- Informed customers and citizens about proper grease disposal.
- 3,752 food service establishments and restaurants were inspected to ensure proper grease disposal practices were in place.

Challenges

Grease-clogged pipes contributed to more than half of the 281 sewer spills that occurred. Other spill causes included the infiltration of tree roots into pipes, vandalism, general debris, and broken pipes.



Top Photo: *Crews regularly clean pipes to clear blockages and prevent overflows.*

Bottom Photo: *Wastewater Treatment Plant operators work 24/7 to protect the environment.*