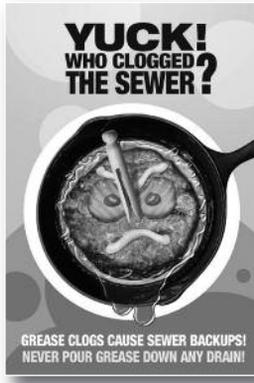


## You Can Help Us Prevent Sewer Spills

- After cooking, don't pour grease down the drain!
- Grease clogs pipes like it clogs arteries.
- Dispose of animal fats and grease by freezing them in a coffee can - mix liquefied vegetable fats with kitty litter or coffee grounds - and deposit them in the trash.



## 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 complete 2008 Wastewater Performance Report can be obtained at [www.cmutilities.com](http://www.cmutilities.com) or by mail by dialing 311.

# Protecting Our Environment



**CHARLOTTE**  
CHARLOTTE-MECKLENBURG  
UTILITIES

Wastewater Performance Report 2008



30% total recycled fiber content

This is an annual report of the Charlotte-Mecklenburg Utilities (Utilities) wastewater system performance during the 2008 fiscal year that runs from July 1, 2007 through June 30, 2008. It provides a brief overview of highlights and challenges for the year, plus tips on how you can help us protect the environment by preventing wastewater overflows.

### Where Does Our Wastewater Go?

Utilities serves Mecklenburg County, providing wastewater services to more than 761,800 customers. An average of 78.4 million gallons (mgd) of wastewater is collected daily through a 3,942-mile pipe network. Wastewater flows to one of five wastewater treatment plants located throughout the county. State-certified operators work around the clock every day 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?

There were 362 sewer spills in our community during the 2008 fiscal year. This is a decrease of 59 spills compared to the year before (421). We successfully collected and treated more than 28.7 billion gallons of wastewater (99.99 percent success rate).

### What Are We Doing To Prevent Spills?

Despite our high success rate, even one wastewater spill is too many. Utilities crews work to prevent overflows by clearing pipes of tree roots and grease, as well as fixing broken and aging pipes. Other construction projects increase capacity by replacing old pipes, installing new pipes, and enhancing wastewater plants. Customer education about the proper disposal of oils and grease is also a priority for Utilities.

### Other Highlights

Charlotte-Mecklenburg Utilities celebrated some important milestones this past year while working to prevent overflows and protect water quality through effective wastewater treatment.

- Approximately 861.6 miles of sewer lines were cleaned (including some multiple cleanings in the same location).
- 9.3 miles of pipe and 200 manholes were restored or replaced.
- Mallard and McDowell Creek Wastewater Treatment Plants received Peak Performance Gold Awards from the National Association of Clean Water Agencies (NACWA) for the calendar year ending 2007. Each plant had 100 percent perfect compliance with their permit requirements. Sugar and McAlpine Creek Wastewater Treatment Plants earned NACWA Silver Award for outstanding compliance.
- City staff inspected grease-handling facilities at 4,504 food service establishments and restaurants to ensure proper grease disposal.
- Charlotte-Mecklenburg Utilities won the Green Nonprofit Business Award and Green Commercial New Construction Project Award from *The Charlotte Business Journal*. Utilities also received a Centralina Council of Governments' Region of Excellence Award for environmental planning and conservation.
- McDowell Wastewater Treatment Plant completed its expansion to 12 mgd.



### Challenges

Of the 362 sewer spills that occurred, more than half were due to hardened grease clogging pipes and backing up the system. Other spill causes included the infiltration of tree roots into pipes, vandalism, general debris, and broken pipes.

