

Challenges

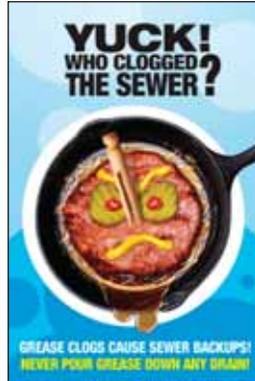
Of the 421 sewer spills we experienced, more than half were due to hardened grease clogging pipes and backing up the system. Other spill causes included the infiltration of tree roots into pipes, vandalism, general debris, and broken pipes. Seventy-seven percent of the 1.64 million gallons that spilled from the system occurred during just two incidents.

How You Can Help Us Prevent Sewer Spills

Grease clogs pipes like it clogs arteries.

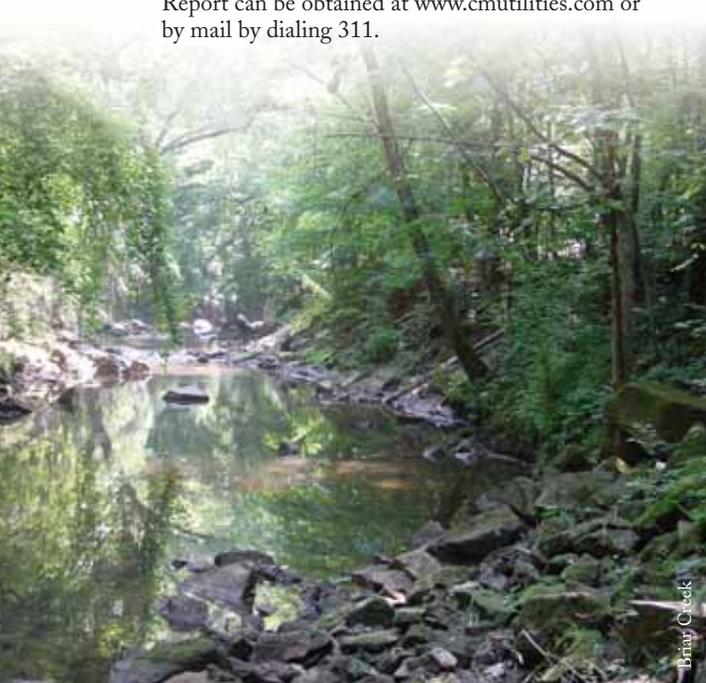
After cooking, don't pour excess grease down the drain! Instead, dispose of animal fats and grease by freezing them in a coffee can - mix liquefied vegetable fats with kitty litter or coffee grounds - and deposit them in the trash.

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 2007 Wastewater Performance Report can be obtained at www.cmutilities.com or by mail by dialing 311.



Brian Cook

PROTECTING OUR ENVIRONMENT



CHARLOTTE
CHARLOTTE-MECKLENBURG
UTILITIES

Wastewater Performance Report 2007

This is an annual report of the Charlotte-Mecklenburg Utilities (Utilities) wastewater system performance during the fiscal year that runs from July 1, 2006 through June 30, 2007. It provides a brief overview of highlights and challenges for the year, plus tips on ways the public 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 750,000 customers. An average of 86 million gallons of wastewater is collected daily through a 3,865-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?

The fiscal year of 2007 was a challenging year for sewer overflows. We experienced 421 overflows, up from 370 the year before. Although spills increased, we successfully collected and treated more than 31 billion gallons of wastewater (99.9948% of total wastewater).

What Are We Doing To Prevent Spills?

Despite our high success rate, even one wastewater spill is too many. Utilities crews work around the clock 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 has also become a priority for the City.

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 950 miles of sewer lines were cleaned (including repeated cleanings).
- 1,839 manholes were restored or replaced.
- Mallard, McDowell and McAlpine Creek Wastewater Treatment Plants received Peak Performance Gold Awards from the National Association of Clean Water Agencies (NACWA) for perfect compliance with their discharge permit requirements that protect water quality. Sugar Creek Wastewater Treatment Plant earned a NACWA Silver Award for outstanding compliance.
- City staff inspected grease-handling facilities at 4,079 restaurants to ensure compliance with the City sewer use ordinance and protect the sewer system from improper grease disposal.
- The award winning Grease Free education program continued to teach proper disposal of a pipe-blocking menace.

