



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

**Toss in the 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 2014 Wastewater Performance Report can be obtained at [www.cmutilities.com](http://www.cmutilities.com) or by mail, dial 311.



**PROTECTING OUR  
ENVIRONMENT**

**WASTEWATER PERFORMANCE  
REPORT 2014**

An annual summary of the Charlotte-Mecklenburg Utility Department's wastewater system performance during the fiscal year that ended June 30, 2014.



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## 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 818,005 customers. An average of 83.3 million gallons per day (mgd) of wastewater is collected through a 4,189-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 pipes 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 7.8 miles of the oldest wastewater pipes were rehabilitated or replaced in neighborhoods experiencing problems. Over \$12 million is reinvested to prevent tree root blockages, troubleshoot sewer problems, and rehabilitate sewer pipes.
- Maintaining our national award-winning wastewater treatment plants so that we continue to provide excellent service to customers.
- Inspecting 4,228 food service establishments to ensure proper grease disposal.



*CMUD wastewater plants are upgraded to treat and recycle 30.4 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 247 sewer spills in our community, a decrease of 13 spills compared to the year before. In fact, the number of sewer spills per 100 miles of pipe continued to decline from 10.9 in 2007 to 5.9 spills in fiscal year 2014.