



Charlotte-Mecklenburg Utility Department Fast Facts

In 1899, the City of Charlotte purchased Charlotte Water Works Co. to provide public water and fire protection. In 1972, the City and Mecklenburg County consolidated efforts for water and wastewater service, creating the Charlotte-Mecklenburg Utility Department (CMUD).

BUDGET

\$291 million.

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

NUMBER OF EMPLOYEES

746

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS

796,209 in Charlotte and Mecklenburg County

PROGRAMS FOR CUSTOMERS

WaterSmart Conservation encourages efficient use of water for indoor and outdoor purposes.

The Grease Free program educates customers to avoid putting grease down the drain.

Blue Planet Water Environmental Center is a hands-on learning center about water and wastewater that is open to public tours.

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

Online bill pay available at www.cmutilities.com.

SERVICES DELIVERED

CMUD has capacity to treat 242 million gallons of water per day (MGD) at three treatment plants. The utility serves 253,557 active water service connections and maintains 4,206 miles of water distribution mains.

CMUD has capacity to collect and treat 123 MGD of wastewater at five treatment plants. CMUD Laboratory Services is operated by a team of water quality technicians and analysts who report on drinking water, ground water, surface water and wastewater.

AWARDS AND RECOGNITION

CMUD Receives Federal Award for Safe Drinking Water – CMUD has received the EPA Region IV Safe Drinking Water Act Excellence Award for providing consistently superior drinking water treatment and safe delivery to citizens.

CMUD Earns Industry Award for Video – June 2010: CMUD earned national recognition from the National Association of Clean Water Agencies for a new education video titled "Clean Water for a Healthy Community."

McDowell Creek Plant Earns Certification – April 2010: The McDowell Creek Wastewater Treatment Plant in Huntersville achieved ISO 14001 certification, making it the third CMUD work team in three years to earn the quality award.

CMUD Earns AAA Bond Rating – CMUD is among an elite few public water and sewer utilities with AAA bond rating from all three major rating agencies. This superior rating leads to lower lending rates when money is borrowed to pay for capital projects.



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