You Can Help Prevent Sewer Spills

- Grease clogs pipes like it clogs arteries.
- After cooking, **don't pour grease down the drain!**
- 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 2010 Wastewater Performance Report can be obtained at www.cmutilities.com or by mail by dialing 311.

Printed with soy ink on 50% post-consumer waste.
Please recycle this report.

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Protecting Our Environment

CHARLOTTE.
CHARLOTTE-MECKLENBURG UTILITIES

Wastewater Performance Report 2010

An annual summary of the Charlotte-Mecklenburg Utilities (Utilities) wastewater system performance during the fiscal year that ended June 30, 2010.

Where Does Our Wastewater Go?

Utilities serves Mecklenburg County, providing wastewater services to an estimated 776,000 customers. An average of 83 million gallons per day (mgd) of wastewater is collected through a 4,047 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 99.997 percent of the more than 30 billion gallons of wastewater the community produced last year. There were 349 sewer spills in our community, a decrease of nine spills compared to the year before. In fact, the number of spills per 100 miles continued to decline from 10.9 in 2007 to 8.6 spills in fiscal year 2010.

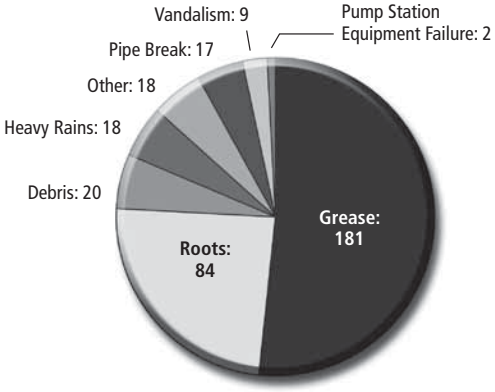
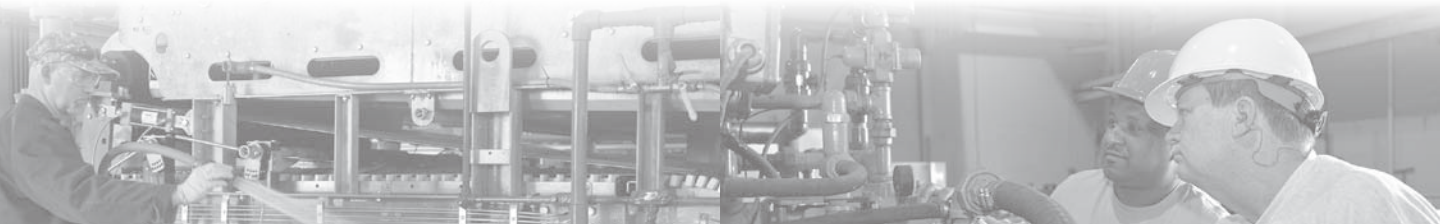
What Are We Doing To Prevent Spills?

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 wastewater treatment capacity and performance by replacing old pipes, installing new pipes, and enhancing wastewater treatment plants. Customer education about the proper disposal of oils and grease is also a priority.

Other Highlights

Utilities celebrated some 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 2009. 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. McDowell Creek Wastewater Treatment Plant earned a Platinum Award for a second year, which means six consecutive years of perfect compliance. Mallard Creek Wastewater Treatment Plant received a Platinum Award for five consecutive years of perfect compliance. Gold Awards were presented to McAlpine Creek and Irwin Creek Wastewater Treatment Plants for perfect compliance. Sugar Creek Wastewater Treatment Plant earned a Silver Award for five or fewer violations in a one-year period.
- 1,015 miles of sewer lines were cleaned (including some multiple cleanings in the same location).
- 10.1 miles of sewer pipe and 442 manholes were rehabilitated or replaced.
- 249 miles of sewer pipe were treated with root control chemicals.
- Educated customers and citizens about proper grease disposal. Work continues with UNC at Charlotte as a partner to improve Grease Free communications with multi-family and Latino customers.
- 4,217 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 349 sewer spills that occurred. Other spill causes included the infiltration of tree roots into pipes, vandalism, general debris, and broken pipes.