

Charlotte Water At A Glance Fiscal Year 2021

Historic Snapshot:

1899 – The City of Charlotte bought The Charlotte Water Works Company for \$226,400. It had 76 hydrants and a pumping capacity of 1 million gallons per day.

1903 – The first wastewater septic treatment plants were built.

1911 – The original Catawba River Pump Station was opened to provide drinking water and fire protection.

1922 – Vest Drinking Water Treatment Plant was built.

1927 – Charlotte begins construction on two new wastewater plants, Sugar Creek and Irwin.

1948 – A new industrial waste ordinance is created in order to keep pollution out of our creeks.

1989 – The system has now reached more than 4,000 miles of water and sewer pipes.

2015 – Name is changed to Charlotte Water.

2021 – Charlotte Water employs a staff of 1, 019 who serve over 1 million residents and has 304,029 active water service connections.

Award-Winning Utility

NACWA Platinum Peak Performance Awards for Sugar Creek Wastewater Treatment Plant, Mallard Creek Wastewater Treatment Plant, McDowell Creek Wastewater Treatment Plant and McAlpine Creek Wastewater Treatment Plant

Utility of the Future Today Award for McAlpine Creek Wastewater Management Facility in Partnering & Engagement

Water Environment Federation's Arthur Sidney Bedell Award

American Water Works Association's George Warren Fuller Award

We Maintain:

313,177 Water Meters

3 Water Treatment Plants

2 Water Supply Intakes

7 Wastewater Treatment Plants

2 Raw Water Reservoirs

4 Field Operation Centers

113,957 Manholes

78 Wastewater Lift Stations

5 Administrative and Laboratory Buildings

13 Water Towers

17,925 Hydrants

17 Treated Water Storage and Booster Pumping Stations

87,190 Valves

314 Water Quality Sampling Stations

Rates and Fees

Water Rates:

Tier 1: 1-4 Ccf
\$1.77/Ccf

Tier 2: 5-8 Ccf
\$2.29/Ccf

Tier 3: 9-16 Ccf
\$5.29/Ccf

Tier 4: Over 16 Ccf
\$10.03/Ccf

What is a Ccf?

Ccf is an abbreviation that represents 100 cubic feet which equals 748 gallons.

Fixed Fees:

Covers the cost of servicing customer accounts

Water - \$4.22 per month

Sewer - \$4.22 per month

Sewer Rates - \$5.43 per Ccf of water used

Availability Fees:

Covers the maintenance of infrastructure to provide 24/7 water & sewer service

Water 5/8-inch Connection Size: \$1.29/month

Water 1-inch Connection Size: \$3.22/month

Sewer 5/8-inch Connection Size: \$8.70/month

Sewer 1-inch Connection Size: \$21.76/month

Average Customer Bill*:

\$68.06 for a 7Ccf customer per month

*doesn't include storm water fees

Charlotte Water maintained a rating from Fitch, Moody's and Standard and Poor's AAA

The Value of a Gallon:

How much water can you get for \$1?

29.4 gallons

Drinking Water

The average amount of water pumped each day

109.7 million gallons

0 Drinking Water Quality Violations = A Healthy Charlotte

How many NACWA compliance tests did Charlotte Water's trained staff conduct? 8,035

4,482 miles of water pipes maintained by Charlotte Water

Wastewater

87.2 million gallons

The average amount of wastewater treated each day

3,512 food service inspections completed to protect the system from sanitary sewer overflows

59 industries regulated to protect the harmful pollutants

854 miles of wastewater pipes cleaned to remove blockages before spills happen

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A Healthy Environment

4,475 miles of wastewater pipes maintained by Charlotte Water

Conservation:

5.8 million kWh of energy is created with CHP (Combined Heat and Power System)

Maintenance:

8.9 miles of water pipes replaced or rehabbed last year

184,415 LF of new water pipes installed last year (includes donated)

11.3 miles of wastewater pipes replaced or rehabbed last year

279,178 LF of new wastewater pipes installed last year (includes donated)

160 manholes replaced or rehabilitated last year

572 leaks repaired last year (includes mains)

441 high bill investigations performed by staff per month on average

Charlotte Water maintains more than 8,957 miles of pipe. That's enough to go to Alaska and back!