**Charlotte Water**

**At A Glance Fiscal Year 2025**

All information current as of July 1, 2024, and represents FY24 totals.

**Award-Winning Utility**

2023 NACWA PLATINUM PEAK PERFORMANCE AWARDS Mallard Creek, McDowell Creek, McAlpine Creek, Ashe Plantation

2023 NACWA COMPLIANCE TESTS: 7,137

2023 NACWA GOLD PEAK PERFORMANCE AWARD Irwin Creek

2023 NACWA SILVER PEAK PERFORMANCE AWARD Sugar Creek

RENEW BREW: Best In Show

NC ONE WATER: AWWA GEORGE WARREN FULLER AWARD

(Carolyn Ross), THE KASEY MONROE OUTSTANDING SERVICE AWARD (Carolyn Ross), SELECT SOCIETY OF SANITARY SHOVELERS (Marion Sanders)

NC AWOP AWARD: Franklin, Vest, Lee S. Dukes

Charlotte Water maintained Aaa/AAA bond rating status from Moody’s Ratings and Standard and Poor’s Global Ratings.

Operated by the City of Charlotte

Website – charlottewater.org

WordPress Blog – cltwaterblog.org

Facebook – charlottewater

Instagram – cltwater

X – cltwater

LinkedIn – Charlotte Water

YouTube – Charlotte Water

**Rates and Fees**

Average Customer Bill\*:

$80.35 for a 7 Ccf customer per month

\*doesn’t include storm water fees

**Availability Fees**

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

Water 5/8-inch Connection Size: $1.44/month

Water 1-inch Connection Size: $3.61/month

Sewer 5/8-inch Connection Size: $9.48/month

Sewer 1-inch Connection Size: $23.73/month

**Fixed Fees**

Covers the cost of servicing customer accounts

Water - $6.16/month

Sewer - $6.16/month

Sewer Rates - $5.93 per Ccf of water used

**Water Rates**

Tier 1: 1-4 Ccf

$1.98 per Ccf

Tier 2: 5-8 Ccf

$2.56 per Ccf

Tier 3: 9-16 Ccf

$5.91 per Ccf

Tier 4: Over 16 Ccf

$11.20 per Ccf

Every dollar spent by Charlotte Water represents $15.50 in economic growth for the region.

What is a Ccf?

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

**We Maintain**

3 Water Treatment Plants

13 Water Towers

6 Wastewater Treatment Plants

17 Treated Water Storage & Booster Pumping Stations

2 Water Supply Intakes

4 Field Operation Centers

2 Raw Water Reservoirs

16 Total Number of Staffed Facilities

74 Wastewater Lift Stations

**Our History**

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.

1924 –Vest Water Treatment Plant went into operation.

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

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

1972 – The consolidation of several regional water and sewer systems formed Charlotte-Mecklenburg Utility Department (CMUD).

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

2015 – The name was changed to Charlotte Water.

2024 – Charlotte Water employs a staff of 1,106, serving more than 1 million customers and pumping more than 117 million gallons of water per day.

**Maintenance**

**Water**

7.93 miles of water pipes replaced or rehabilitated

45.7 miles of new water pipes installed (includes donated)

**Wastewater**

15.88 miles of wastewater pipes replaced or rehabilitated

42.8 miles of new wastewater pipes installed (includes donated)

2,920 water leaks repaired

2,113 manholes replaced or rehabilitated

877 miles of wastewater pipes cleaned (includes contractors)

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These are Charlotte Water’s facts and ﬁgures at a glance for ﬁscal year 2025. Language translation is available upon request.

Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año ﬁscal 2025. La traducción al español está disponible bajo petición.

Voici en un coup d’œil les faits et les chiﬀres de Charlotte Water pour l’exercice 2025. La traduction française est disponible sur demande.

هذه حقائق وأرقام شارلوت ووتر في لمحة سريعة للسنة المالية 2025. الترجمة اللغوية متاحة عند الطلب.

Đây là sự kiện và số liệu của Charlotte Water, trong nháy mắt cho năm tài chính 2025. Bản dịch tiếng Việt được cung cấp theo yêu cầu.

这是夏洛特水务公司2025年财政年度的事实和数据。可根据要求提供中文翻译.

**Facts and Figures**

332,447 total water service connections

How much water can you get for $1 (based off of both water and sewer fees using tier one rate) 24 gal

4,595 miles of wastewater mains maintained

56 industries regulated to protect against harmful pollutants

18,534 hydrants maintained

4,248 food service establishments inspected to protect the system from sanitary sewer overflows

177,000 laboratory analyses performed per year

3.9 million kWh of renewable energy created with CHP (Combined Heat and Power System)

348 water quality sampling stations

117,869 manholes maintained

426 average number of high bill inspections per month

0 notice of drinking water quality violations

9,205 total miles of pipe maintained by Charlotte Water. That’s enough pipe to go to Alaska and back!

117.4 MGD average gallons of drinking water pumped daily

86.1 MGD average gallons of wastewater treated daily

4,610 miles of water mains maintained

91,476 valves maintained