

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)

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 هي الحقائق والأرقام التي تلخص عملنا في عامنا المالي 2025. تتوفر الترجمة اللغوية 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字。可根据要求提供中文翻译。

FACTS & FIGURES

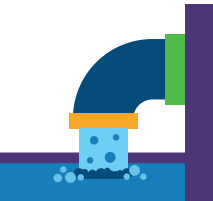


332,447
TOTAL WATER
SERVICE
CONNECTIONS

HOW MUCH WATER CAN YOU GET FOR \$1
based off of both water and sewer fees using tier one rate

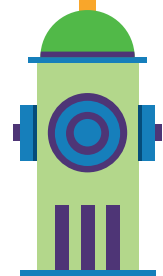



24
GAL




4,595 MILES
OF WASTEWATER
MAINS MAINTAINED

56
INDUSTRIES
REGULATED
to protect
against
harmful
pollutants







4,248
FOOD SERVICE
ESTABLISHMENTS
INSPECTED
to protect the
system from sanitary
sewer overflows




3.9 M
KWH OF
RENEWABLE
ENERGY
CREATED
WITH CHP
(Combined
Heat and
Power
System)




18,534
HYDRANTS
MAINTAINED




177,000
LABORATORY
ANALYSES
PERFORMED
PER YEAR



117,869
MANHOLES
MAINTAINED




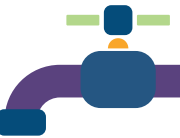
348
WATER
QUALITY
SAMPLING
STATIONS




426
AVERAGE #
OF HIGH BILL
INSPECTIONS
PER MONTH

0
NOTICE
OF DRINKING
WATER QUALITY
VIOLATIONS

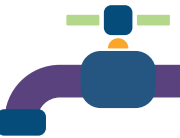




117.4 MGD
AVERAGE GALLONS
OF DRINKING WATER
PUMPED DAILY



9,205 TOTAL MILES
OF PIPE MAINTAINED
BY CHARLOTTE WATER
That's enough pipe to go
TO ALASKA and back!



86.1 MGD
AVERAGE GALLONS
OF WASTEWATER
TREATED DAILY

4,610 MILES
OF WATER MAINS MAINTAINED

91,476
VALVES MAINTAINED



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
- ★ **RENEW BREW: Best In Show**
- ★ **2023 NACWA COMPLIANCE TESTS: 7,137**
- ★ **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)
- ★ **2023 NACWA GOLD PEAK PERFORMANCE AWARD**
Irwin Creek
- ★ **NC AWOP AWARD: Franklin, Vest, Lee S. Dukes**
- ★ **2023 NACWA SILVER PEAK PERFORMANCE AWARD**
Sugar Creek
- ★ **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

RATES & 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	Sewer 5/8-inch Connection Size \$9.48/month
Water 1-inch Connection Size \$3.61/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.

1948

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

1927

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

1924

Vest Water Treatment Plant went into operation.

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.

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.

2015

The name was changed to Charlotte Water.