FISCAL YEAR 2023
ALL INFORMATION CURRENT AS OF JULY 1, 2022, AND REPRESENTS FY22 TOTALS.

AWARD-WINNING UTILITY

2021 NACWA PLATINUM PEAK PERFORMANCE AWARDS
Oxford Glen, Mallard Creek, Sugar Creek, McDowell Creek, McAlpine Creek

2021 NACWA COMPLIANCE TESTS: 7,562

2021 WEF COLLECTIONS SYSTEMS AWARD for Operational and Design Excellence

2021 NACWA GOLD PEAK PERFORMANCE AWARDS
Ashe Plantation, Irwin Creek

MEMBER OF THE CLASS OF 2021 WEF FELLOWS
Charlotte Water maintained a AAA rating from Fitch, Moody’s, and Standard and Poor’s.
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.

The first wastewater septic treatment plants were built.

Construction began for the Vest Water Treatment Plant.

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

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

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

Name is changed to Charlotte Water.

Charlotte Water employs a staff of 1,050 who serve over 1 million residents and has 310,541 active water service connections.

3 WATER TREATMENT PLANTS

17 TREATED WATER STORAGE & BOOSTER PUMPING STATIONS

2 WATER SUPPLY INTAKES

5 ADMINISTRATIVE & LABORATORY BUILDINGS

7 WATER TOWERS

13 WASTEWATER TREATMENT PLANTS

2 RAW WATER RESERVOIRS

4 FIELD OPERATION CENTERS

78 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.

1922
Construction began for the Vest Water Treatment Plant.

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

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.

2022
Charlotte Water employs a staff of 1,050 who serve over 1 million residents and has 310,541 active water service connections.

WE MAINTAIN
What is a Ccf?
Ccf is an abbreviation that represents 100 cubic feet, which equals 748 gallons.

**TIER 1**
1-4 Ccf
$1.78 per Ccf

**TIER 2**
5-8 Ccf
$2.30 per Ccf

**TIER 3**
9-16 Ccf
$5.32 per Ccf

**TIER 4**
Over 16 Ccf
$10.08 per Ccf

**WATER RATES**

**SEWER RATES**

$5.46 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
  $1.30/month
- Water 1-inch Connection Size
  $3.24/month
- Sewer 5/8-inch Connection Size
  $8.74/month
- Sewer 1-inch Connection Size
  $21.86/month

**FIXED FEES**

Covers the cost of servicing customer accounts

- Water $5.30/month
- Sewer $5.30/month

**AVERAGE CUSTOMER BILL**

$72.88 for a 7 Ccf customer per month

*doesn’t include storm water fees

Every dollar spent by CHARLOTTE WATER represents $17.70 in economic growth for the region.
**FACTS & FIGURES**

- **319,999 TOTAL WATER SERVICE CONNECTIONS**
- **3,926 FOOD SERVICE ESTABLISHMENTS INSPECTED** to protect the system from sanitary sewer overflows
- **54 INDUSTRIES REGULATED** to protect from harmful pollutants
- **117.54 MGD AVERAGE GALLONS OF DRINKING WATER PUMPED DAILY**
- **27 GAL HOW MUCH WATER CAN YOU GET FOR $1** based off of both water and sewer fees using tier one rate
- **4,526 MILES WASTEWATER MAINS MAINTAINED**
- **9,051 miles of pipe** maintained by Charlotte Water
- **18,128 HYDRANTS MAINTAINED**
- **31,900 LABORATORY ANALYSES PERFORMED/YEAR**
- **319 WATER QUALITY SAMPLING STATIONS**
- **461 AVERAGE # OF HIGH BILL INSPECTIONS/MONTH**
- **79.8 MGD AVERAGE WASTEWATER TREATED DAILY**
- **4,525 MILES WATER MAINS MAINTAINED**
- **88,295 VALVES MAINTAINED**
- **170,000 LABORATORY ANALYSES PERFORMED/YEAR**
- **319 WATER QUALITY SAMPLING STATIONS**
- **115,518 MANHOLES MAINTAINED**
- **4,525 MILES WATER MAINS MAINTAINED**
- **170,000 LABORATORY ANALYSES PERFORMED/YEAR**
- **115,518 MANHOLES MAINTAINED**
- **6.5 MILLION KWH OF ENERGY IS CREATED WITH CHP (Combined Heat and Power System)**

**MAINTENANCE**

**WATER**
- **4.4 MILES** of water pipes replaced or rehabbed
- **230,032** linear feet of new water pipes installed (includes donated)

**WASTEWATER**
- **18.2 MILES** of wastewater pipes replaced or rehabbed
- **257,993** linear feet of new wastewater pipes installed (includes donated)
- **698 manholes replaced or rehabilitated**
- **585 leaks repaired (includes mains)**
- **711 miles of wastewater pipes cleaned (includes contractors)**

This is Charlotte Water’s facts and figures at a glance for fiscal year 2023. Language translation is available upon request.

Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año fiscal 2023. La traducción al español está disponible bajo petición.


Это факты и цифры Шарлотт Уотер с первого взгляда на 2023 финансовый год. Перевод на русский язык предоставляется по запросу.


这是夏洛特水务公司2023年财政年度的事实和数据。可根据要求提供中文翻译.