

Charlotte Water
At A Glance Fiscal Year 2024

All information current as of July 1, 2023, and represents FY23 totals.

Award-Winning Utility

2022 NACWA PLATINUM PEAK PERFORMANCE AWARDS
McAlpine Creek, Sugar Creek, Mallard Creek, McDowell Creek

2022 NACWA COMPLIANCE TESTS: 7,168

2022 UTILITY OF THE FUTURE TODAY AWARD

MEMBER OF THE CLASS OF 2022 WEF FELLOWS
Angela Charles

ACEC ENGINEERING EXCELLENCE AWARD

2022 NACWA GOLD PEAK PERFORMANCE AWARDS
Ashe Plantation, Irwin Creek

NC ONE WATER: DISASTER PREPAREDNESS AWARD (Charlotte Water), GOLDEN MANHOLE AWARD (Jackie Jarrell), BOARD OF TRUSTEES AWARD (Carl Wilson), TREASURER AWARD (Carolyn Ross)

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

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

Operated by the City of Charlotte

Website – charlottewater.org

Wordpress Blog – cltwaterblog.org

Find us on social media:

Facebook – [charlottewater](https://www.facebook.com/charlottewater)

Instagram – [cltwater](https://www.instagram.com/cltwater)

Twitter – [cltwater](https://twitter.com/cltwater)

YouTube – Charlotte Water

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 on the Vest Water Treatment Plant.

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.

2023 – Charlotte Water employs a staff of 1,106, serving more than 1 million customers and pumping more than 116 million gallons of water per day.

We Maintain

3 Water Treatment Plants

17 Treated Water Storage & Booster Pumping Stations

2 Water Supply Intakes

16 Total Number of Staffed Facilities

13 Water Towers

75 Wastewater Lift Stations

2 Raw Water Reservoirs

6 Wastewater Treatment Plants

4 Field Operation Centers

Rates and Fees

Availability Fees

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

Water 5/8-inch Connection Size: \$1.38/month

Water 1-inch Connection Size: \$3.45/month

Sewer 5/8-inch Connection Size: \$9.08/month

Sewer 1-inch Connection Size: \$22.64/month

Fixed Fees

Covers the cost of servicing customer accounts

Water - \$5.52/month

Sewer - \$5.52/month

Sewer Rates - \$5.66 per Ccf of water used

Every dollar spent by Charlotte Water represents \$17.70 in economic growth for the region.

What is a Ccf?

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

Water Rates

Tier 1: 1-4 Ccf

\$1.89 per Ccf

Tier 2: 5-8 Ccf

\$2.44 per Ccf

Tier 3: 9-16 Ccf

\$5.64 per Ccf

Tier 4: Over 16 Ccf

\$10.69 per Ccf

Average Customer Bill*:

\$75.98 for a 7 Ccf customer per month
*doesn't include storm water fees

Facts and Figures

326,187 total water service connections

116.18 MGD average gallons of drinking water pumped daily

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

4,104 food service establishments inspected to protect the system from sanitary sewer overflows

55 industries regulated to protect against harmful pollutants

85 MGD average wastewater treated daily

4,562 miles of wastewater mains maintained

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

342 water quality sampling stations

18,340 hydrants maintained

170,000 laboratory analyses performed each year

417 average number of high bill inspections per month

0 notice of drinking water quality violations

116,755 manholes maintained

4,570 miles of water mains maintained

89,918 valves maintained

9,132 total miles of pipe maintained by Charlotte Water. That's enough pipe to go to Alaska and back!

Maintenance

Water

4.7 miles of water pipes replaced or rehabbed

47.8 miles of new water pipes installed (includes donated)

Wastewater

8.4 miles of wastewater pipes replaced or rehabbed

53.5 miles of new wastewater pipes installed (includes donated)

2,240 manholes replaced or rehabbed

472 water leaks repaired (includes mains)

922.5 miles of wastewater pipes cleaned (includes contractors)

This is Charlotte Water's facts and figures at a glance for fiscal year 2024. Language translation is available upon request.

Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año fiscal 2024. 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 2024. La traduction française est disponible sur demande.

Это факты и цифры Шарлотт Уотер с первого взгляда на 2024 финансовый год. Перевод на русский язык предоставляется по запросу.

Đây là sự kiện và số liệu của Charlotte Water, trong nháy mắt cho năm tài chính 2024. Bản dịch tiếng Việt được cung cấp theo yêu cầu.

这是夏洛特水务公司2024年财政年度的事实和数据。可根据要求提供中文翻译。