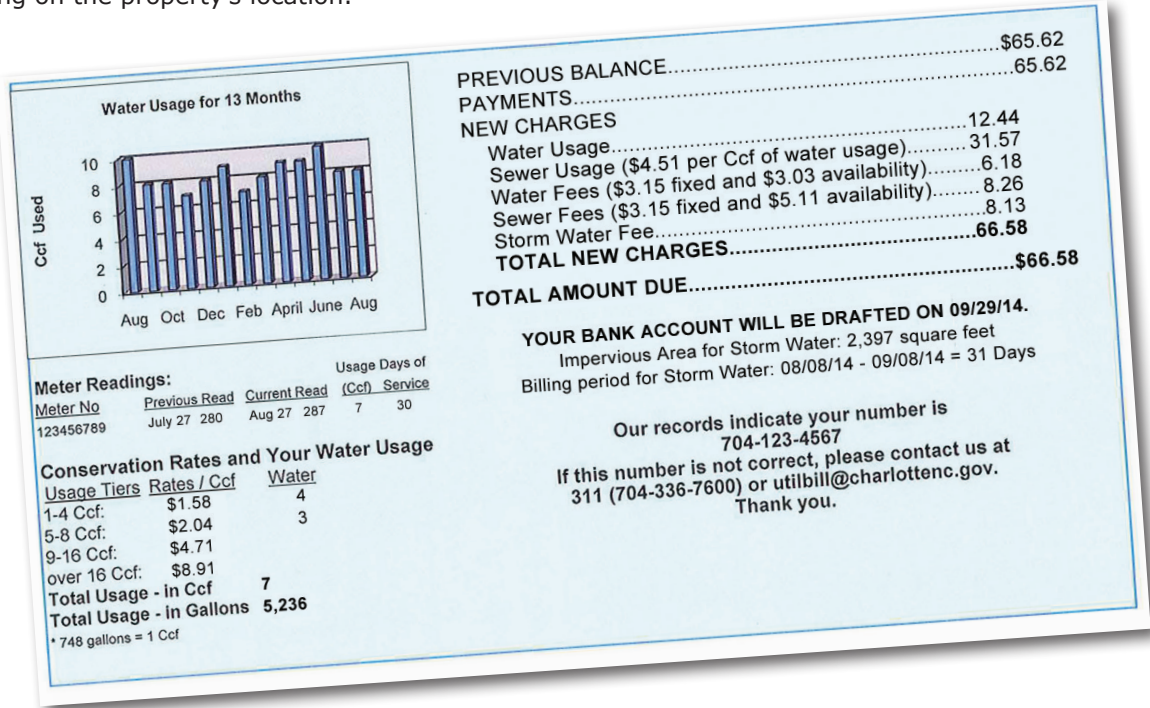


Your City-County Water Services Bill

Each month, drinking water, wastewater and storm water customers across Mecklenburg County, including the towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville, receive a City-County Services Bill. While different departments and organizations provide these water services, the fees and charges are combined into one bill to simplify the billing and payment process. Charlotte Water charges are for drinking water and wastewater services, while storm water fees are paid to Mecklenburg County and to the City of Charlotte or one of the six towns, depending on the property's location.



Common Terms

**Water Usage Rates:** Charges for drinking water vary based on the amount of water used and are divided into four tiers designed to encourage conservation. Usage is measured in Ccf.

**Availability Fees:** These fees apply to both water and sewer. They help Charlotte Water pay for water and sewer projects as well as reduce the impact of consumption changes due to weather. The fees vary based on the size of a customer's meter.

These fees are prorated based on the number of days of service on the bill.

A standard residential customer has a 5/8-inch meter and will have a fee of \$3.03 per 30-day billing period for water and a fee of \$5.11 per 30-day billing period

**Ccf:** An abbreviation representing 100 cubic feet. This is a unit of measure which equals 748 gallons.

**Fixed Fees:** The fixed fees for both water and sewer recover the cost of servicing accounts, such as the cost of meter reading and billing.

The fixed fee charges are \$3.15 per 30-day billing period for water and \$3.15 per 30-day billing period for sewer. These fees are prorated based on the number of days of service on the bill.

**Storm Water Billing Tiers:** Single-family homes are grouped into one of four Storm Water Services billing tiers based on the amount of impervious surface on the property. Homes with the least amount of impervious surface pay the lowest Storm Water rates, while homes with the largest amount of impervious surface pay the highest Storm Water rates.

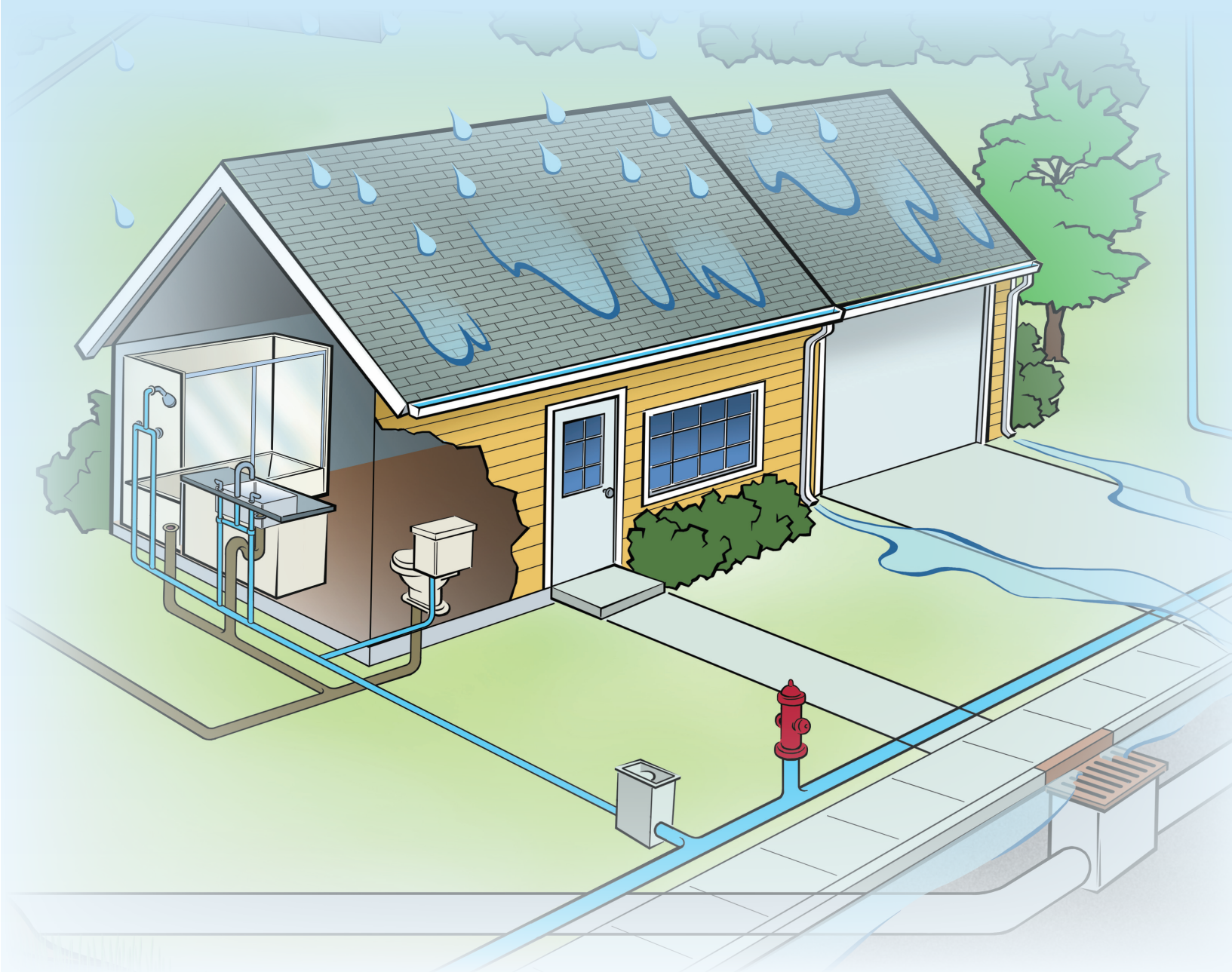
**Impervious Area:** Surfaces that water cannot penetrate such as rooftops, parking lots, driveways and patios. A property's impervious surface also includes the rooftop area of sheds, garages and other outbuildings. The impervious area listed for your home is not the same as your home's heated square footage.

**Sewer Cap:** A residential customer's wastewater usage is not metered. The usage charge is based on metered water usage each month. The sewer cap is the maximum amount of water usage upon which customers are charged sewer fees. It is assumed that water use in excess of the sewer cap is used primarily for irrigation or other outdoor purposes and does not return to the wastewater system.

**Sewer Usage:** This charge on the bill is for a customer's use of the wastewater system and is calculated based on the amount of water used for customers with water and sewer service. For customers with wastewater service only, the fee is calculated based on the typical household water consumption.

Understanding your City-County Water Services

DRINKING WATER • WASTEWATER • STORM WATER



For more information, visit [stormwater.charmeck.org](http://stormwater.charmeck.org), [charlottewater.org](http://charlottewater.org) or call 311 (704-336-7600)

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# Your City-County Water Services

consist of three primary systems: drinking water, wastewater and storm water.

## Drinking Water

Your drinking water system in Charlotte-Mecklenburg begins with water from Lake Norman or Mountain Island Lake. This raw water is pumped to one of three water treatment plants, where it is filtered and disinfected to become clean drinking water. Then it is pumped through more than 4,200 miles of water mains directly to your home.

Each year, Charlotte Water performs more than 150,000 tests to ensure the safety and quality of our drinking water, which regularly meets and exceeds all state and federal drinking water standards.

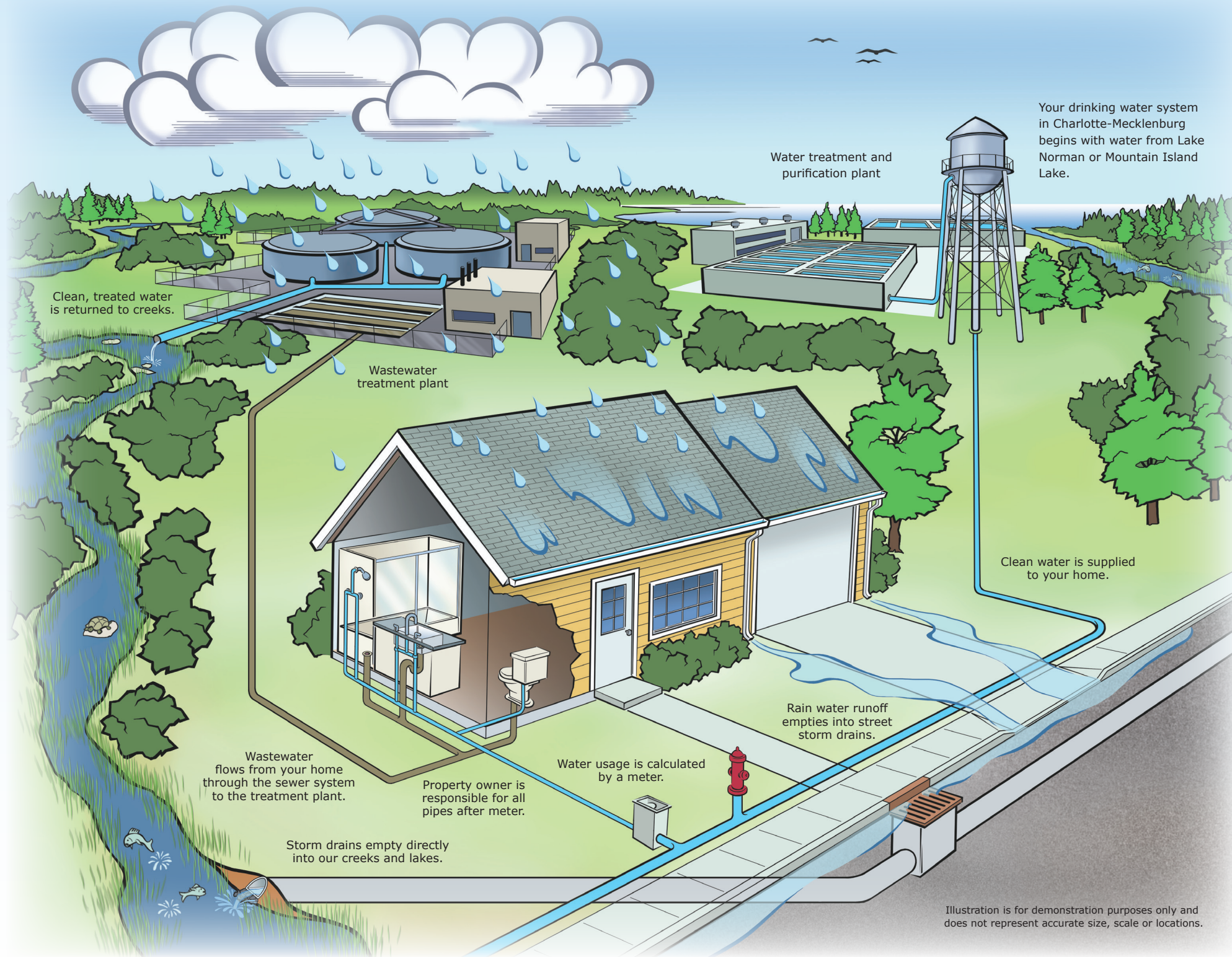
*The drinking water system is managed by Charlotte Water and is paid for by user fees, not property tax dollars.*

## Wastewater/Sewer

The wastewater system, sometimes called sewer, is not connected to the storm water system. When you take a shower, wash clothes or flush a toilet, the wastewater generated from these activities in your home flows through the wastewater pipe system to one of five wastewater treatment plants in Mecklenburg County.

There, the wastewater is treated to remove solids, bacteria, nutrients and other pollutants. After much testing and monitoring, the freshly cleaned water is discharged back into a creek, which eventually flows into one of our rivers. The removed solids are treated further and then, through a stringently regulated process, are recycled for use as fertilizer on farmers' fields.

*The wastewater system is managed by Charlotte Water and is paid for by user fees, not property tax dollars.*



## Storm Water

Storm water is rainwater that doesn't soak into the ground. Storm water runs off rooftops, down street curbs and across parking lots to storm drains. Storm water runoff can create problems with water quality (pollution) and quantity (flooding).

Storm drains don't only remove water from the streets. They also take in all of the pollutants picked up by storm water as it flows across the land. Storm water is not sewage, so it is not cleaned at a treatment plant. Pipes that carry storm water empty directly into local creeks and lakes.

Another runoff problem is caused by heavy rain. Too much storm water can cause flooding. A typical city block generates five times more runoff than a wooded area of the same size.

Your Charlotte-Mecklenburg Storm Water Services fee pays to help:

- 1) **Improve water quality in local creeks, ponds and lakes.** This includes investigating sources of water pollution, educating the public about ways to keep our water clean, and repairing eroded creeks.
- 2) **Manage the amount of storm water and reduce some flood risks.** Storm Water Services cannot prevent all flooding because, in heavy rain, the extra water must go somewhere. Storm Water fees pay to install and maintain pipes to reduce street and house flooding where possible. And fees pay for floodplain mapping and flood safety education.

*Storm Water Services is not funded with local tax dollars. The majority of your monthly Storm Water Services fee is invested in projects that improve the network of storm drains, pipes, creeks and ponds. Storm Water projects enhance the environment and protect lives and property.*

*Remember, rainwater runoff from yards, driveways, streets and parking lots drains directly into creeks and lakes without filtration or treatment. Please do not put anything into storm drains.*