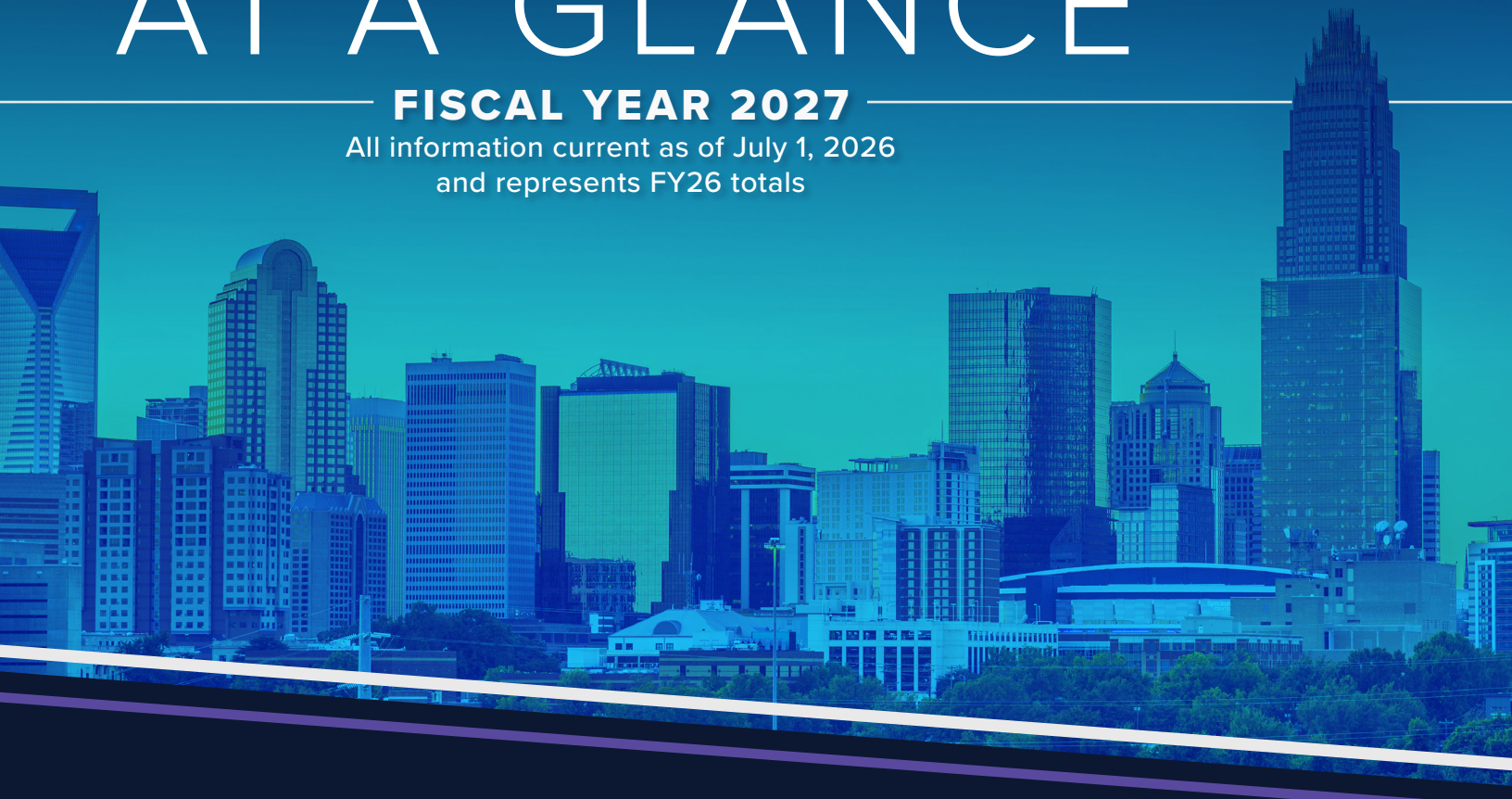
CHARLOTTE WATER

Operated by the City of Charlotte

AT A GLANCE

FISCAL YEAR 2027

All information current as of July 1, 2026
and represents FY26 totals



AWARD-WINNING UTILITY

- **NACWA Platinum Peak Performance Award**
  Mallard Creek, McDowell Creek, McAlpine Creek, Ashe Plantation, Irwin Creek
- **NACWA Gold Peak Performance Award**
  Sugar Creek
- **CBJ Most Admired CEO Award**
  Angela Charles
- **AWWA Innovation Award**
  ReNew Brew
- **PRSA QCPR Award for Integrated Communications**
  ReNew Brew
- **Utility of the Future Today**
  Charlotte Water
- **Envision Verified Award**
  Mallard Creek Water Reclamation Facility Expansion
- **NC One Water**
  Carolyn Ross: Chair of the NC One Water 2026 Board of Trustees

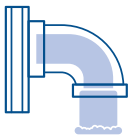
  Bryant Beck: 5S Society—Select Society of Sanitary Sludge Shovelers

  Brandon Silvers: Safe Water Maintenance Tech of the Year
- **Charlotte Water maintained Aaa/AAA bond rating status from Moody's Ratings and S&P Global Ratings.**

charlottewater.org cltwaterblog.org

WE MAINTAIN

79 Wastewater Lift Stations



SIX Wastewater Treatment Plants

19 Treated Water Storage & Booster Pumping Stations

FOUR Field Operation Centers

13 Water Towers



TWO Raw Water Reservoirs

16 Total Number of Staffed Facilities

THREE Water Treatment Plants

2 Water Supply Intakes



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 treatment plants were built.

1913
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 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.

2026
Charlotte Water employs a staff of 1,181, serving more than 1 million customers and pumping more than 130 million gallons of water per day.

WATER USAGE

TIER 1
1-4 Ccf
$2.11 per Ccf

TIER 2
5-8 CCF
$2.73 per Ccf

TIER 3
9-16 CCF
$6.30 per Ccf

TIER 4
16+ CCF
$11.93 per Ccf

WHAT IS A Ccf?
An abbreviation representing 100 cubic feet and used to measure water and sewer usage. This unit of measure equals 748 gallons.

EVERY DOLLAR SPENT BY

CHARLOTTE WATER

EQUALS $22
IN ECONOMIC GROWTH FOR THE REGION

RATES & FEES

AVAILABILITY FEES
Cover the maintenance of infrastructure to provide 24/7 water & sewer service

Water 5/8-inch Connection Size
$1.53/month

Sewer 5/8-inch Connection Size
$11.00/month

Water 1-inch Connection Size
$3.84/month

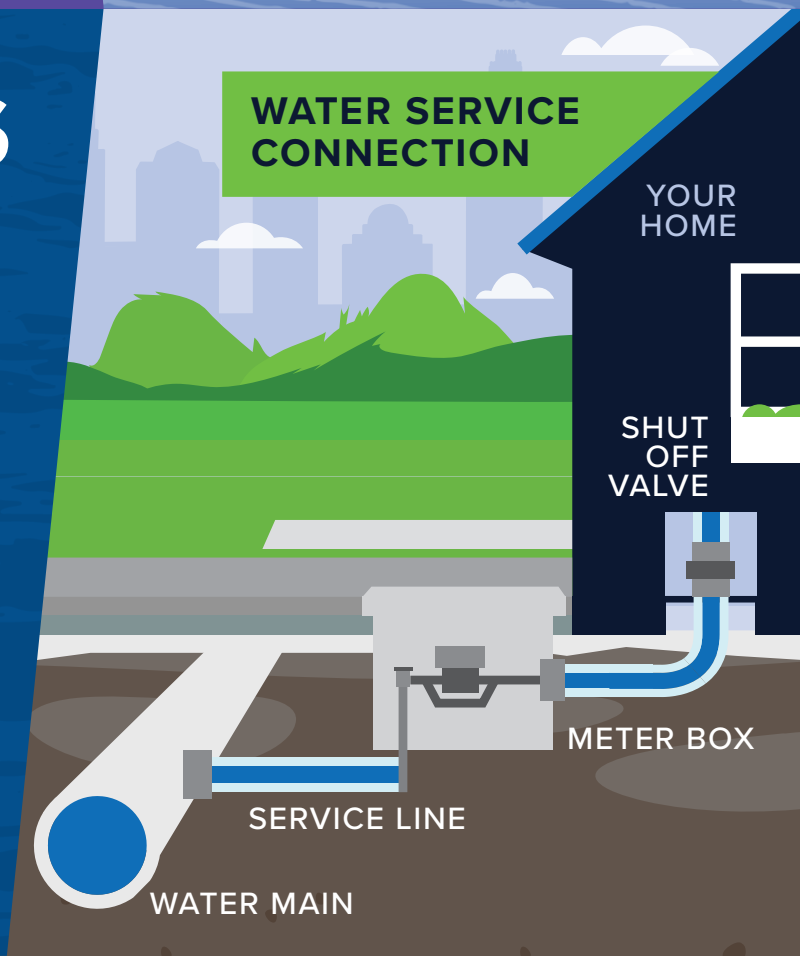
Sewer 1-inch Connection Size
$27.49/month

FIXED FEES
Cover the cost of servicing customer accounts

Water
$6.75/month

Sewer
$6.75/month

SEWER USAGE
$6.88 per Ccf of water used (up to 16 Ccf)



These are Charlotte Water's facts and figures at a glance for fiscal year 2027. Language translation is available upon request.

Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año fiscal 2027. 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 2027. La traduction française est disponible sur demande.

هذه حقائق وأرقام شارلوت ووتر في لمحة سريعة للسنة المالية 2027. الترجمة اللغوية متاحة عند الطلب.

Đây là sự kiện và số liệu của Charlotte Water, trong nháy mắt cho năm tài chính 2027. Bản dịch tiếng Việt được cung cấp theo yêu cầu.

这是夏洛特水务公司2027年财政年度的事实和数据。可根据要求提供中文翻译.

The City of Charlotte is committed to making our services and programs accessible to all. Upon request, auxiliary aids, written materials in alternate formats, language access, and other reasonable accommodations or modifications will be provided. To make a request, please email CLTWater Communications at CLTWaterInfo@charlottenc.gov.

CMATAG2026001

FACTS & FIGURES

9,409 MILES of Pipe Maintained by Charlotte Water
that's enough pipe to go to Alaska and back!

130.44 MGD
Average Gallons of Drinking Water Pumped Daily

342,613
Total Water Service Connections

4,714 MILES
of Water Mains Maintained

365
Water Quality Sampling Stations

84.2 MGD
Average Gallons of Wastewater Treated Daily

91K Wet Tons of Biosolids Land Applied

4,695 Miles of Wastewater Mains Maintained

172 K
Laboratory Analyses Performed per Year

ZERO Notices of Drinking Water Quality Violations

4.2M
KWH of Renewable Energy Created with CHP *(Combined Heat and Power System)*

4,033
Food Service Establishments Inspected *to Protect the System from Sanitary Sewer Overflows*

47
Industries Regulated *to Protect Infrastructure and the Environment Against Harmful Pollutants*

For just $1 you can get **21 GALLONS OF WATER**
Based on Tier 1 Water and Sewer Rates

19,107 Hydrants Maintained

95,702 Valves Maintained

121,156 Manholes Maintained

MAINTENANCE

WATER

17,933 LF
of water pipes replaced or rehabilitated

303,373 LF
of new water pipes installed (includes donated)

WASTEWATER

6,367 LF
of wastewater pipes replaced or rehabilitated

305,560 LF
of new wastewater pipes installed (includes donated)

5,699
water leaks repaired

19
manholes replaced or rehabilitated

731
miles of wastewater pipes cleaned (includes contractors)