

AT A GLANCE

Fiscal Year 2026



ALL INFORMATION CURRENT AS OF JULY 1, 2025
AND REPRESENTS FY25 TOTALS

AWARD-WINNING UTILITY

- ★ **Utility of the Future Today**
Charlotte Water
- ★ **AWWA ACE25 Partnership Programs Awards**
CLTWater - Distribution System:
20-Year Directors Award
- ★ **NACWA Platinum Peak Performance Award**
Mallard Creek, McDowell Creek, McAlpine Creek,
Ashe Plantation, Irwin Creek
- ★ **NACWA Gold Peak Performance Award**
Sugar Creek
- ★ **Communicator Award of Excellence**
Renew Brew
- ★ **Design-Build Institute of America (DBIA) Southeast Awards – Design Build Awards – 2nd Place**
McAlpine Creek Project
- ★ **NC One Water: 5S – Select Society of Sanitary Sludge Shovelers** (Carl Wilson), Kasey Monroe Outstanding Service (James Williams), Raymond E. “Red” Ebert Award (Don Rivers)
- ★ **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


FACTS


& Figures



9,302 *That's enough pipe to go to Alaska and back!*
TOTAL MILES OF PIPE MAINTAINED
BY CHARLOTTE WATER


87.6 *Average gallons of wastewater treated daily*
MGD

 124.55
MGD
AVERAGE GALLONS OF DRINKING WATER PUMPED DAILY

 4,664
MILES
OF WATER MAINS MAINTAINED

4,638 *MILES OF WASTEWATER MAINS MAINTAINED*


 337,614
TOTAL WATER SERVICE CONNECTIONS

3.5M *KWH OF RENEWABLE ENERGY CREATED WITH CHP (Combined Heat and Power System)*



 183K
LABORATORY ANALYSES PERFORMED PER YEAR


How much water you can get for \$1
22 *based off of both water and sewer fees using tier one rate*
GALLONS

 93,447
VALVES MAINTAINED

0 *NOTICE OF DRINKING WATER QUALITY VIOLATIONS*


5,247 *FOOD SERVICE ESTABLISHMENTS INSPECTED to protect the system from sanitary sewer overflows*


 73,000
WET TONS OF BIOSOLIDS LAND APPLIED

363 *WATER QUALITY SAMPLING STATIONS*


55 *INDUSTRIES REGULATED to protect against harmful pollutants*

 119,451
MANHOLES MAINTAINED

18,797 *HYDRANTS MAINTAINED*


MAINTENANCE

WATER

3.8 MILES
of water pipes replaced or rehabilitated

48.87 MILES
of new water pipes installed
(includes donated)

WASTEWATER

3.45 MILES
of wastewater pipes replaced or rehabilitated

39.1 MILES
of new wastewater pipes installed
(includes donated)

4,728 *water leaks repaired*

1,039
manholes replaced or rehabilitated

757
miles of wastewater pipes cleaned (includes contractors)

These are Charlotte Water's facts and figures at a glance for fiscal year 2026. Language translation is available upon request. Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año fiscal 2026. 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 2026. La traduction française est disponible sur demande. بلال طال دنه عحاتم قيوغل لال أمهرتال. 2026 قى الامال قنسلل قعيرس عجل ي ف رتوو تولراش ماقراو قئاقح هذه. Đây là sự kiện và số liệu của Charlotte Water, trong nháy mắt cho năm tài chính 2026. Bản dịch tiếng Việt được cung cấp theo yêu cầu. 这是夏洛特水务公司2026年财政年度的事实和数据。可根据要求提供中文翻译。

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.

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 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).

2015

The name was changed to Charlotte Water.

1989

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

2025

Charlotte Water employs a staff of 1,126, serving more than 1 million customers and pumping more than 124 million gallons of water per day.

WE MAINTAIN

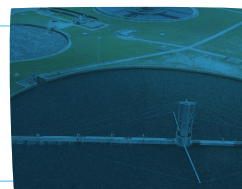
13 WATER TOWERS



3 WATER TREATMENT PLANTS



6 WASTEWATER TREATMENT PLANTS



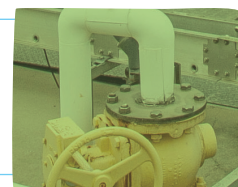
4 FIELD OPERATION CENTERS



17 TREATED WATER STORAGE & BOOSTER PUMPING STATIONS



76 WASTEWATER LIFT STATIONS



2 WATER SUPPLY INTAKES



16 TOTAL NUMBER OF STAFFED FACILITIES



2 RAW WATER RESERVOIRS



RATES

& Fees

AVERAGE CUSTOMER BILL*

\$85.82 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

Water 1-inch
Connection Size
\$3.61/month

Sewer 5/8-inch
Connection Size
\$10.32/month

Sewer 1-inch
Connection Size
\$25.81/month

FIXED FEES

Covers the cost of servicing customer accounts

Water
\$6.62/month

Sewer
\$6.62/month

SEWER RATES

\$6.46 per Ccf of water used

water rates

WHAT IS A CCF?

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



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

16+ CCF

\$11.20
per Ccf

EVERY
\$1
SPENT

BY CLT WATER

=

\$15.50
IN ECONOMIC
GROWTH

FOR THE REGION

