



**2020 CLEVELAND WATER BUDGET**



# CLEVELAND WATER

## MISSION

To provide customers with a reliable supply of safe drinking water and great customer service, with a focus on affordability, while embracing principles of environmental stewardship, openness, equity, and accountability.

## VISION

To position Cleveland Water as a leader within our industry and community, helping to make Greater Cleveland a better place to live, work, and raise a family.

## VALUES

- Customer focus
- Transparency
- Inclusiveness
- Affordability
- Accountability



# OUR CUSTOMERS

We provide water to  
80 communities

70

Direct (Retail) Customers

7

Master (Wholesale) Customers

3

Emergency (Back-up) Customers

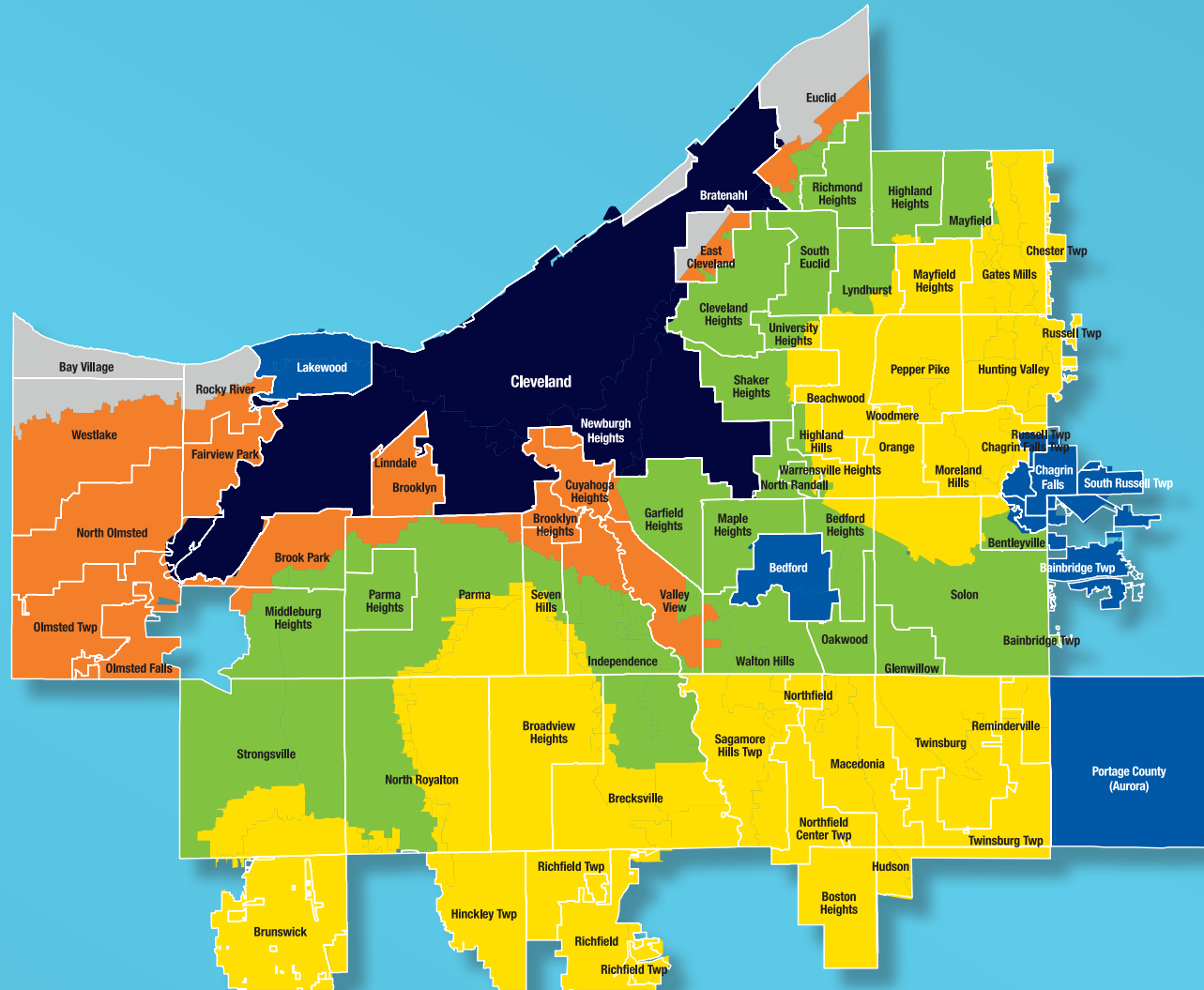
1,400,000  
Customers

10<sup>TH</sup>

Largest Water System in the U.S.

445,778

Accounts



## LEGEND

City & Suburbs

○ Corporation Limits

Service Suburbs

● Low Service

● 1st High

● 2nd High

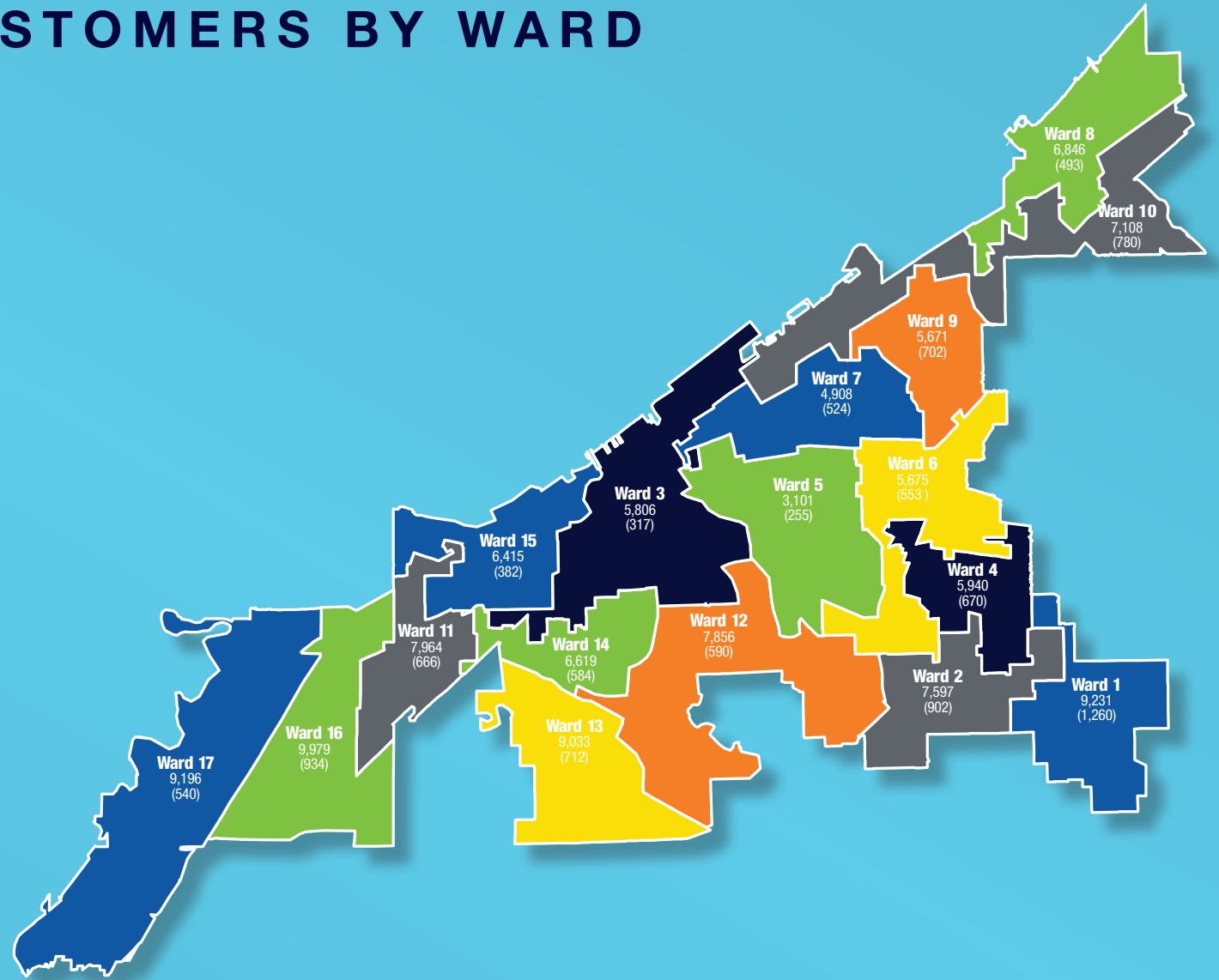
● 3rd High

● Cleveland

# CLEVELAND WATER CUSTOMERS BY WARD

**118,945**  
City Accounts

**10,864**  
Accounts with  
Discount Program



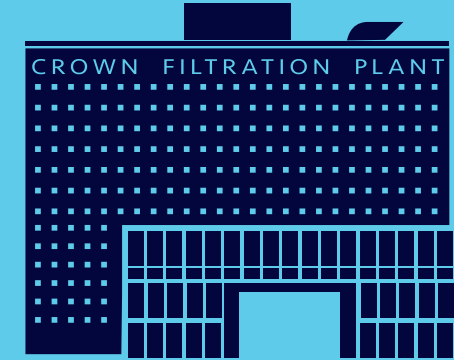
# NOTTINGHAM

WATER TREATMENT PLANT



# CROWN

WATER TREATMENT PLANT



**4**  
Water Plants

**5,300**  
Miles of Mains

**16**  
Pump Stations

**21**  
Tanks & Towers

# MORGAN

WATER TREATMENT PLANT



# BALDWIN

WATER TREATMENT PLANT



# 2019 HIGHLIGHTS



**Hosted OAWWA Conference with 10 Staff Presentations**



**Completed First Year of Apprenticeship Program & Launched Year 2**



**Invested \$70 million in Capital Projects**



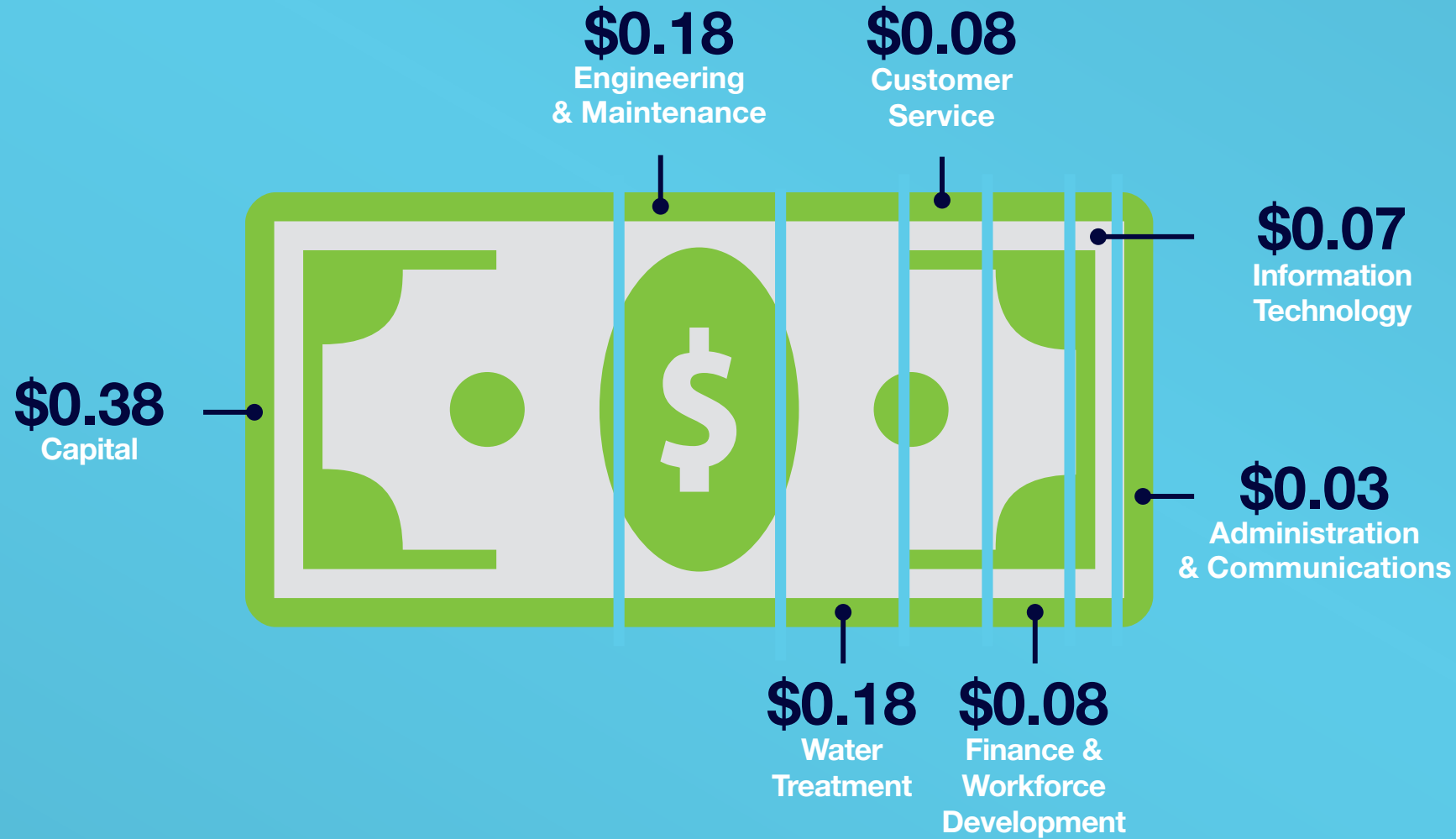
**All-Star Game & Cuyahoga50 Events**

# 2020 BUDGET

CLEVELAND WATER	
Total Budgeted Employees	1,208
Beginning Balance	\$199,250,511
Revenue Estimate	\$319,934,500
Total Resources	\$519,185,011
Expense Estimate	\$358,603,442
Projected Ending Balance	\$160,581,569
Debt Service Coverage	2.47
Bond Rating Revenue – Moody’s	Aa2
Bond Rating Revenue – S&P	AA+

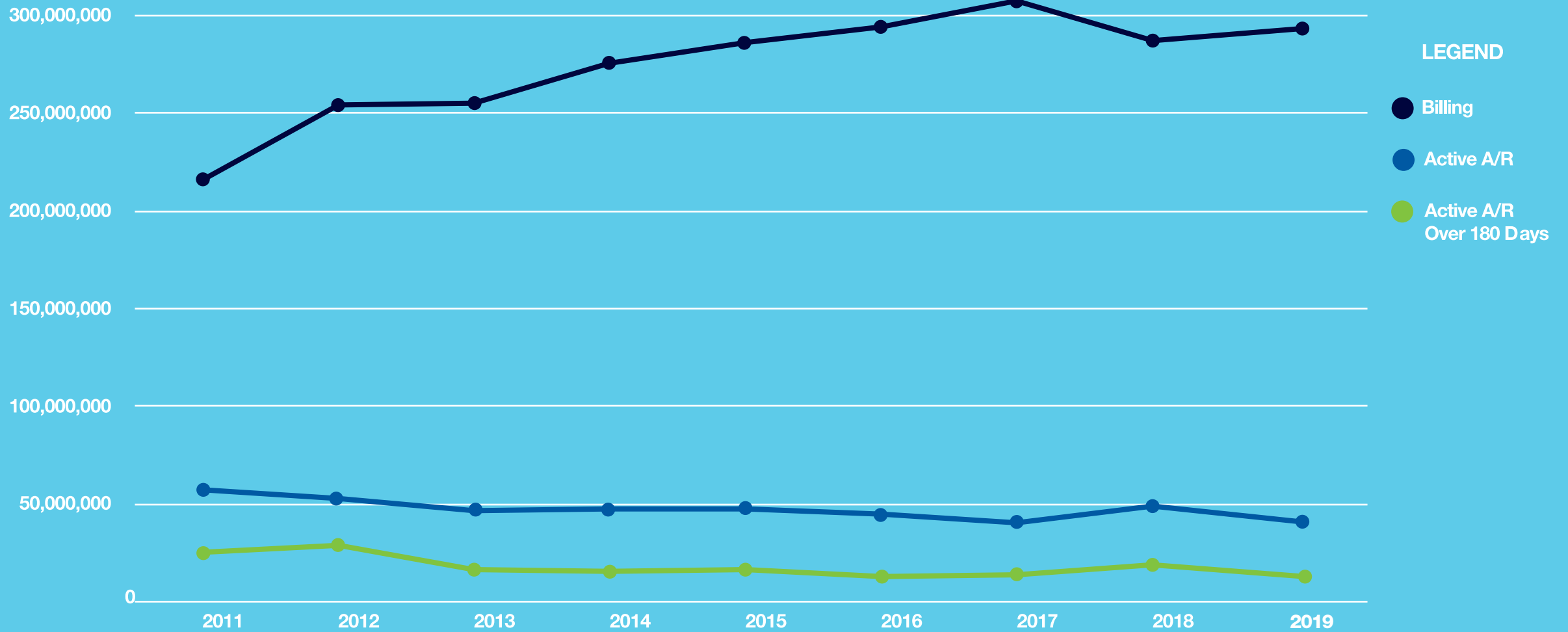
CATEGORY	BUDGETED EXPENDITURES
Salaries and Wages	\$63,967,431
Benefits	\$25,769,316
Other Training & Professional Dues	\$663,968
Utilities	\$35,528,675
Contractual Services	\$19,093,845
Materials and Supplies	\$22,005,849
Maintenance	\$34,107,048
Claims, Refunds, Maintenance	\$5,323,518
Interdepartmental Charges	\$15,320,492
Capital Outlay	\$68,900,000
Debt Service	\$67,923,300

# WHERE YOUR DOLLAR GOES



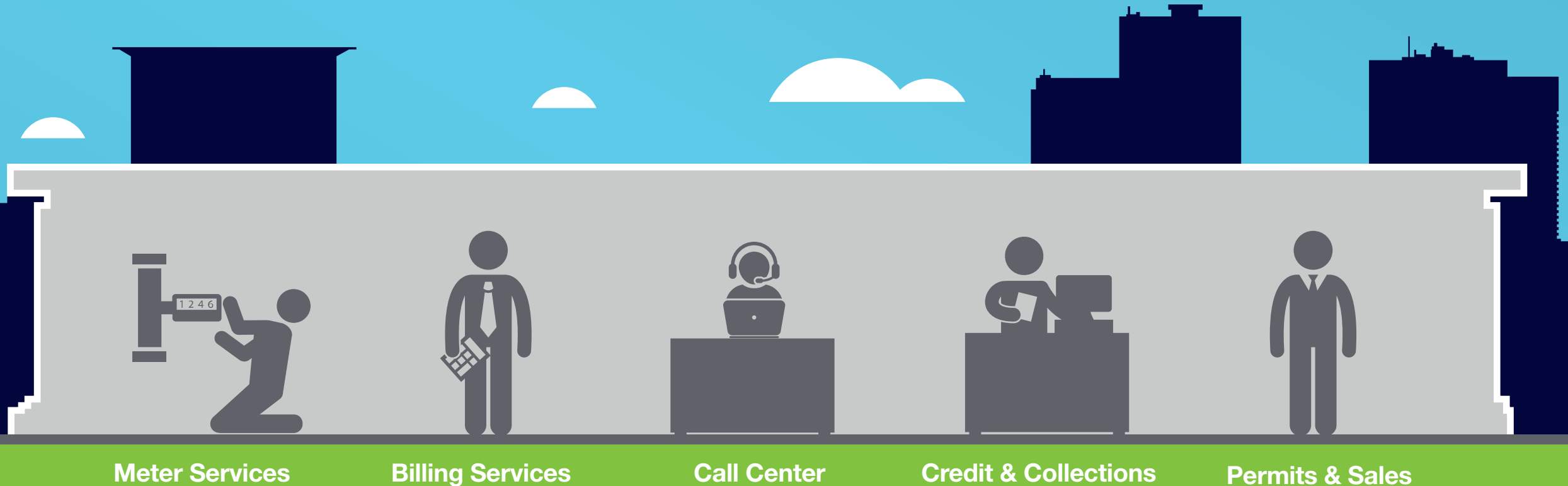


# ACTIVE ACCOUNTS RECEIVABLE 2011-2019



# CUSTOMER ACCOUNT SERVICES STAFF

**294** Employees to provide timely, responsive and courteous service to meet our customers' needs



# CUSTOMER SERVICE KEY PERFORMANCE INDICATORS

99.7%

Goal: 99.5%



Bills on Time

97.3%

Goal: 97%



Collection Rate

96.6%

Goal: 98%



AMR Bills Based on Actual Reads

63.1%

Goal: 80%



Calls Answered in 90 Seconds or Less

29,718

Total: 156,725



New Portal Enrollments

# WATER QUALITY STAFF

**176** Employees to make safe, high quality water and proactively monitor our water source



Plant Managers  
Asst. Managers  
& Operators

Instrument Techs

Chemists

Water Purification  
& Quality Managers

Plant Maintenance  
& Support Staff

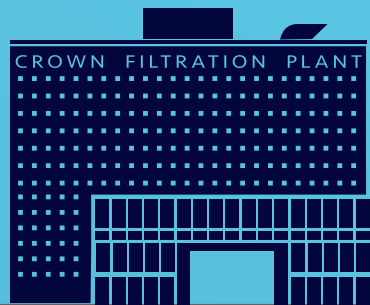


# WATER QUALITY KEY PERFORMANCE INDICATORS

## Zero Ohio EPA Treatment Technique Violations

## Cleveland Water participates in the Partnership for Safe Drinking Water

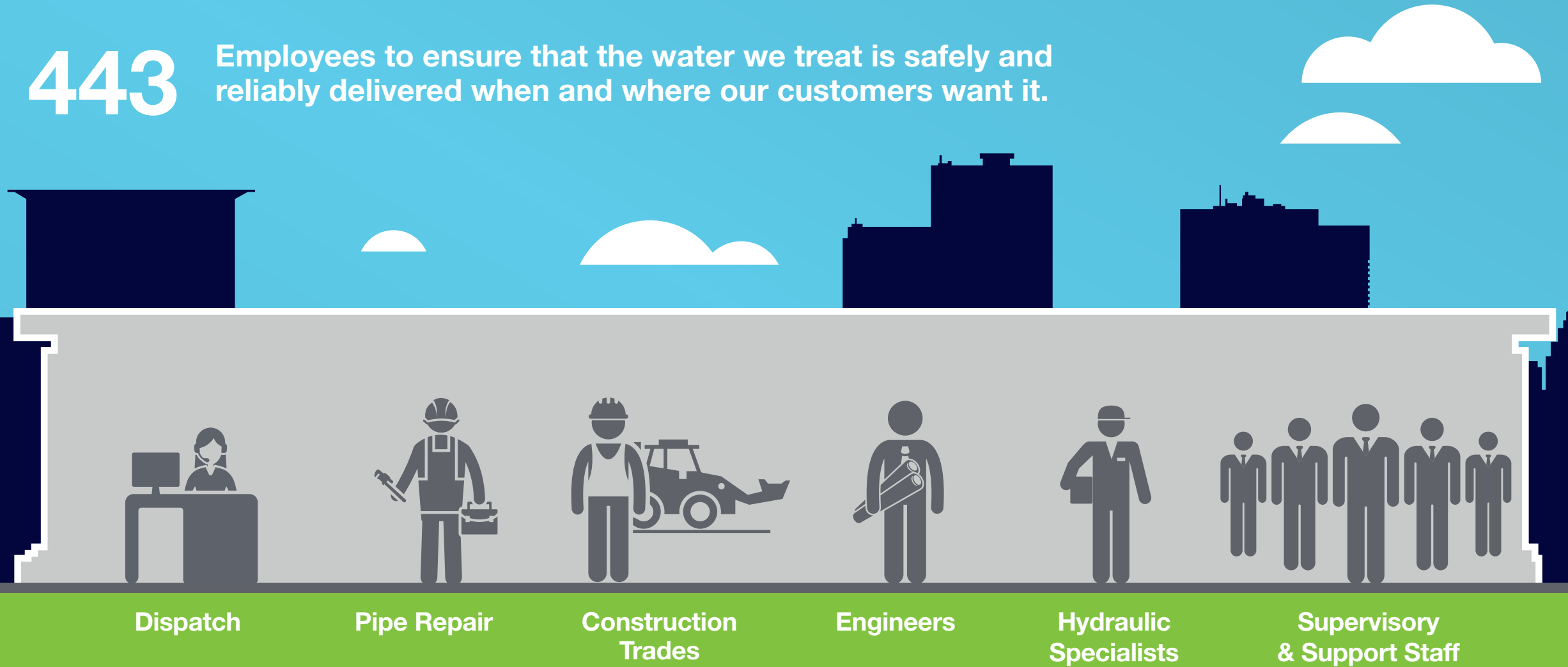
- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant received a Phase IV award in 2015



# DISTRIBUTION, MAINTENANCE AND ENGINEERING STAFF

443

Employees to ensure that the water we treat is safely and reliably delivered when and where our customers want it.



# DISTRIBUTION, MAINTENANCE & ENGINEERING KEY PERFORMANCE INDICATORS

**89.9%**  
main breaks repaired  
in 8 days or less

Goal: 86%

**98.9%**  
utility cuts restored  
in 45 days

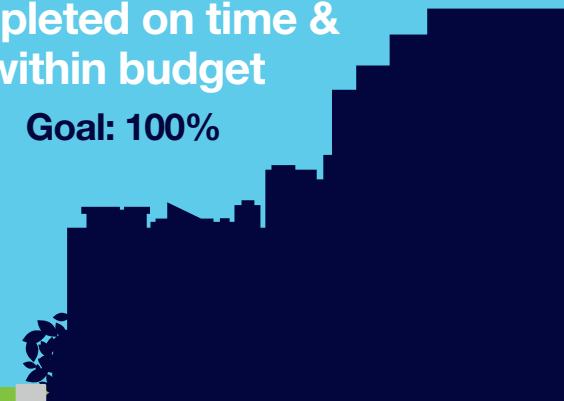
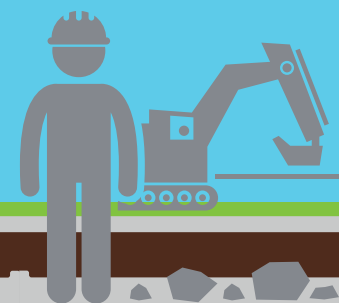
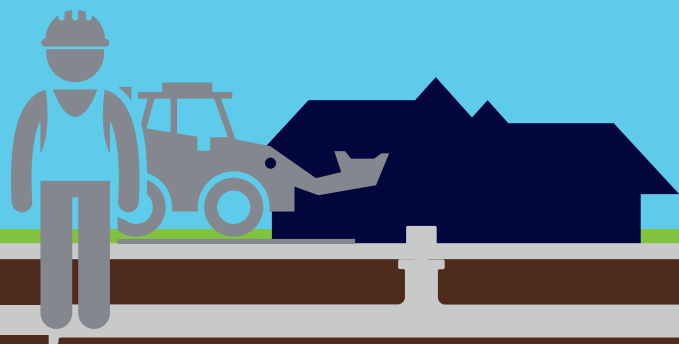
Goal: 90%

**89.6%**  
dig ups completed  
within 21 days

Goal: 80%

**100%**  
capital projects  
completed on time &  
within budget

Goal: 100%



# 2020 SELECT PROJECTS

- \$85 million in Capital Projects
- Rollout CityWorks in Treatment Plants
- Enhance GIS Lead Service Connection Inventory
- Rollout New AVL System







***Cleveland Water***

1201 Lakeside Avenue • Cleveland, Ohio 44114  
clevelandwater.com

