

2019 CLEVELAND WATER BUDGET



509-8 INTERNATIONAL PAPER

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

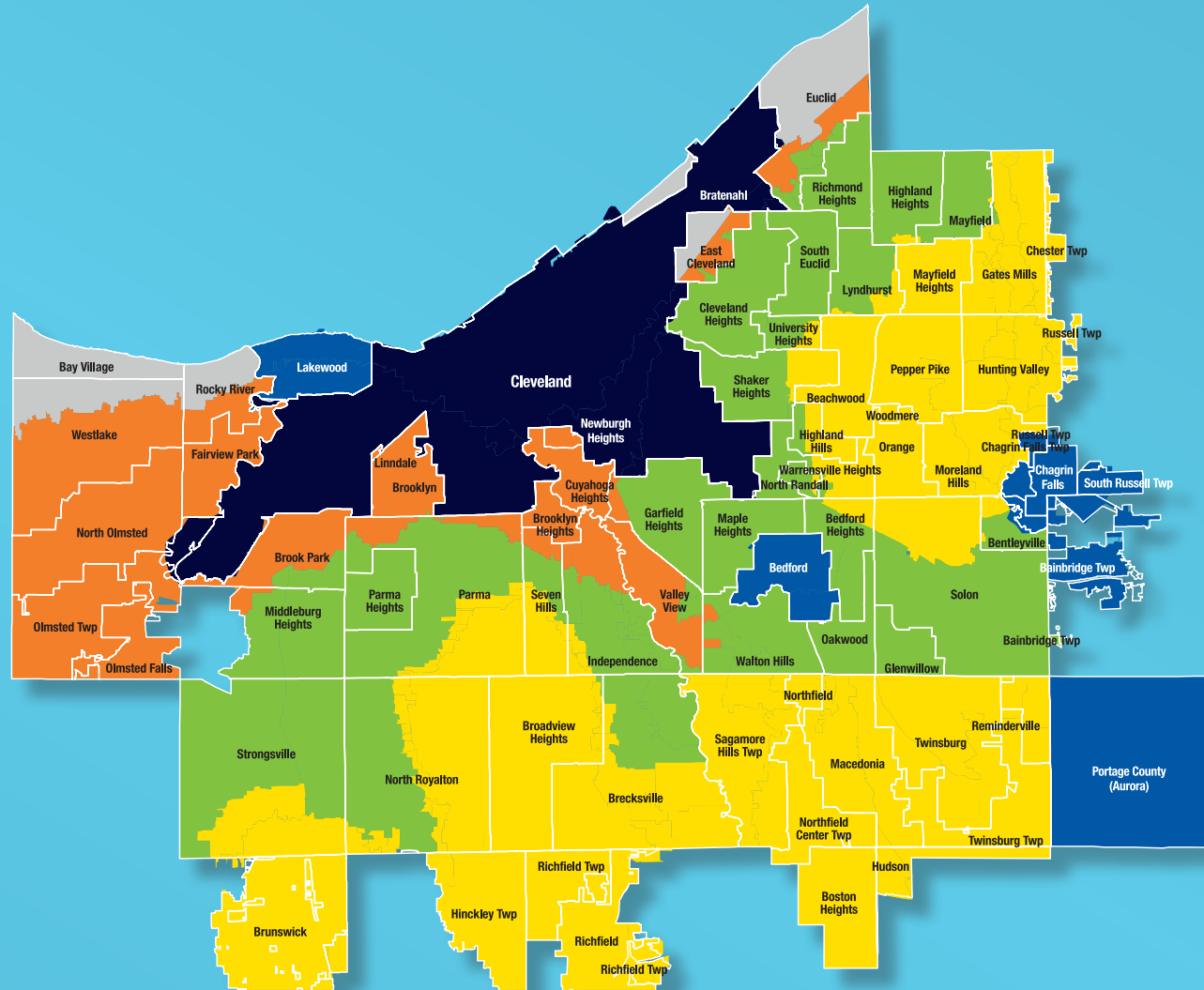
Emergency (Back-up) Customers

1,400,000
Customers

9TH

Largest Water System in the U.S.

446,121
Accounts



LEGEND

City & Suburbs

○ Corporation Limits

Service Suburbs

● Low Service

● 1st High

● 2nd High

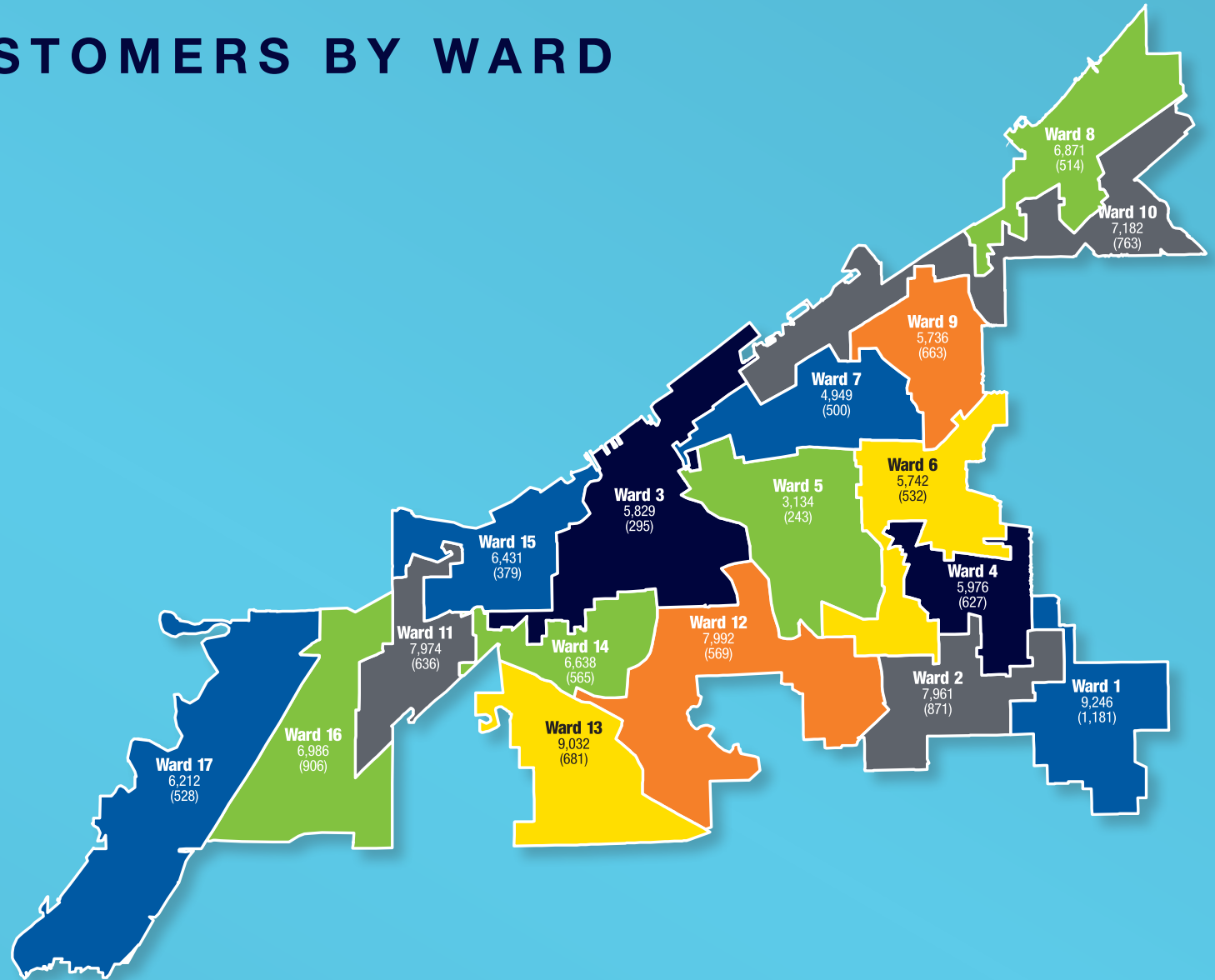
● 3rd High

● Cleveland

CLEVELAND WATER CUSTOMERS BY WARD

119,551
City Accounts

10,453
Accounts with
Discount Program



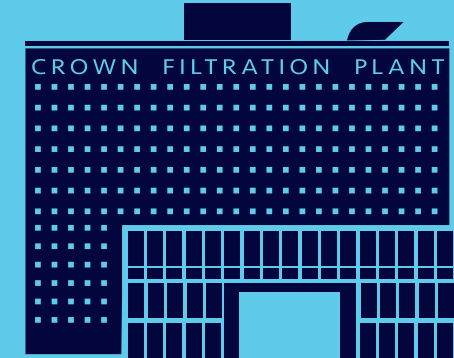
NOTTINGHAM

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



2018 HIGHLIGHTS



Received AMWA Gold Award for Exceptional Utility Performance



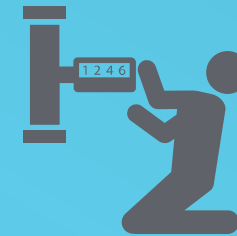
Launched Water Distribution Worker Apprenticeship with 12 Apprentices



Partnered with Cleveland Fire to digitize inspection of 18,495 hydrants



Launched new lead program to maintain compliance with new Ohio EPA Lead Rules



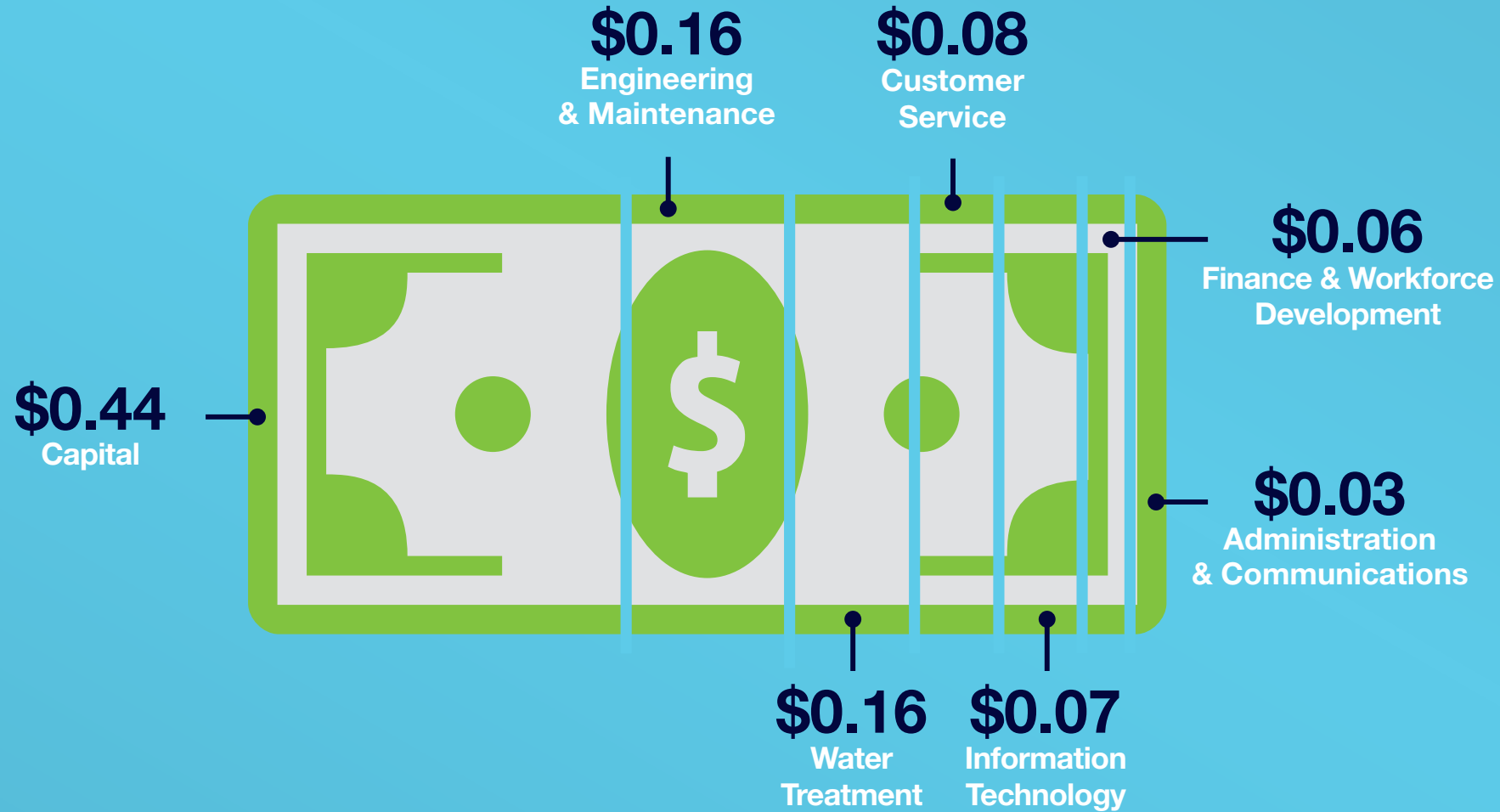
Completed AMR for Cleveland Heights customers

2019 BUDGET

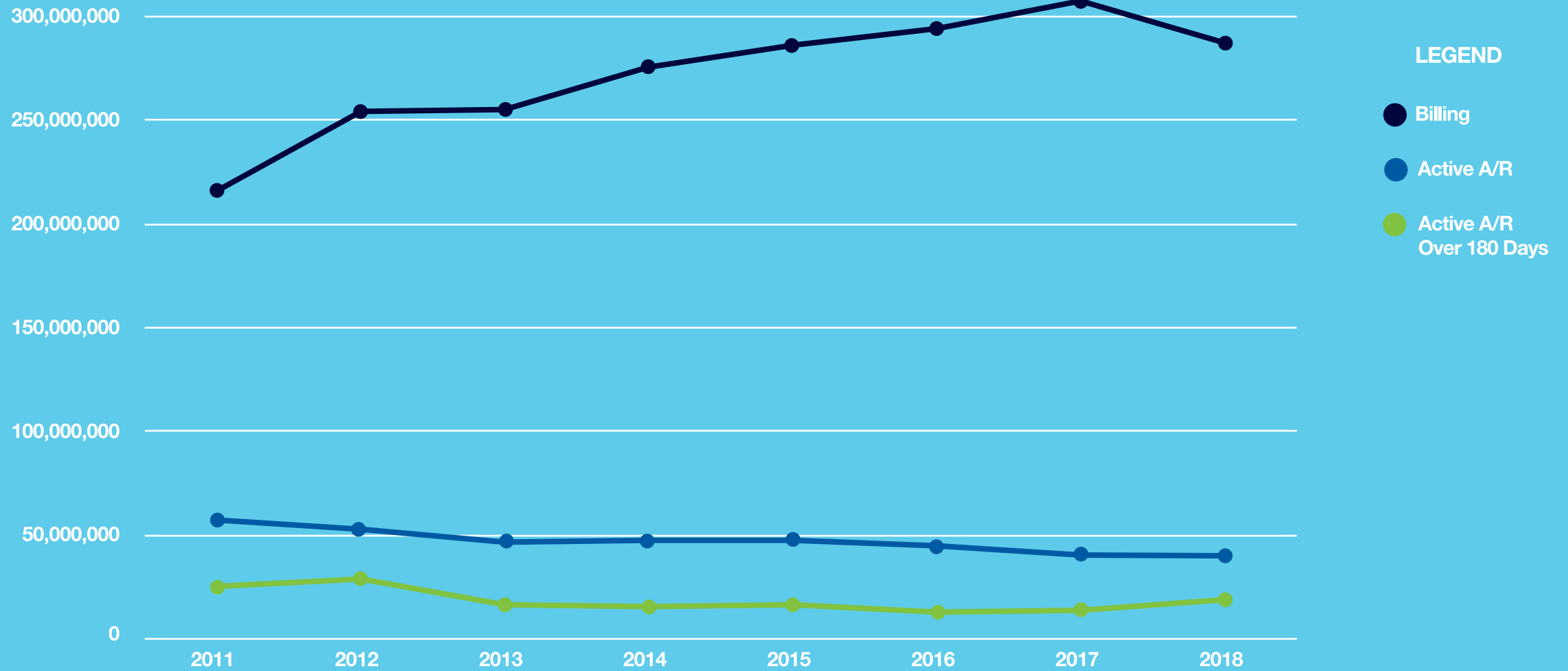
CLEVELAND WATER	
Total Budgeted Employees	1,205
Beginning Balance	\$194,398,113
Revenue Estimate	\$314,243,912
Total Resources	\$508,642,025
Expense Estimate	\$389,976,157
Projected Ending Balance	\$118,665,868
Debt Service Coverage	2.66
Bond Rating Revenue – Moody’s	Aa1
Bond Rating Revenue – S&P	AA+

CATEGORY	BUDGETED EXPENDITURES
Salaries and Wages	\$63,800,715
Benefits	\$25,143,777
Other Training & Professional Dues	\$664,389
Utilities	\$34,937,277
Contractual Services	\$21,216,885
Materials and Supplies	\$21,216,885
Maintenance	\$21,962,833
Claims, Refunds, Maintenance	\$5,156,089
Interdepartmental Charges	\$14,344,144
Capital Outlay	\$62,774,000
Debt Service	\$75,278,579

WHERE YOUR DOLLAR GOES

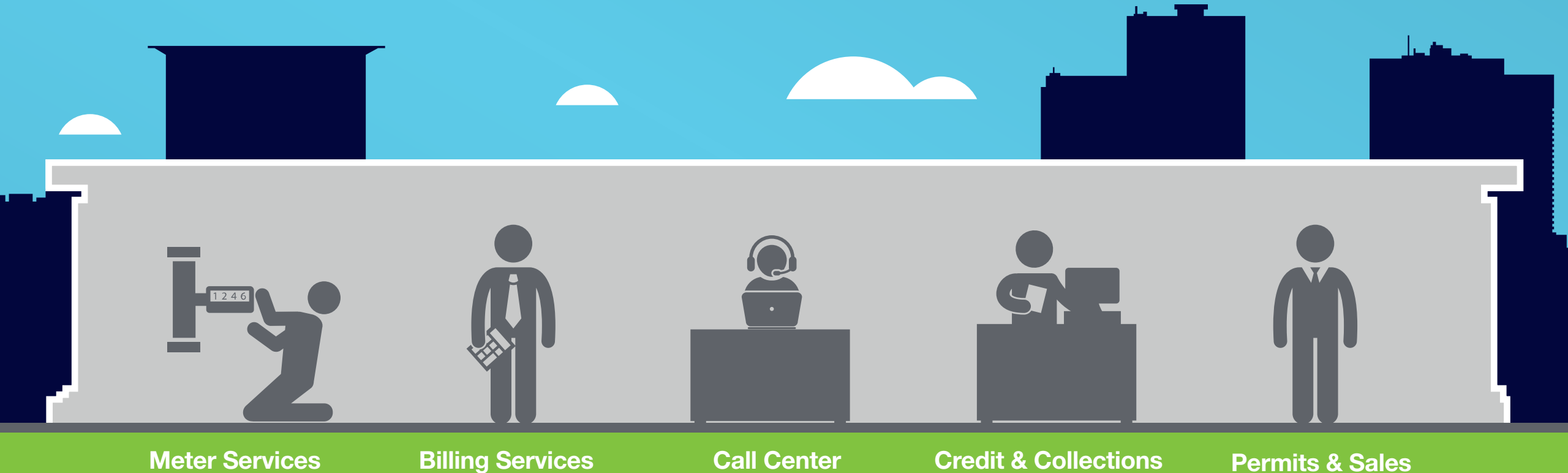


ACTIVE ACCOUNTS RECEIVABLE 2011-2018



CUSTOMER ACCOUNT SERVICES STAFF

298 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

96.9%

Goal: 97%



Collection Rate

96.9%

Goal: 98%



**AMR Bills Based
on Actual Reads**

74.1%

Goal: 80%



**Calls Answered in
90 Seconds or Less**

30,098

Total: 143,146



New Portal Enrollments

WATER QUALITY STAFF

177 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

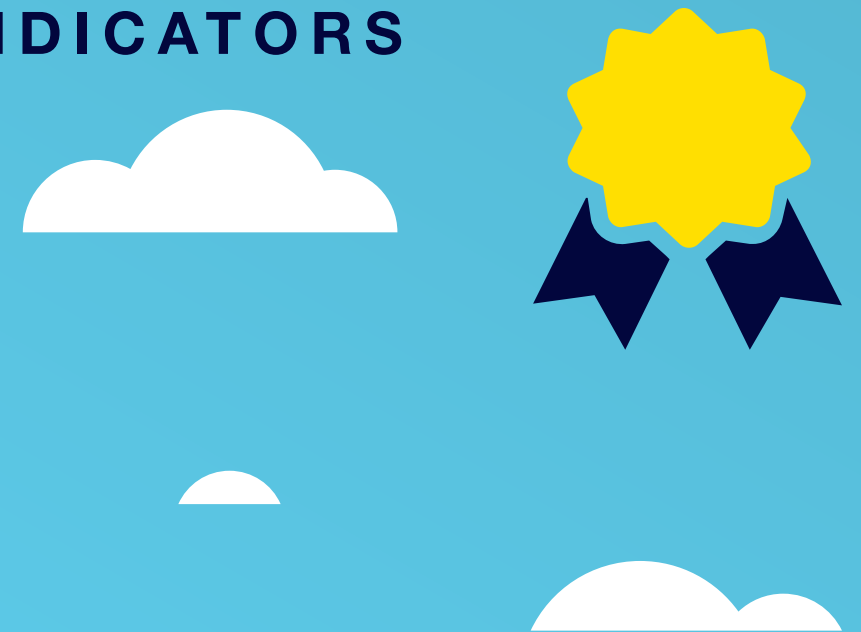
Plant Maintenance
& Support Staff

WATER QUALITY KEY PERFORMANCE INDICATORS

Zero Ohio EPA Treatment Technique Violations

Cleveland Water participates in the Partnership for Safe Drinking Water

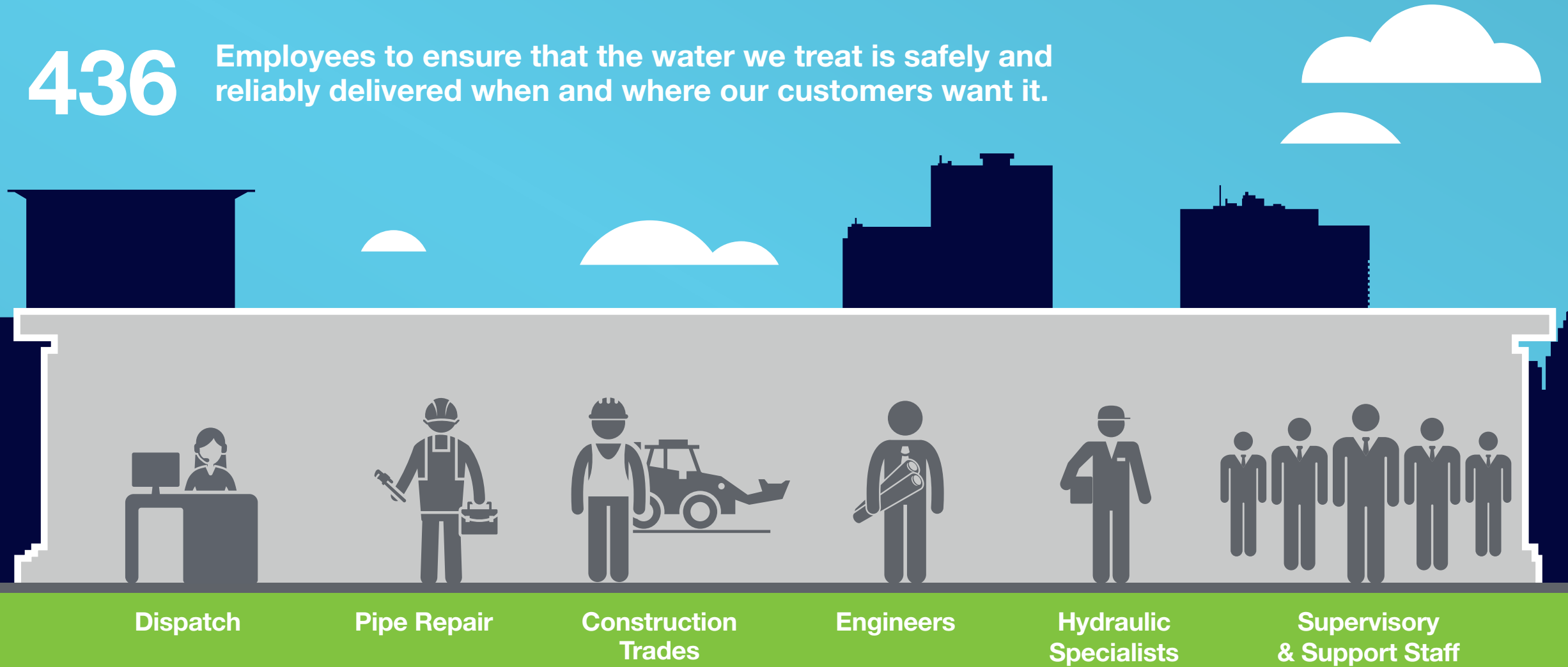
- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant received a Phase IV award in 2015



DISTRIBUTION, MAINTENANCE AND ENGINEERING STAFF

436

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

70.5%
main breaks repaired
in 8 days or less

Goal: 76%

93.4%
utility cuts restored
in 45 days

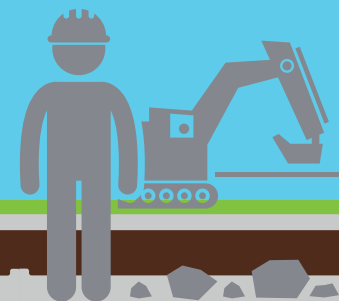
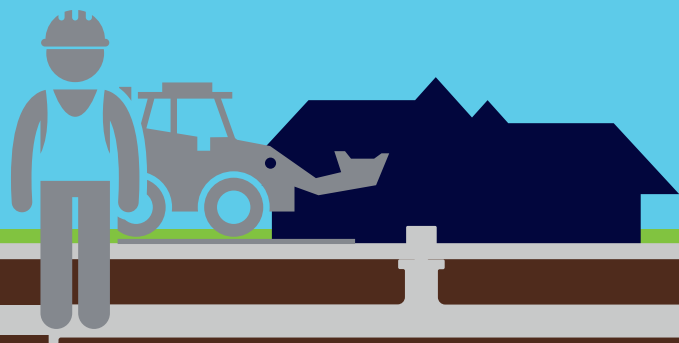
Goal: 90%

98.8%
dig ups completed
within 21 days

Goal: 80%

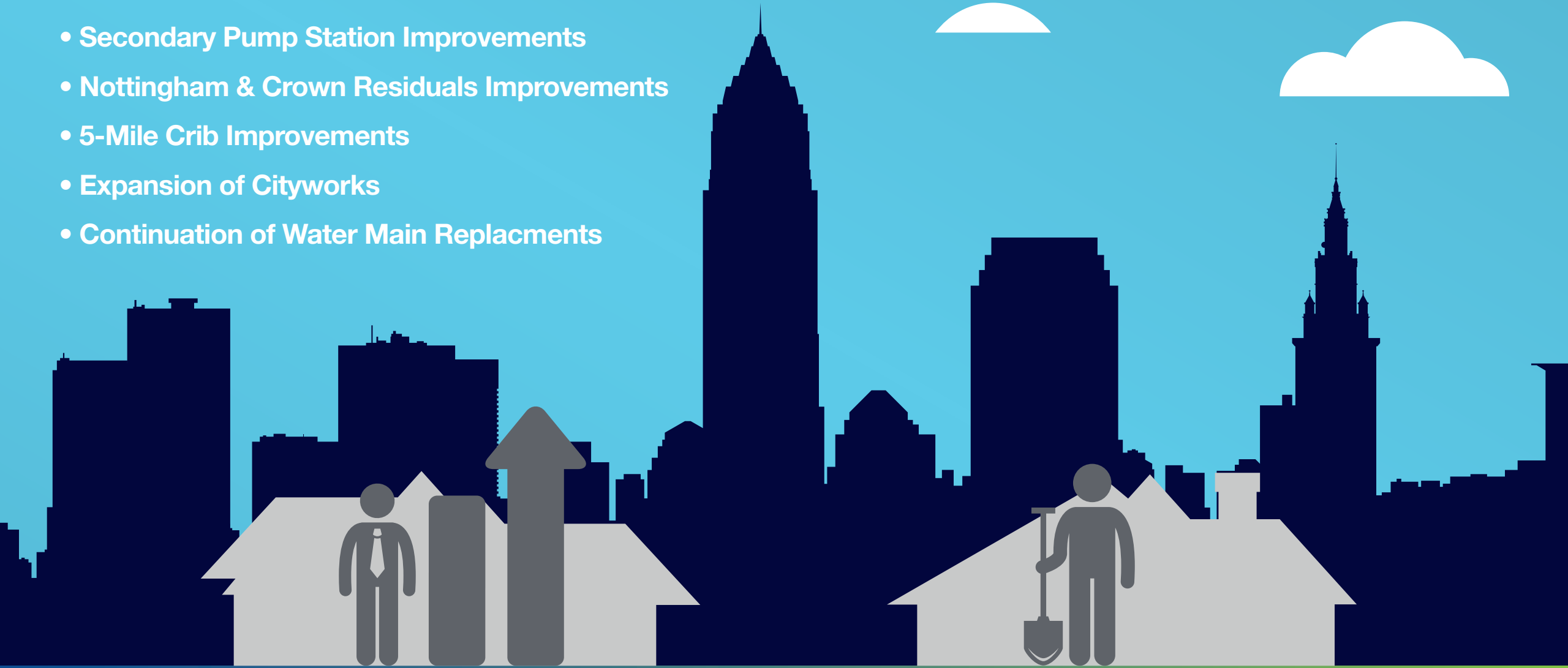
100%
capital projects
completed on time &
within budget

Goal: 100%



2019 SELECT PROJECTS

- Secondary Pump Station Improvements
- Nottingham & Crown Residuals Improvements
- 5-Mile Crib Improvements
- Expansion of Cityworks
- Continuation of Water Main Replacements





Cleveland Water

1201 Lakeside Avenue • Cleveland, Ohio 44114
clevelandwater.com



clevelandwater



@clevelandwater