

Cleveland Water

2026 BUDGET
FEBRUARY 1, 2026



Agenda

01 Overview

02 Customer & Financial Information

03 Operations



Enterprise Funds



Cleveland Water (CWD) is a major enterprise fund of the City. Enterprise Funds are used to account for operations that function in a manner similar to private business enterprises and are financed primarily by user fees to the general public.

Mission and Key Programs

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.

KEY PROGRAMS

- Take in and treat lake water, pump and distribute potable water.
- Upgrade and improve the water treatment and delivery systems.
- Respond to customer inquiries.

CWD Responsibility

The Division of Water operates a major public water supply system, which services the City of Cleveland, and approximately 69 suburban municipalities in Cuyahoga, Geauga, Lake, Medina, Portage, and Summit counties, which is over 640 square miles. Cleveland Water is currently the 10th largest water system in the Country. In 2025, Cleveland Water sold about 40 billion gallons of water in the region.

Infrastructure

4 Water Treatment Plants

Our Baldwin, Crown, Morgan, and Nottingham water treatment plants take water from Lake Erie and make it safe to drink using tried-and-true processes and state-of-the-art technology.

17 Pump Stations

Pumps push water up and out into our 640 sq. mi. service area across four major pressure zones.

21 Tanks & Towers

Storage tanks and towers help maintain water pressure within a pressure zone by releasing water into water mains during periods of high demand.

5,300 Miles of Water Mains

Underground pipes that deliver water to homes and businesses throughout our service area.



CUSTOMERS & FINANCIAL INFORMATION

Our Customers

70 Direct (Retail)

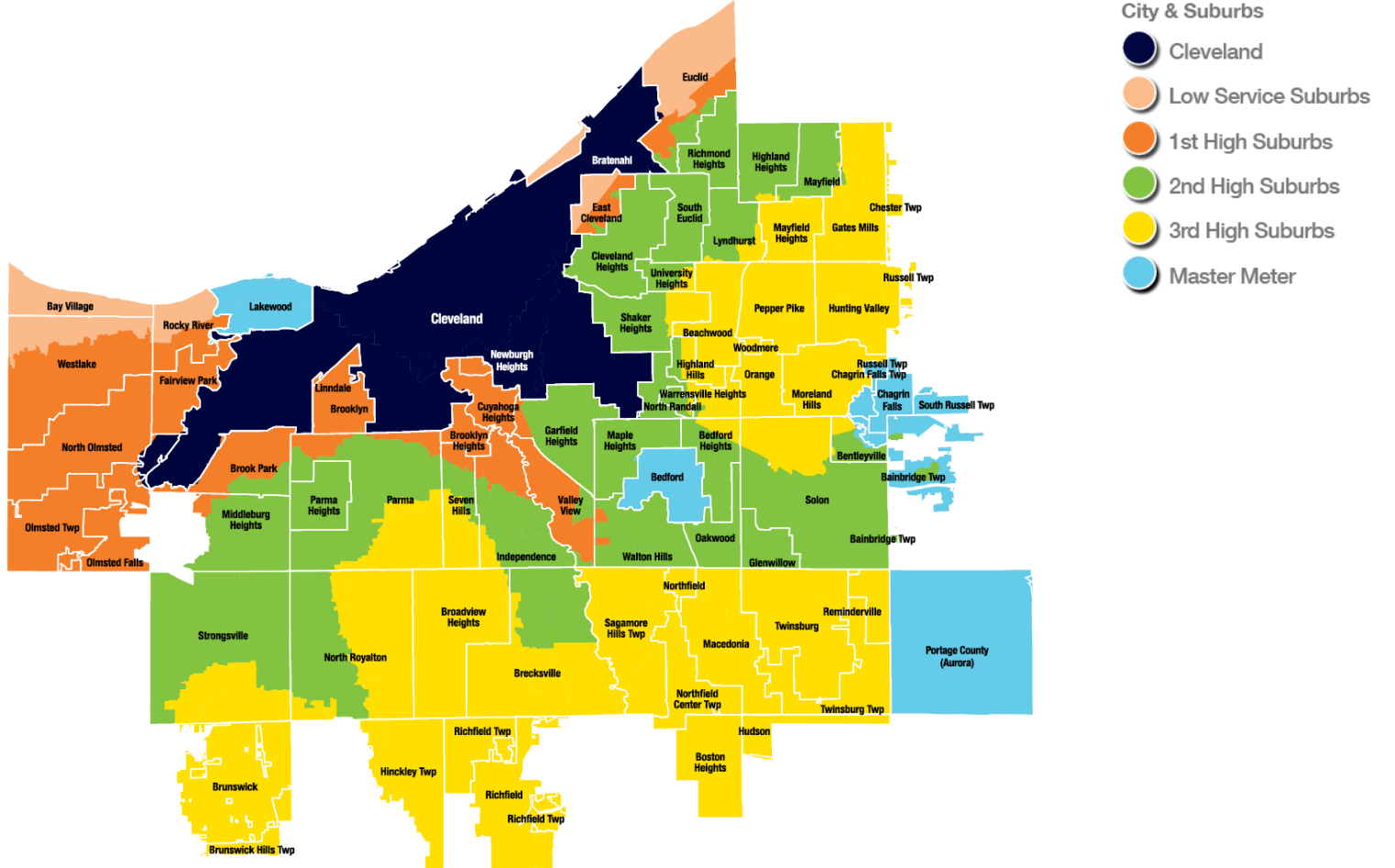
7 Master (Wholesale)

3 Emergency (Back-up)

1.4M Customers

442,304 Accounts

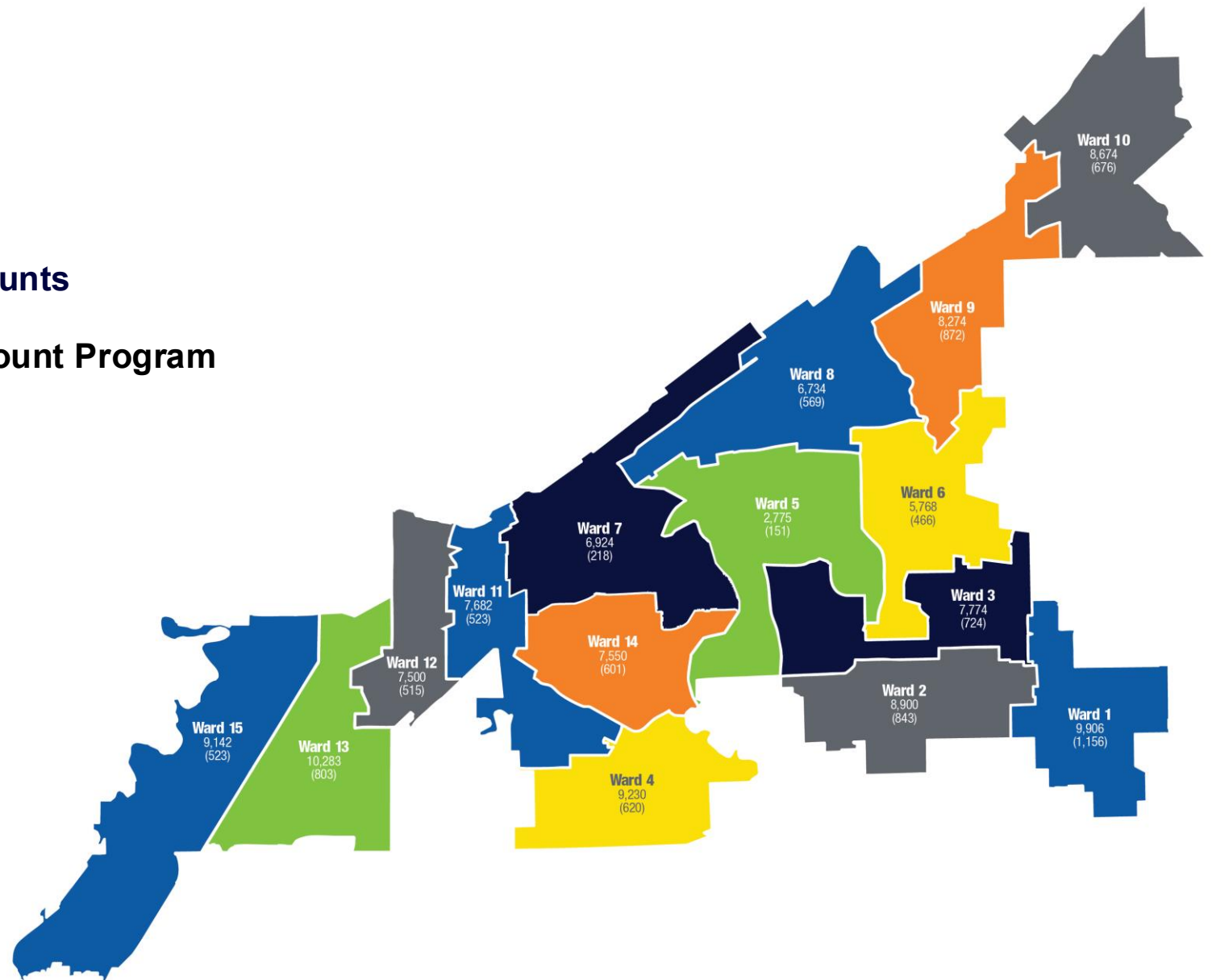
10th Largest U.S. Water System



Our Customers

117,116 City of Cleveland Accounts

9,260 City Accounts on Discount Program



Average CWD Monthly Bill for a Cleveland Resident

	2026
Consumption First Tier (0.2 MCF)	\$4.86
Consumption Second Tier (0.2-0.5MCF)	\$12.40
Fixed Fee	\$9.90
Total Charged	\$27.16

- Average Monthly Residential Consumption: 0.5 MCF



CWD Financial Metrics

Aa1

Bond Rating Revenue - Moody's

AA+

Bond Rating Revenue - S&P

\$274,915,000

Total Bond Principal Outstanding

\$65,285,270

Total OWDA Principal Debt Outstanding

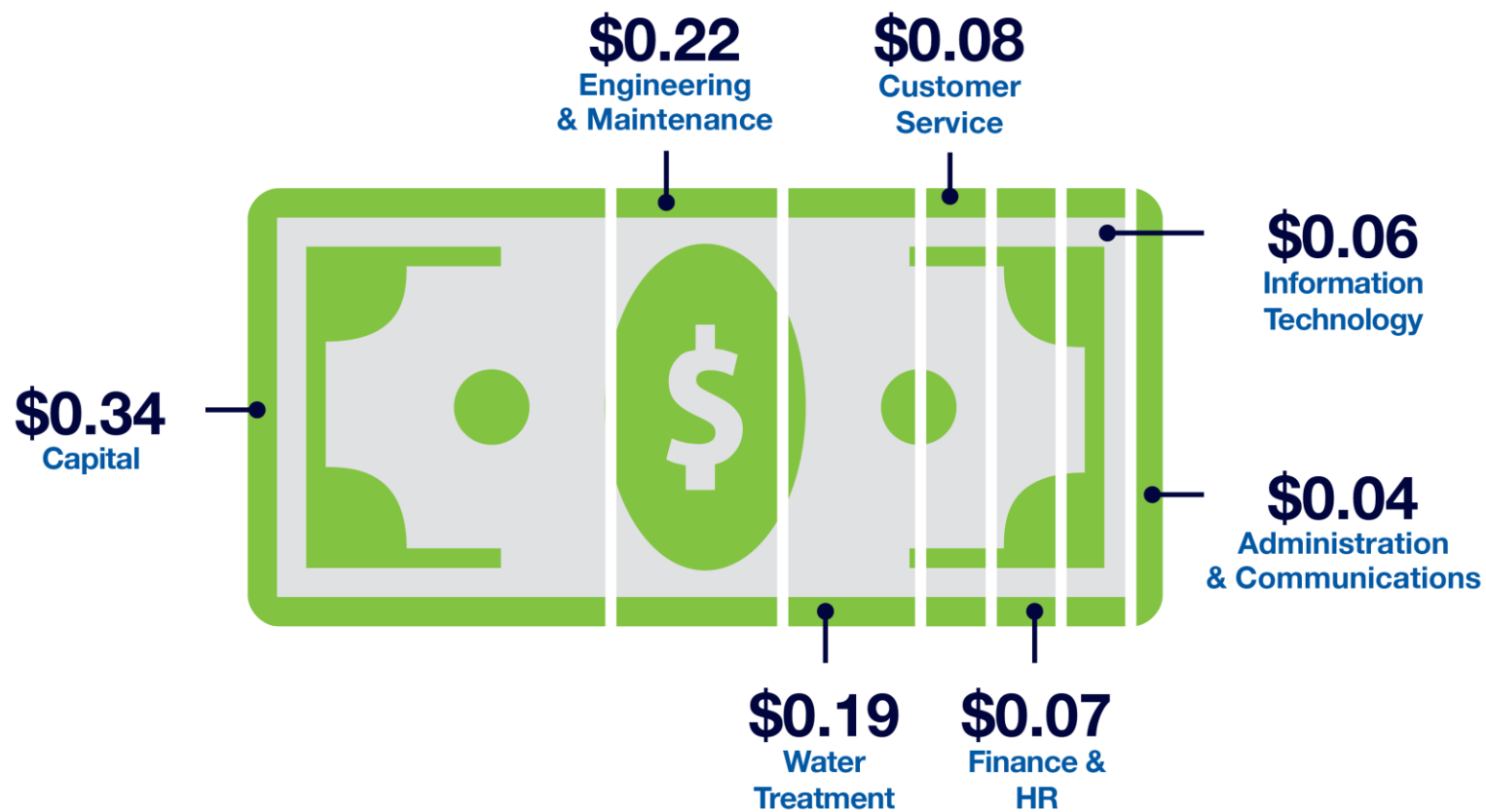
\$340,200,270

Total Debt Principal Outstanding

\$406,862,541

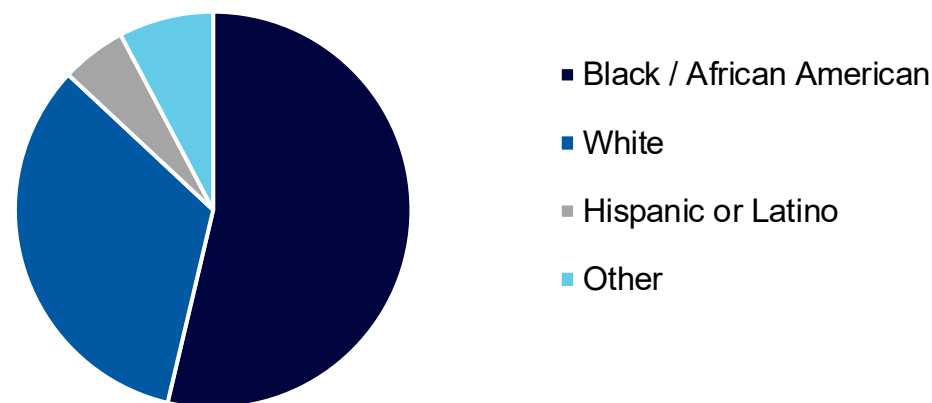
2026 Budget Proposed

Where Your Dollar Goes

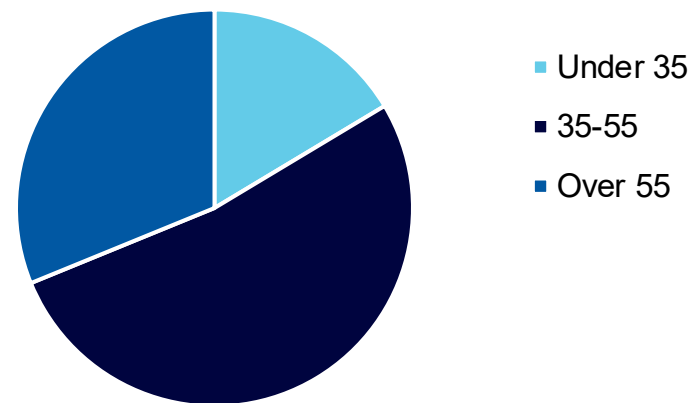


CWD Employees

Ethnicity



Age

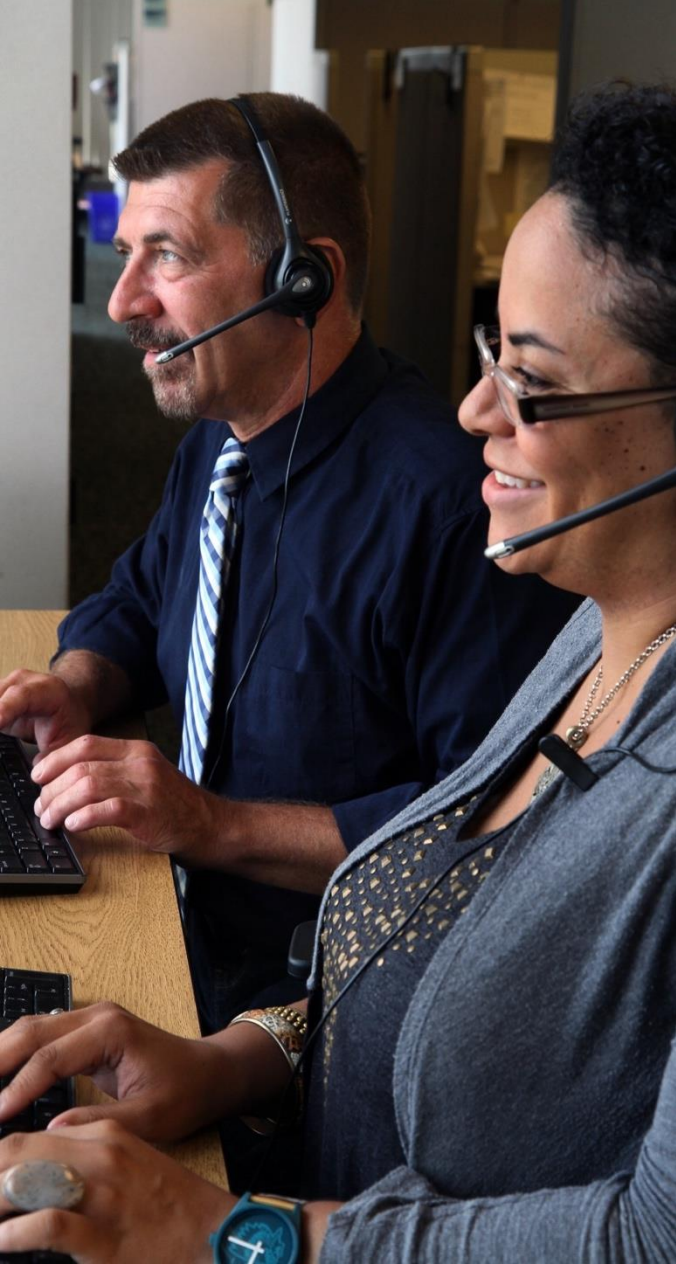


- 46.54% are Cleveland residents

As of December 31, 2025



OPERATIONS



Customer Account Services Staff

299 Employees to provide, timely, responsive, and courteous service to meet our customers' needs.

- Meter Services
- Billing Services
- Call Center
- Credit & Collections
- Permits & Sales



Customer Account Services Metrics

99.9%

Bills on Time (within 4 days of read)

5,368,177

Number of Bills Issued

95.3%

AMR Bills Issued Based on Actual Read

5,196,658

Number of AMR Bills Issued

As of December 31, 2025



Plant Operations Staff

189 Employees to make safe, high quality water and proactively monitor our plants and water source.

- Plant Managers, Asst. Managers & Operators
- Instrument Techs
- Chemists
- Water Purification & Quality Managers
- Plant Maintenance & Support Staff



Plant Operations Metrics

0 Ohio EPA Treatment Violations

Cleveland Water participates in the Partnership for Safe 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 has achieved Phase IV status



Distribution, Maintenance & Engineering Staff

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

- Dispatch
- Pipe Repair
- Construction Trades
- Engineers
- Hydraulic Specialists
- Supervisory & Support Staff

Questions?



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