



2007 ANNUAL REPORT



**CWD: VITAL TO OUR REGION'S QUALITY OF LIFE**

**Where would we  
be without water?**

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\* Entire 2007 Financial Statements on enclosed cd.

## About the Division of Water

The Cleveland Division of Water is a municipal water utility operating under the City of Cleveland's Department of Public Utilities. With a 640-square-mile service area that encompasses more than 1.5 million people throughout the City of Cleveland and 72 neighboring suburbs, the Division of Water is the largest water system in Ohio and among the ten largest in the United States.



### Mission Statement

Cleveland Water delivers a reliable supply of high quality water and customer services to promote the public health and safety, economy and quality of life of Greater Cleveland.



### Mission Statement

We are committed to improving the quality of life in the City of Cleveland by strengthening our neighborhoods, delivering superior services, embracing the diversity of our citizens, and making Cleveland a desirable, safe city in which to live, work, raise a family, shop, study, play and grow old.



## From The Mayor

There are few services as important to the daily life of our city and its citizens than the supply of clean water. So it is with pleasure that I note the continuing progress the Cleveland Division of Water is making on behalf of our region's residents.

In 2007, many milestones were met by the Division, and their focus on improvements to customer service are appreciated by both commercial and residential users. At the same time, the Division is always looking to the future, to make sure we have the operational capability and fiscal strength to provide high quality water for years to come.

I would like to take this opportunity to extend my gratitude to all the employees of the Division of Water for their efforts on behalf of all those who live and work here in Cleveland and northeast Ohio.

Sincerely,

  
**FRANK G. JACKSON**  
Mayor, City of Cleveland




## From City Council

From a new Customer Care and Billing System, which is now being implemented, to a pilot program using advanced technology to identify weak areas in the pipe infrastructure, the Cleveland Division of Water is taking substantial steps to ensure that this area has the best water, and the best water service, possible.

By working closely with the Cleveland City Council and Mayor Frank G. Jackson, the Division is able to anticipate the needs of our residents and businesses, and respond with innovative programs and fresh initiatives. It is this kind of teamwork that is helping this region thrive and prosper, now and in the future. We are also gratified to see that the Division is continuing to use its resources wisely and effectively.

Of course, every organization relies on its people to make these kinds of achievements happen. So we congratulate everyone at the Division of Water for another productive year, making sure that we all have a reliable supply of clean water every moment of every day.

Sincerely,

  
**MARTIN J. SWEENEY**  
President, City Council

  
**MATTHEW ZONE**  
Chairman, Public Utilities Committee, Cleveland City Council



## From the Director & Commissioner

We all take pride in the fact that the Cleveland Division of Water has an enviable reputation as one of America's leading water systems. And that is also what drives us to make sure we never relent in our efforts to continually improve and refine our capabilities—from delivering clean, high quality water to assuring that we treat our customers as well as we ourselves would like to be treated.

To that end, in 2007 we made a number of advancements in our customer service capabilities, which are described in this report. We are discovering many new and exciting possibilities for helping all our customers appreciate the value of the water they receive, and for assisting them in resolving any questions or concerns quickly and hassle-free.

Of course, in 2007 we also made significant progress in maintaining the quality of our water, and we are delighted that all four of our water treatment plants now qualify for the highest certification by the Partnership for Safe Water.

As we begin a new and ambitious Strategic Business Plan, we believe we are positioned well to meet the challenges that will face us in the years to come, including economic pressures and the drive towards regionalism. By joining forces with Mayor Frank G. Jackson and members of the City Council, we are poised to approach the future with confidence and enormous energy.

Sincerely,

  
**BARRY A. WITHERS**  
Interim Director, Department of Public Utilities

  
**J. CHRISTOPHER NIELSON**  
Commissioner, Division of Water.

*"Thousands have lived without love, not one without water."*

W.H. AUDEN, POET

## Every day our lives are surrounded by, immersed in and dependent on one thing: Water.

Turn the faucet on, it's there. That's as much as most people know about the water that keeps their lives and businesses operating day in and day out.

Most customers don't give their water supply a second thought and, frankly, we understand. If our customers take their water service for granted, we believe that is one indication of how well we're doing our job.

While safe, high quality and abundant drinking water is what we provide at the Cleveland Division of Water our customers, both residential and commercial, are what we care about most. We believe it is critical to treat our customers as we want to be treated because, after all, we are water consumers too.

But we differ from most water customers in that we know how much effort it takes to make sure that each faucet delivers the quality water everyone expects. The massive infrastructure— consisting of four water plants, nine secondary pump stations, 16 reservoirs and storage tanks and more than 5,000 miles of water mains along with all the related technology and individual expertise — must be managed on a second-by-second basis.

It's a big job, but it's one we love and are deeply committed to performing every hour of every day.

In 2007, the Division completed the last year of its five-year strategic business plan. This Annual Report will document the challenges we faced, the progress we made, and the remarkable achievements of our people.

Most of all, in this year's Annual Report we are focusing on the more than 1,500,000 customers that we serve in 70 communities. We have enhanced our customer service in many ways, throughout the Division. These efforts are continuing, supported by a caring and courteous attitude that we believe will encourage people to appreciate their water quality and the service we provide.

Every time they turn on the faucet.

### 2007 HIGHLIGHTS AT A GLANCE:

- In May we attained a bond rating upgrade from both Moody's and Standard & Poor's to Aa2 and AA respectively.
- Sold \$143.6 million in new water revenue bonds in June to continue funding the on-going capital improvement program for projects during 2007 through 2009.
- Refunded \$135.4 million of existing Series I water revenue bonds in November to reduce debt service expenses.
- Awarded \$54.9 million and expended \$98 million for CIP projects in 2007.
- Began construction of a new 15 million gallon reservoir at the Morgan water treatment plant.
- Completed construction of a new Technology and Security Center (TASC) building.
- Security enhancements were completed at all Division facilities.
- Electrical power reliability project was completed to ensure uninterrupted water treatment and delivery during electrical blackouts.

WE NEED IT TO LIVE

## It's All About Customer Service

At the Division of Water, we are completely focused on providing superior customer service, because we are conscious of how vital customers are to the Division of Water. As a result, a substantial amount of effort is spent in a variety of customer service areas, from maintaining and repairing water mains and meters to regulating the time a customer spends on hold, not to mention giving accurate and well-researched information to customers who call us.

By implementing several new initiatives within the last couple of years, and by recognizing those CWD individuals who surpass basic customer service standards, we are constantly revitalizing our focus in this area. For example, letters of appreciation are given to employees who have received "thank you" cards and letters from satisfied customers.

Within the Division, we pride ourselves in not simply saying we care about our customers, but actually showing customers how much we value their concerns.

In short, everything the Division of Water does is customer-oriented, from explaining the structure of a bill to describing our advanced water treatment procedures. We are committed to providing knowledgeable, caring, responsive and effective service to satisfy customers in a timely and consistent manner.



WE CARE ABOUT OUR CUSTOMERS

### NEW CUSTOMER SERVICE INITIATIVES.

In 2007, the Division of Water looked at ways of better servicing its customers. All of us have experienced the frustration of being transferred from one person to another when we call a business. However, at the Division of Water we are pursuing innovative ways of creating "one stop" call resolution.

Our call centers are staffed with knowledgeable customer service representatives that can answer the majority of customer questions. If a call requires a more technical answer or involves an out-of-the-ordinary issue, there may be a need to transfer the caller to a person who is better suited to assist with the call. However, it is our goal to have the initial customer service representatives (the people who answer the calls) successfully fulfill 90% of all calls.

In addition, an assessment of our current practice for handling emergency calls was initiated in an effort to enhance customer service. As a result, our dispatchers have been integrated into the call center's day-to-day operations. Increased stability in this area is leading to more support throughout the system and improved customer satisfaction. Also, planning is underway to implement an external Customer Service Advisory Board. We are confident that this new initiative will be a valuable resource to augment our improvements in customer service.

More service improvements will continue as we begin our new Strategic Business Plan that extends from 2008 through 2012.

## Mayor's Operations Efficiency Task Force

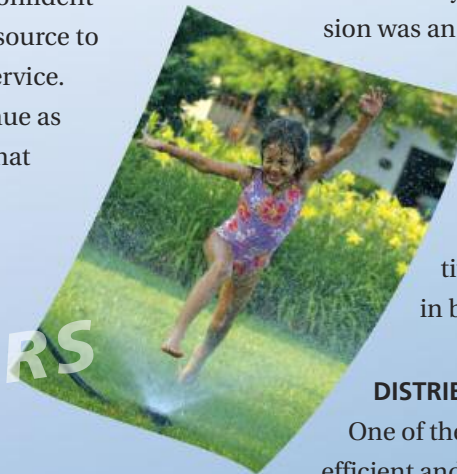
The year 2007 saw the second phase of Mayor Frank Jackson's Operational Efficiency Task Force, a citywide initiative that challenged various departments to do more with less. The Mayor initiated this Task Force, and the Division was an extremely willing and active participant.

Working within this Task Force, the Division dealt with many issues involving improvements in Distribution and Maintenance, Information Technology, and within Human Resources. The objective was to capture institutional knowledge in both written and verbal forms.

### DISTRIBUTION AND MAINTENANCE

One of the recommendations for developing a more efficient and effective work process within Distribution and Maintenance involved increasing the number of crews we have in the field, so that we can respond more quickly to customer concerns.

Another proposal involved the application of scheduling software for service crews and maximizing the use of the Division's Web page as a communications conduit to the service directors of our suburban communities. This information, such as anticipated arrival and completion times, can then be passed on to the customers and help eliminate or minimize complaints. By implementing this process, it will reduce the number of phone calls, help minimize complaints, and provide for a more seamless operation.



### INFORMATION TECHNOLOGY

In the Information Technology (IT) section of our Division, we are keenly aware that we deal with two sets of customers: our internal staff and the rate-payers who are our ultimate customers. In 2007, we reorganized our IT group into its own section, headed by a new Assistant Commissioner. With this reorganization, we will have the capability to improve operations and to maximize the positive effects of the new technology investments we have made and continue to make.

As an example, we are in the process of implementing a new Customer Care and Billing (CC & B) system. We selected our preferred software vendor in 2007, after a careful review of all the available systems on the market. It's no accident that the word "care" comes before "billing" in this system name, since our focus is on providing ever-increasing customer responsiveness across a broad spectrum of service categories. This new billing system is expected to be on-line in 2009.

Additional customer service enhancements include better-informed customer service agents along with a web self-service application so that customers will be able to see their account status and pay bills on-line. There will also be additional customer self-serve features on our telephone system, so customers' needs can be met with shortened wait times.

The conversion to automatic meter reading (AMR) has now become a project within the Division, and we are gearing up to initiate this system in 2008. In 2007 proposals were received for program management services for the Division's Meter Automation and Replacement Program project. This new AMR technology will provide our customers with more accurate and timely readings, since AMR obtains meter readings using the latest radio and telephone technologies.

During 2007, the Division also finished construction of our new Technology and Security Center, located on the grounds of our Nottingham Water Treatment Plant. This building houses our IT staff and provides them with office space, a robust data center and facility monitoring. Designed and constructed to be environmentally sustainable and energy efficient, this impressive building incorporates skylights and a broad use of recycled materials.

### KNOWLEDGE CAPTURE

We completed a pilot project in 2007 that focused on the vital task of capturing and disseminating knowledge that resides within the employees working at the Cleveland Division of Water. A consultant identified certain "subject matter experts" and then used specialized software to capture their unique knowledge.

After close observation of these experts at work in our Division, a script was developed so that the experts themselves could be recorded on video sharing all the needed information, in an easy-to-access format. We believe that this kind of knowledge collection and transference, by the people who actually maintain our water system, will be invaluable now and especially in the future.

## Budget and Finance

The Division continued its financial viability in 2007. Revenue exceeded expenditures by approximately \$8 million. Our metered sales revenue increased \$12.8 million over 2006 due to a combination of a 2% increase in consumption and a water rate increase.

2007 was the first year of a new four-year water rate schedule that now includes a new customer service charge of \$7 per quarter. This customer service charge recovers the costs of meter reading, billing, remittance and other customer service activities and results in approximately \$12 million of fixed revenue per year. With the new water rate schedule that became effective January 1, 2007 we also attempted to help our lower income customers, by offering a new Water Affordability program that provides a 20% discount on water bills to qualifying customers.

As a result of previously escrowing or "pre-paying" \$12.4 million for debt service payments from the 2006 budget, our debt service coverage ratio at 2007 year end was 2.34 times, one of the highest in the last 10 years.

Delivery of supplies to outlying destinations has been implemented through better scheduling, an improvement that will save many employee hours every month and help our repair crews respond more effectively.



WE'RE PLANNING FOR THE FUTURE

In 2008, we will begin a warehouse improvement project that includes structural renovations to make these facilities more workable and energy efficient.

Also in 2007 CWD executed new water service and economic development agreements with eight of its suburban communities. The new water service agreements transfers ownership of the suburbs' water distribution mains to the Division, who will now be responsible for making the capital improvements on these systems. These eight suburbs are now able to participate in the Division's newly initiated Suburban Water Main Renewal Program that includes cleaning and lining or replacement of water mains based on need. CWD has allocated \$10 million annually of its capital budget for this program for the foreseeable future.

The new Economic Development (ED) agreements limit the tax abatements that can be used to lure businesses to or from Cleveland and also provide a tax sharing agreement between the City of Cleveland and suburb if a business relocates. These ED agreements are one example of a regional approach to attracting and retaining companies to the greater Cleveland area.

Many other suburbs are in various stages of this process and CWD plans to continue discussions with additional suburbs in the future to consider executing both of these agreements.



## Plant Operations

During 2007, we continued our sustained concentration on water quality, making sure the quality of the water leaving CWD plants exceeds any regulations that we are required to meet. This on-going emphasis on water quality reinforces our esteemed status nationwide, as exemplified by certification (Phase III Directors Certification) for all four of our plants by the Partnership for Safe Water.

Last year we completed full automation of all 78 water filters, providing continuous quality monitoring on literally a second-by-second basis. This process used to be done hourly, so the potential improvement in quality control is clear.

We also upgraded the CWD work management system, resulting in new efficiencies to the way plant repairs are scheduled and implemented. In addition, by continuing to use predictive maintenance, monitoring machines through vibration and oil analysis, we are able to identify problems even before they occur.

Of course, worker safety is always the highest priority within the entire Division. We continually educate our management staff to raise their knowledge and awareness of safety issues, and this investment resulted in a significant decrease in the severity-rate of injuries across the Division during 2007.

## Engineering

With more than 200 miles of large diameter concrete pipes in an aging system, there are many opportunities for a break or failure. In 2007, our Highland-Trebisky Project used advanced technology to identify potential weak spots in a three-mile section of concrete pipe and repaired or strengthened those areas. By applying a carbon-fiber lining inside the existing pipe, we were able to remediate the problem without tearing up the street.

This successful pilot program will be expanded to cover many more "hot spots" in our concrete pipe network, and help eliminate the cost and disruption associated with water main breaks that often make headlines.

We also completed more than \$385 million of our \$750 million Plant Enhancement Program, which is bringing all our plants up to a superior level of capability in terms of technology and performance.



WATER QUALITY IS OUR PRIORITY

## The Future of Customer Service

### COMMUNICATION

As we move forward, our employee training will concentrate on understanding customer expectations.

Of course, each customer wants a reliable and instantaneous supply of high quality water. But we also recognize our customers want information covering many issues that include:

- Assurance that they are receiving the best water product.
- Updates explaining the close attention we pay to the infrastructure.
- Our “plan of attack” for replacing older segments of the water delivery system.
- Information regarding the water bill, with a clear and concise description of what they are paying for and why they need to pay it.
- Communication regarding the inter-relationship of the cycle involving water, wastewater and storm water.

And above all else, we need our customers to comprehend the standards that we work under at CWD: We expect the highest levels of performance from our own employees. This information is vital to making sure our customers have expectations that match the way we conduct our business.

### EXPANDING WORKFORCE POTENTIAL

In 2007, CWD used incentives to encourage employees to enhance their professional abilities, so that they can be better prepared to meet the demands of our ever-changing workplace. Some of these incentives cover skill upgrades such as acquiring a commercial driver’s license or obtaining an Environmental Protection Agency certification.

In the future, the challenge is to be more creative with our employees, make sure that we maximize each person’s abilities, and enable them to grow to their potential within the Division.

### UPGRADING TECHNOLOGY

IN 2007 we looked into utilizing Automatic Vehicle Locating (AVL) technology to track the location of crews and help find the shortest and quickest routes to their destinations. As the deployment of this AVL technology rolls out in months to come, we will see where the advantages are occurring and adjust its usage accordingly.

In a related effort, the Division is planning to deploy our Geographic Information System (GIS) to field personnel. This technology will give them the most up-to-date information about water infrastructure and enable improved communications with office staff such as dispatching and operations.



WE'RE WORKING TO MEET YOUR DEMANDS



## Trends That Are Transforming Our Business.

Our new Strategic Business Plan, covering the years from 2008 through 2012, will deal with many changes affecting the treatment and delivery of water in this region.

### CHANGING DEMOGRAPHICS REQUIRE DIFFERENT SOLUTIONS

The Cleveland and northeast Ohio area are part of a national trend that shows our customer and employee demographics are dramatically changing.

As the Baby Boomer generation gets older, their children now become paying customers and they will exert different demands on the water system. It is our job at the Division to know and understand our new, younger customer base, and to provide them with the kind of interaction and responsiveness they have learned to expect from other service providers.

It is critical we adapt to this changing customer universe, as well as in our own employee family. In the next several years, more than 35% of our workforce will be eligible for retirement. This will generate a large influx of new employees who will need to be trained by our older, experienced veterans.



This is both a challenge and an opportunity, enabling the Division to instill a culture of superior customer service right from day one. When necessary, we will step up and help our new, younger employees refine their skills in decision-making, problem solving, management and other areas. This will assure that they are fully prepared to fill the roles assigned to them with regard to the complexities of water treatment and delivery.

### THE CHALLENGE OF REGIONALISM, THE PRESSURES OF THE ECONOMY

As our customers continue to spread out and move away from the city of Cleveland and its service area, we have to make sure that the investments we make to serve them can be recovered. We will have to make decisions about how far we can extend our service area and remain financially viable.

Furthermore, the economy nationwide and here in this area is an important factor. More than half our revenues come from our commercial customers, which represent only 4% of our accounts. History shows us that, over the past 20 to 30 years, commercial consumption has dramatically decreased. So part of our mission is to help maintain a sound regional economy, so that we can generate sufficient revenues for future growth.

### OUR CHANGING WATER SOURCE: LAKE ERIE

The Division must continue to track the trends that affect Lake Erie. Changes involving new invasive species and different types of algae can alter water quality, and we need to monitor those changes so that we can adapt in a timely manner.

In addition, there are areas of oxygen depletion in the lake, and those have to be carefully scrutinized, as well as any climate changes that might occur over time. To date, this area has been spared some of the more extreme results of climate change, such as severe droughts. But the future may tell a different story, and we need to be ready.

### MOVING TOWARDS SUSTAINABILITY

The “greening” of the Cleveland Division of Water continues, as we seek to conserve natural resources whenever possible.

From a larger perspective, we must make sure that we sustain our physical infrastructure as well as our talented workforce and finances.

Of course, we also want to sustain our customers by helping to make sure they are healthy and part of a robust and growing economy.



ADAPTING TO CHANGING CUSTOMER UNIVERSE

## Directory of Officials

Frank G. Jackson

Mayor

Ken Silliman

Chief of Staff

Darnell Brown

Chief Operating Officer

Valarie J. McCall

Chief of Government Affairs

Chris Warren

Chief of Regional Development

### CLEVELAND CITY COUNCIL

Martin J. Sweeney

President

Patricia J. Britt

Clerk of Council

Nina Turner

Ward 1

Robert J. White III

Ward 2

Zachary Reed

Ward 3

Kenneth L. Johnson

Ward 4

Phyllis E. Cleveland

Ward 5

Mamie J. Mitchell

Ward 6

Fannie M. Lewis

Ward 7

Sabra Pierce Scott

Ward 8

Kevin Conwell

Ward 9

Roosevelt Coats

Ward 10

Michael D. Polensek

Ward 11

Anthony Brancatelli

Ward 12

Joe Cimperman

Ward 13

Joseph Santiago

Ward 14

Brian J. Cummins

Ward 15

Kevin J. Kelley

Ward 16

Matthew Zone

Ward 17

Jay Westbrook

Ward 18

Dona Brady

Ward 19

Martin J. Sweeney

Ward 20

Martin J. Keane

Ward 21

### DEPARTMENT OF PUBLIC UTILITIES

Barry A. Withers

Interim Director

### DIVISION OF WATER

J. Christopher Nielson

Commissioner

### ASSISTANT COMMISSIONERS

Sharonda Denson

Customer Account Services

Payton Hall

Distribution Maintenance

Alex Margevicius

Engineering

Rolfe Porter

Plant Operations

Melinda L. Raimann

Budget & Finance

D. Michael Rotunno

Information Technology Systems

Angela Smith

Administration

### DIVISION OF UTILITIES FISCAL CONTROL

Dennis A. Nichols

Commissioner

Keith Cromer

Utilities Controller

Mary Webster

Chief Auditor

## Financial Operating Highlights

	2007	2006	2005	2004	2003
<b>Selected Financial Information</b> (\$ in thousands)					
Operating Revenue (metered sales and other)	\$240,628	\$209,978	\$222,635	\$209,592	\$203,822
Operations and Maintenance Expenses	140,210	132,879	123,931	127,021	123,640
Depreciation	38,993	37,582	36,259	34,605	31,316
Total Operating Expenses	179,203	170,461	160,190	161,626	154,956
Operating Income	61,425	39,517	62,445	47,966	48,866
Income Before Extraordinary Item	54,024	19,506	38,568	26,934	36,539
Net Assets	955,602	900,779	880,787	837,530	810,590
Total Assets	1,963,666	1,782,074	1,762,764	1,713,594	1,725,177
Property, Plant and Equipment, net	1,326,670	1,260,991	1,193,451	1,111,855	1,046,337
Current Assets	313,085	292,640	294,997	272,160	300,814
Accounts Receivable, net	31,254	26,700	26,065	25,260	21,605
Current Liabilities	77,002	70,528	68,215	54,954	68,557
Long-Term Debt	931,062	810,767	813,762	812,532	834,508

### Selected Operating Information (Production & Metered Consumption)

Total Water Sales Revenue (\$ in thousands)	\$216,827	\$192,387	\$202,616	\$190,316	\$187,482
Annual Metered Consumption (1,000 mcf*)	7,403	7,263	7,654	7,496	7,660
Total Metered Accounts	414,449	417,387	420,498	415,011	415,322
Total Annual Water Produced (billion gallons)	87	81	86	86	90
Average Daily Pumpage (million gallons per day)	238	221	236	235	248
Maximum Daily Pumpage (million gallons per day)	340	299	335	286	322
Peak per Hour Pumpage Rate (million gallons per day)	502	472	491	465	516
Minimum per Hour Pumpage Rate (million gallons per day)	170	157	147	169	183
Number of Employees	1,127	1,113	1,167	1,203	1,165
Annual Precipitation	41	41	40	39	43

\* MCF equals one thousand cubic feet of water

### Collection Performance

#### Information - Cash Basis (Account Statistics) 2003 through 2007

Customer Billings <sup>(1)</sup>	\$221,117	\$196,470	\$206,334	\$194,022	\$190,393
Account Collections	214,378	193,179	207,389	190,960	191,925
Accounts Receivable Balance at year end, net (Active Accounts Only)	28,362	23,561	21,779	21,099	19,077
Average Daily Billings	605.8	538.3	565.3	530.1	521.6
Account Receivable Outstanding					
over 90 days at Year End (Active Accounts Only)	14,036	10,563	9,222	8,406	6,872
Accounts Receivable Turnover (Times)	7.8	8.3	9.5	9.2	10.0
Billings Days Outstanding at Year End (Days)	46.8	44.0	38.5	39.8	36.6

<sup>(1)</sup> Includes flat rate charges for fire lines that are not metered.

<sup>(2)</sup> Active accounts do not include finals, prior owners and turnoffs.

## Operating Results in Brief

The Division of Water was created in 1853 and charged with the responsibility for collecting, treating, pumping and distributing water and providing related water service to customers within its service areas. The Division operates a major public water supply system which serves not only the City of Cleveland, but also 70 suburban municipalities in Cuyahoga, Medina, Summit and Geauga Counties. The Division is an emergency standby provider for systems in 3 other counties. The present service area covers over 640 square miles and serves over 1.5 million people.

In 2007, the aggregate metered consumption of water in the City constituted 33% of the total metered consumption in the service area, while consumption in the direct service communities and master meter communities constituted 56% and 11%, respectively.

Operating revenue in 2007 increased 14.6% to \$240.6 million from \$210.0 million in 2006. A water rate increase of approximately 5.5%, a quarterly customer service charge of \$7 and an increase in metered water consumption of 1.9% attributed to this increase. Operating expenses, exclusive of depreciation, increased 5.5% to \$140.2 million compared to \$132.9 million in 2006. The \$7.3 million increase in operating expenses in 2007 was primarily due to increases in utilities, health care and indirect costs.

	2007	2006	2005	2004	2003
<b>Summary Of Historical Revenues, Expenses And Debt Service</b>					
Operating Revenues	<b>\$240,628</b>	\$209,978	\$222,635	\$209,598	\$203,822
Non-operating Revenues	<b>17,364</b>	13,925	7,719	5,420	6,530
Total Revenues	<b>257,992</b>	223,903	230,354	215,018	210,352
Operating Expenses <i>(exclusive of depreciation)</i> :					
Operations	<b>90,221</b>	84,371	78,314	78,650	86,593
Maintenance	<b>49,989</b>	48,508	45,617	48,371	37,047
Total Operating Expenses <i>(exclusive of depreciation)</i>	<b>140,210</b>	132,879	123,931	127,021	123,640
Net Revenues	<b>117,782</b>	91,024	106,423	87,997	86,712
Debt Service on Outstanding Bonds	<b>50,320</b>	52,995	52,249	50,942	58,348
Balance Available after Payment of Debt Service	<b>67,462</b>	38,029	54,174	37,055	28,364
Coverage of Debt Service on Outstanding Bonds by Net Revenues	<b>2.34</b>	1.72	2.04	1.73	1.49

### Breakdown of Revenues and Expenses for 2007

Revenue:	%	Expenses:	%
Metered Sales-Direct Service Suburbs	54.7	Personnel	38.1
Metered Sales-Cleveland	16.9	Utilities	10.7
Metered Sales-Master Meters	7.9	Chemicals	3.1
Interest	6.7	Maintenance	6.9
Service Fees	1.4	Interest	12.5
Miscellaneous	12.4	Depreciation	19.0
		Supplies & Services	9.7
Total	100.0	Total	100.0

## System and Statistics

### Communities Served

Cleveland

#### Direct Service Suburbs

Bay Village

Beachwood

Bedford Heights

Bentleyville

Boston Heights

Bratenahl

Brecksville

Broadview Heights

Brooklyn

Brooklyn Heights

Brook Park

Brunswick

Brunswick Hills Twp.

Cuyahoga Heights

Euclid

Fairview Park

Garfield Heights

Gates Mills

Glenwillow

Highland Heights

Highland Hills

Hinckley Twp.

Hudson Village

Hunting Valley

Independence

Linndale

Lyndhurst

Macedonia

Maple Heights

Mayfield

Mayfield Heights

Middleburg Heights

Moreland Hills

Newburg Heights

Northfield

Northfield Center Twp.

North Olmsted

North Randall

North Royalton

Oakwood

Olmsted Falls

Olmsted Twp.

Orange

Parma

Parma Heights

Pepper Pike

Reminderville

Richfield Village

Richfield Twp.

Richmond Heights

Rocky River

Sagamore Hills

Seven Hills

Shaker Heights

Solon

South Euclid

Strongsville

Twinsburg

Twinsburg Twp.

University Heights

Valley View

Walton Hills

Warrensville Heights

Westlake

Woodmere

#### Master Meter Suburbs

Bedford

Chagrin Falls

Cleveland Heights

East Cleveland

Lakewood

Gauga County

Portage County

#### Emergency Feed to

Lake County

Portage County

Medina County

Berea

Hudson

North Ridgeville

## Capital Facilities

### MAIN STATIONS

	Crown	Morgan	Baldwin	Nottingham
<b>Capital Facilities</b>				
Raw Water Pumps	6	6	6	8
Low Service Pumps	4	5	--	4
First High Service Pumps	5	6	3	4
Second High Serv. Pumps	--	--	4	4
Raw Water Intake	1	1	1	1
Filters	12	28	20	18
Reservoirs	2	1	1	1

### Capacities (mgd)

	Crown	Morgan	Baldwin	Nottingham
Raw Water Intake	140	200	200	200
Raw Water Pumping	190	340	240*	264
Water Treatment	130	150	165	92
Potable Water Pumping	173	346	150	248
Reservoir (mg)	32.5	20	135	25

\* Kirtland

### SECONDARY PUMP STATIONS

	Pumps	Capacities (mgd)
<b>Second High Service</b>		
Engle Road	5	45.00
Independence	4	11.50
Parma	6	123.90

### Third High Service

Cedar-Winchester	5	27.50
North Royalton	8	38.40
Darrow Road	4	8.00
Green Road	4	23.60
Pearl Road	4	20.60
Pleasant Valley	5	24.00
Shepard	4	6.20

### Booster Pump Stations

Broadway	5	47.90
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### SECONDARY STORAGE FACILITIES

	Type	Capacity (mill. gal.)
<b>Low Service</b>		
Bassett	West Elevated Tower	0.5
<b>First High Service</b>		
Dover	West Elevated Tower	2.0
Parma	West Concrete Reservoir	23.0
Independence	East Steel Tank	3.0
<b>Second High Service</b>		
Pearl Road	West Steel Tank 1	10.0
	Steel Tank 2	5.0
Strongsville	West Elevated Tower	1.0
Pleasant Valley	West Concrete Reservoir	5.0
Brecksville	West Elevated Tower	0.8
Engle Road	West Steel Tank	10.0
Green Road	East Steel Tank 1	10.0
	Steel Tank 2	10.0
North Royalton	West Concrete Reservoir	2.0
	West Concrete Reservoir	3.0

### Third High Service

Keller	West Elevated Tower	1.0
Blossom Hill	West Elevated Tower 1	3.0
	Elevated Tower 2	0.5
Darrow Road	East Elevated Tower	3.0
Ledge	East Elevated Tower	0.5
Kinsman	East Elevated Tower	2.0
South Twinsburg	East Elevated Tower	1.0

## Water Production Summary 2003 - 2007

	2003	2004	2005	2006	2007	%
<b>Total Water Production</b>						
Total Water Production (Billion Gallons)	90.4	85.8	86.2	80.8	<b>86.8</b>	
Maximum Daily Production (Million Gallons)	321.5	285.6	334.6	299.4	<b>340.0</b>	
Average Daily Production (Million Gallons)	247.7	234.5	236.1	221.4	<b>237.8</b>	
Peak Per Hour Pumpage Rate (Million Gallons Per Day)	516.3	465.1	491.4	472.3	<b>501.6</b>	
Minimum Per Hour Pumpage Rate (Million Gallons Per Day)	182.8	168.8	147.2	157.1	<b>169.5</b>	

### Total Production Per Treatment Plant (Billion Gallons)

Crown Waterworks Plant	19.8	18.7	15.6	19.9	<b>20.2</b>	23.3%
Garrett A. Morgan Waterworks Plant	19.5	18.3	23.8	13.2	<b>18.0</b>	20.7%
Baldwin Waterworks Plant	21.7	24.4	22.8	24.1	<b>25.1</b>	28.9%
Nottingham Waterworks Plant	29.4	24.4	24.0	23.6	<b>23.5</b>	27.1%

### Total Water Delivered Per Service District (Billion Gallons)

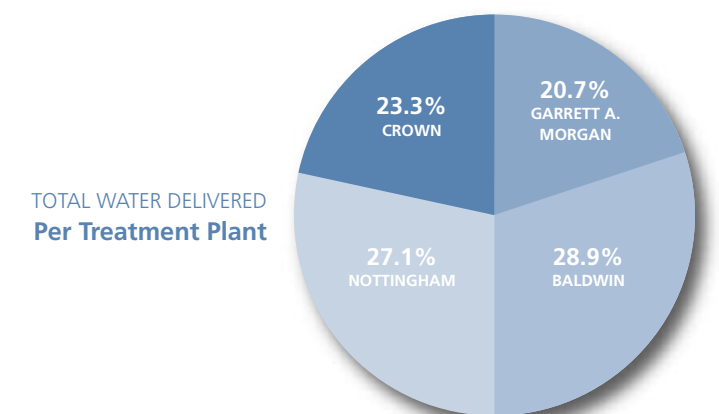
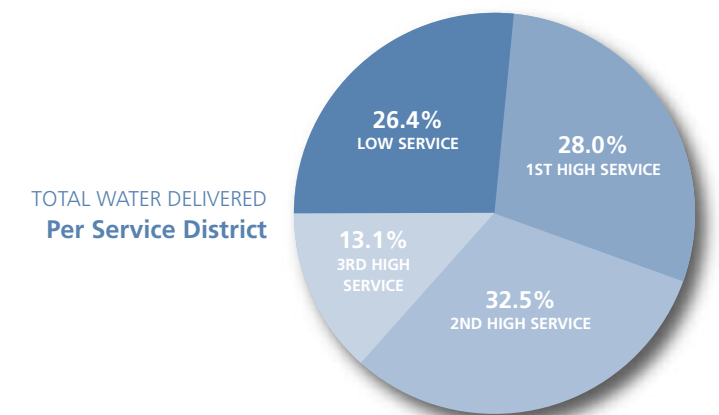
Low Service District	23.6	23.4	22.3	21.3	<b>22.9</b>	26.4%
First High Service District	24.8	24.9	25.1	23.3	<b>24.3</b>	28.0%
Second High Service District	31.6	27.1	28.2	26.0	<b>28.2</b>	32.5%
Third High Service District	10.4	10.4	10.6	10.2	<b>11.4</b>	13.1%

### Water Processed by Secondary Facilities - 2007

Secondary Facility	Net Water Processed (Billion Gallons)
<b>Second High Service</b>	
Engle	1.9
Independence	1.1
Parma	10.0
SubTotal	13.0

### Third High Service

Cedar/Winchester	3.2
North Royalton	2.3
Pearl	1.4
Pleasant Valley	1.5
Shepard	0.6
Darrow	0.2
Green	2.2
SubTotal	11.4
Totals	24.4



## Metered Sales Revenue, Metered Consumption and Total Accounts 2003 - 2007

	2003	2004	2005	2006	2007	%
<b>Metered Sales Revenue</b>	\$187,482,239	\$190,316,017	\$202,615,763	\$192,386,792	<b>\$205,229,724</b>	100%
- City of Cleveland	40,776,703	41,964,433	43,352,327	40,817,633	<b>43,656,578</b>	21%
- Direct Service Suburbs	127,664,116	128,929,209	138,160,997	131,936,706	<b>141,130,403</b>	69%
- Master Meter Suburbs	19,041,420	19,422,375	21,102,439	19,632,453	<b>20,442,743</b>	10%
- Residential Accounts	87,926,339	88,421,793	94,880,867	87,870,045	<b>94,684,675</b>	46%
- Commercial Accounts	80,514,480	82,471,849	86,632,457	84,884,294	<b>90,102,306</b>	44%
- Master Meter Accounts	19,041,420	19,422,375	21,102,439	19,632,453	<b>20,442,743</b>	10%
- Low Service	35,827,401	37,736,697	39,357,515	37,560,872	<b>40,546,501</b>	20%
- First High Service	46,729,055	46,809,339	48,661,335	46,635,693	<b>50,140,451</b>	24%
- Second High Service	61,624,871	61,801,135	66,500,510	62,429,612	<b>65,491,633</b>	32%
- Third High Service	43,300,912	43,968,846	48,096,403	45,760,615	<b>49,051,139</b>	24%
<b>Metered Consumption (MCF)</b>	7,659,809	7,495,612	7,653,955	7,263,178	<b>7,402,852</b>	100%
- City of Cleveland	2,628,753	2,595,019	2,589,264	2,439,491	<b>2,416,435</b>	33%
- Direct Service Suburbs	4,171,537	4,053,529	4,177,284	3,995,999	<b>4,158,323</b>	56%
- Master Meter Suburbs	859,519	847,064	887,407	827,688	<b>828,094</b>	11%
- Residential Accounts	3,786,786	3,663,139	3,737,691	3,486,296	<b>3,636,822</b>	49%
- Commercial Accounts	3,013,504	2,985,409	3,028,857	2,949,194	<b>2,937,936</b>	40%
- Master Meter Accounts	859,519	847,064	887,407	827,688	<b>828,094</b>	11%
- Low Service	2,018,165	1,992,259	2,008,820	1,915,945	<b>1,924,799</b>	26%
- First High Service	2,169,689	2,111,397	2,114,655	2,017,519	<b>2,040,625</b>	28%
- Second High Service	2,269,932	2,211,179	2,282,733	2,139,784	<b>2,187,881</b>	29%
- Third High Service	1,202,023	1,180,777	1,247,747	1,189,930	<b>1,249,547</b>	17%
<b>Total Accounts</b>	415,322	415,012	420,498	417,387	<b>414,449</b>	100%
- City of Cleveland	132,713	130,698	133,243	129,592	<b>128,630</b>	31%
- Direct Service Suburbs	282,609	284,314	287,255	287,795	<b>285,819</b>	69%
- Residential Accounts	400,575	400,232	405,398	402,449	<b>398,934</b>	96%
- Commercial Accounts	14,747	14,780	15,100	14,938	<b>15,515</b>	4%
- Low Service	76,552	75,125	77,367	74,657	<b>76,119</b>	18%
- First High Service	108,643	108,514	109,069	108,354	<b>107,600</b>	26%
- Second High Service	149,832	149,845	150,608	150,311	<b>147,449</b>	36%
- Third High Service	80,295	51,528	83,454	84,065	<b>83,281</b>	20%

## Summary of Metered Sales Revenue, Metered Consumption and Total Accounts - 2007

	Metered Sales Revenues	%	Metered Consumption (MCF)	%	Total Accounts	%
<b>Service District:</b>						
Low Service	\$40,546,501	20%	1,924,799	26%	76,119	18%
1st High Service	50,140,451	24%	2,040,625	28%	107,600	26%
2nd High Service	65,491,633	32%	2,187,881	29%	147,449	36%
3rd High Service	49,051,139	24%	1,249,547	17%	83,281	20%
Totals	\$205,229,724	100%	7,402,852	100%	414,449	100%
<b>Account Type:</b>						
Residential	\$94,684,675	46%	3,636,822	49%	398,934	96%
Commercial	90,102,306	44%	2,937,936	40%	15,515	4%
Master Meter	20,442,743	10%	828,094	11%	N/A	N/A
Totals	\$205,229,724	100%	7,402,852	100%	414,449	100%
<b>Municipality/Account Type:</b>						
Cleveland - Residential	\$19,058,888	9%	1,201,664	16%	123,831	30%
Cleveland - Commercial	24,597,690	12%	1,214,771	17%	4,799	1%
SubTotal	\$43,656,578	21%	2,416,435	33%	128,630	31%
Direct Service Suburbs - Residential	\$75,625,787	37%	2,435,158	33%	275,103	66%
Direct Service Suburbs - Commercial	65,504,616	32%	1,723,165	23%	10,716	3%
SubTotal	\$141,130,403	69%	4,158,323	56%	285,819	69%
Master Meter	20,442,743	10%	828,094	11%	N/A	N/A
Totals	\$205,229,724	100%	7,402,852	100%	414,449	100%

## Largest Customers of the Waterworks System - 2007

Consumer	Number of Accounts	Consumption (MCF)	Metered Sales Revenue	% Total Revenue
Mittal Steel Company	53	241,824	\$4,893,554	2.4
Ford Motor Company	10	89,319	3,112,048	1.5
Cuyahoga Metropolitan Housing Authority	724	101,079	2,054,445	1.0
Stouffer Corporation	5	39,600	1,813,281	0.9
General Cinema	10	27,565	1,260,773	0.6
Alcoa Aluminum Company	7	33,072	1,153,077	0.6
Northeast Ohio Regional Sewer District	15	33,083	1,036,018	0.5
NASA	7	29,745	1,033,639	0.5
Cleveland Clinic Foundation	64	47,641	1,007,548	0.5
Great Lakes Canning	2	19,856	911,510	0.4
<b>Totals</b>	<b>897</b>	<b>662,783</b>	<b>\$18,275,895</b>	<b>8.9</b>

## 2007 Metered Sales Revenue, Metered Consumption and Number of Accounts

Municipality	Metered Sales Revenue	Percentage of Revenue	Metered Consumption (MCF)	Percentage of Consumption	Total Accounts	Percentage of Accounts
Cleveland	\$43,656,578	21.27	2,416,435	32.64	128,630	31.04
<b>Direct Service Suburbs</b>						
Parma	\$10,937,200	5.33	335,285	4.53	30,495	7.36
Solon	7,166,963	3.49	186,160	2.51	8,068	1.95
Euclid	7,153,018	3.49	235,911	3.19	16,160	3.90
Strongsville	6,921,103	3.37	197,589	2.67	15,519	3.74
Brook Park	6,403,190	3.12	197,509	2.67	7,660	1.85
Westlake	6,113,738	2.98	196,914	2.66	10,482	2.53
Shaker Heights	4,569,651	2.23	128,915	1.74	8,599	2.07
Cuyahoga Heights	4,395,280	2.14	169,104	2.28	334	0.08
Brunswick	4,337,784	2.11	117,599	1.59	11,541	2.78
North Olmsted	4,121,177	2.01	141,446	1.91	11,316	2.73
Twinsburg	4,053,142	1.97	100,488	1.36	6,080	1.47
North Royalton	4,043,268	1.97	112,599	1.52	9,668	2.33
Mayfield Heights	3,746,550	1.83	93,550	1.26	5,692	1.37
Beachwood	3,612,846	1.76	85,920	1.16	3,442	0.83
Garfield Heights	3,370,753	1.64	107,736	1.46	11,183	2.70
Rocky River	3,089,996	1.51	102,608	1.39	6,850	1.65
Middleburg Heights	3,024,488	1.47	87,210	1.18	5,673	1.37
Broadview Heights	2,895,882	1.41	75,749	1.02	6,282	1.52
Warrensville Heights	2,848,906	1.39	74,172	1.00	3,758	0.91
Brecksville	2,735,171	1.33	73,047	0.99	5,107	1.23
Maple Heights	2,660,187	1.30	86,398	1.17	9,719	2.34
Parma Heights	2,548,022	1.24	77,354	1.04	6,470	1.56
South Euclid	2,463,095	1.20	79,521	1.07	8,840	2.13
Bedford Heights	2,331,562	1.14	62,225	0.84	2,832	0.68
Lyndhurst	2,172,504	1.06	64,002	0.86	5,918	1.43
Northfield Center Twp.	2,092,391	1.02	56,417	0.76	5,504	1.33
Brooklyn Village	2,067,402	1.01	68,115	0.92	4,070	0.98
Bay Village	1,884,287	0.92	66,790	0.90	6,295	1.52
Fairview Park	1,843,849	0.90	65,287	0.88	6,197	1.50
Independence	1,839,857	0.90	54,659	0.74	3,005	0.73
Macedonia	1,827,265	0.89	48,169	0.65	4,273	1.03
Twinsburg Township	1,734,196	0.85	39,392	0.53	805	0.19
Richmond Heights	1,717,933	0.84	50,190	0.68	3,508	0.85
University Heights	1,494,617	0.73	42,664	0.58	3,586	0.87
Highland Heights	1,471,078	0.72	43,485	0.59	3,359	0.81
Seven Hills	1,450,421	0.71	45,427	0.61	5,135	1.24
Pepper Pike	1,409,676	0.69	35,104	0.47	2,192	0.53
Olmsted Township	1,231,647	0.60	41,430	0.56	2,975	0.72
Walton Hills	973,000	0.47	26,472	0.36	1,048	0.25
Mayfield Village	969,029	0.47	26,551	0.36	1,289	0.31
Olmsted Falls	766,781	0.37	26,828	0.36	2,394	0.58
Moreland Hills	756,232	0.37	18,573	0.25	1,038	0.25
Orange Village	742,122	0.36	17,758	0.24	816	0.20
Newburg Heights	650,633	0.32	20,387	0.28	815	0.20
North Randall	619,836	0.30	15,831	0.21	196	0.05
Oakwood	560,066	0.27	16,619	0.22	1,287	0.31

Municipality	Metered Sales Revenue	Percentage of Revenue	Metered Consumption (MCF)	Percentage of Consumption	Total Accounts	Percentage of Accounts
Gates Mills	545,425	0.27	13,545	0.18	859	0.21
Richfield Township	539,816	0.26	12,707	0.17	505	0.12
Valley View	521,108	0.25	16,719	0.23	902	0.22
Highland Hills	516,191	0.25	12,311	0.17	171	0.04
Northfield	434,180	0.21	12,017	0.16	1,296	0.31
Brooklyn Heights	429,547	0.21	13,868	0.19	728	0.18
Bratenahl	368,852	0.18	11,643	0.16	532	0.13
Hinkley Township	326,825	0.16	8,568	0.12	719	0.17
Reminderville	318,538	0.16	9,112	0.12	1,093	0.26
Hunting Valley	279,906	0.14	6,448	0.09	170	0.04
Woodmere	278,762	0.14	6,424	0.09	169	0.04
Boston Heights	241,482	0.12	5,706	0.08	221	0.05
Glenwillow	154,544	0.08	4,271	0.06	215	0.05
Hudson	124,511	0.06	3,257	0.04	264	0.06
Brunswick Hills Township	89,275	0.04	2,515	0.03	282	0.07
Bentleyville	67,325	0.03	1,959	0.03	152	0.04
Chester Township	37,219	0.02	851	0.01	20	0.00
Berea	26,573	0.01	777	0.01	3	0.00
Linndale	12,528	0.01	470	0.01	53	0.01
<b>Sub-Total</b>	<b>\$141,130,403</b>	<b>68.77</b>	<b>4,158,323</b>	<b>56.17</b>	<b>285,819</b>	<b>68.96</b>

### Master Meter and Emergency Standby Suburbs

Cleveland Heights	\$7,415,322	3.61	285,225	3.85	N/A	0.00
Lakewood	5,914,370	2.88	258,678	3.49	N/A	0.00
East Cleveland	3,481,887	1.70	151,386	2.04	N/A	0.00
Bedford	2,612,715	1.27	99,510	1.34	N/A	0.00
Chagrin Falls	775,075	0.38	25,888	0.35	N/A	0.00
Geauga County	193,776	0.09	5,955	0.08	N/A	0.00
Hudson	22,581	0.01	646	0.01	N/A	0.00
Akron	20,686	0.01	592	0.01	N/A	0.00
Lake County	6,048	0.00	206	0.00	N/A	0.00
Brunswick Hills - Medina	140	0.00	4	0.00	N/A	0.00
Berea	60	0.00	2	0.00	N/A	0.00
Portage County	49	0.00	1	0.00	N/A	0.00
Medina County	35	0.00	1	0.00	N/A	0.00
<b>Sub-Total</b>	<b>\$20,442,743</b>	<b>9.96</b>	<b>828,094</b>	<b>11.19</b>	<b>N/A</b>	<b>0.00</b>

**Total Metered Sales \$205,229,724 100.00 7,402,852 100.00 414,449 100.00**

### Customer Service Charge Revenue:

Cleveland	\$3,584,174
Direct Service Suburbs	8,013,369

Total Customer Service Charge Revenue \$11,597,543

**Total Water Sales \$216,827,267**

## Outstanding Debt

Series	Issued	Original Principal Amount	Purpose	Outstanding as of 12/31/07
Series A	1977	\$ 80,000,000	Waterworks Improvements	\$0
Series B	1983	50,000,000	Waterworks Improvements	0
Series C	1985	57,500,000	Waterworks Improvements	0
Series D	1986	119,065,000	Refunded Series B Bonds and Series C Bonds subject to optional redemption	0
Series E	1987	153,315,000	Waterworks Improvements	0
Series F	1992			
	1992A	172,100,000	Waterworks Improvements	0
	1992B	118,550,000	Refunded a portion of Series E Bonds subject to optional redemption	0
Series G	1993	228,170,000	Refunded a portion of Series A Bonds, Series D Bonds, Series E Bonds and Series F, 1992A Bonds	107,760,000
Series H	1996	204,885,000	Waterworks Improvements and refunded a portion of the Series E Bonds, Series F, 1992A and Series F, 1992B Bonds	14,280,000
Series I	1998	305,650,000	Waterworks Improvements and refunded a portion of the Series E Bonds, Series F, 1992A Bonds and Series H, 1996 Bonds	16,655,000
Series J	2001	92,595,000	Refunded all of the outstanding Series F, 1992A and Series F 1992B Bonds as well as a portion of Series G Bonds and Series H Bonds	56,240,000
Series K	2002	138,050,000	Waterworks Improvements and refunded the Series D Bonds	65,740,000
Series L	2002	90,000,000	Waterworks Improvements	90,000,000
Series M	2004	175,000,000	Refunded portions of the Series H Bonds, Series I Bonds and Series K Bonds	172,335,000
Series N	2005	64,480,000	Refunded portions of the Series H Bonds and Series I Bonds	64,480,000
Series O	2007	143,570,000	Waterworks Improvements	143,570,000
Series P	2007	134,510,000	Refunded portions of the Series I Bonds	135,410,000
OEPA/OWDA Loans			OEPA/OWDA Loans payable annually through 2029	105,392,208
<b>Total</b>				<b>\$971,862,208</b>

## Debt Service Schedule (dollars)

Calendar Year	Total Annual Debt Service	Calendar Year	Total Annual Debt Service	Calendar Year	Total Annual Debt Service
2008	\$69,122,079.00	2017	\$75,196,463.82	2026	\$44,572,029.53
2009	74,624,730.64	2018	62,531,270.17	2027	32,435,725.96
2010	87,414,413.50	2019	62,555,104.41	2028	29,992,072.03
2011	90,209,946.63	2020	62,575,625.99	2029	23,179,931.97
2012	90,181,130.40	2021	62,084,399.74	2030	22,951,715.70
2013	83,756,947.48	2022	49,280,611.96	2031	22,946,182.43
2014	79,436,386.02	2023	49,324,439.04	2032	22,939,425.80
2015	76,693,406.39	2024	48,946,751.90	2033	22,929,895.83
2016	74,834,179.57	2025	48,569,103.61	2034	9,268,375.00

## Average Chemical Values for the Cleveland Division of Water 2007 Finished Water Summary

Results and Maximum Contaminant Levels (MCLs) in milligrams per Liter (mg/L) except as noted.

Contaminant	MCL	Cleveland Water	Contaminant	MCL	Cleveland Water
<b>Volatile Organics</b>			<b>Synthetic Organics</b>		
Benzene	0.005	ND	Alachlor	0.002	ND
Bromobenzene	NR	ND	Atrazine	0.003	ND
Bromochloromethane	NR	ND	Simazine	0.004	ND
Bromomethane	NR	ND	<b>Inorganics</b>		
Carbon tetrachloride	0.005	ND	Aluminum	NR	0.073
Chlorobenzene	0.1	ND	Antimony	0.006	ND
Chloroethane	NR	ND	Arsenic	0.01	ND
Chloromethane	NR	ND	Asbestos (million fibers/Liter)	7	ND
2-Chlorotoluene	NR	ND	Barium	2	ND
4-Chlorotoluene	NR	ND	Beryllium	0.004	ND
Dibromomethane	NR	ND	Boron	NR	0.023
1,2-Dichlorobenzene	0.6	ND	Cadmium	0.005	ND
1,3-Dichlorobenzene	0.6	ND	Chromium	0.1	ND
1,4-Dichlorobenzene	0.6	ND	Cobalt	NR	ND
Dichlorodifluoromethane	NR	ND	Copper (90th percentile) <sup>5</sup>	1.3	0.101
1,1-Dichloroethane	NR	ND	Cyanide	0.2	ND
1,2-Dichloroethane	0.005	ND	Fluoride	4	1
1,1-Dichloroethene	0.007	ND	Iron	NR	0.007
cis-1,2-Dichloroethylene	0.07	ND	Lead (90th percentile) <sup>5</sup>	0.015	0.008
trans-1,2-Dichloroethylene	0.1	ND	Lithium	NR	ND
Dichloromethane	0.005	ND	Manganese	NR	0.003
1,2-Dichloropropane	0.005	ND	Mercury	0.002	ND
1,3-Dichloropropane	NR	ND	Nickel	0.1	ND
2,2-Dichloropropane	NR	ND	Nitrate	10	0.3
1,1-Dichloropropene	NR	ND	Potassium	NR	ND
1,3-Dichloropropene	NR	ND	Selenium	0.05	ND
Ethylbenzene	0.7	ND	Silica	NR	2.6
Hexachlorobutadiene	NR	ND	Sodium	NR	7.7
Isopropylbenzene	NR	ND	Thallium	0.002	ND
4-Isopropyltoluene	NR	ND	Zinc	NR	0.0009
Napthalene	NR	ND	<b>Miscellaneous</b>		
n-Propylbenzene	NR	ND	Chloride	250	18
Styrene	0.1	ND	Color	15	<1
1,1,1,2-Tetrachloroethane	NR	ND	Odor	3	1
1,1,2,2-Tetrachloroethane	NR	ND	Total Dissolved Solids	500	160
Toluene	1	ND	Calcium	NR	33
1,1,1-Trichloroethane	0.2	ND	Magnesium	NR	8.8
Tetrachloroethene	0.005	ND	Total Organic Carbon	TT <sup>4</sup>	1.9
1,2,3-Trichlorobenzene	NR	ND	pH	>7.0	7.0 - 7.6
1,2,4-Trichlorobenzene	0.07	ND	Alkalinity	NR	80
Trichloroethene	0.005	ND	Orthophosphate	>0.8	0.8 - 1.3
1,1,2-Trichloroethane	0.005	ND	Hardness (as CaCO <sub>3</sub> )	NR	120
Trichlorofluoromethane	NR	ND	Turbidity (NTU) <sup>3</sup>	0.3	0.05
1,2,3-Trichloropropane	NR	ND	Total Coliform <sup>2</sup>	<5%	0.54%
Vinyl chloride	0.002	ND	<b>Disinfection By-Products</b>		
Xylenes	10	ND	Total Trihalomethanes	0.08	0.027
<b>Radionuclides</b>			Haloacetic Acids 5	0.06	0.043
Beta Emitters (pCi/L) <sup>1</sup>	50	ND	Organic Halides	NR	94
Alpha Emitters (pCi/L)	15	ND	Haloacetic Nitriles	NR	4.3

ND = Not Detected NR = Not Regulated

<sup>1</sup> EPA considers 50 pCi/L to the level of concern for beta emitters.

<sup>2</sup> Up to 5% monthly of all samples can be positive.

<sup>3</sup> Nephelometric Turbidity Unit - 95% of all samples taken must be less than 0.3 NTU, and no sample may be above 1 NTU.

<sup>4</sup> Treatment technique required rather than the necessity to meet a Maximum Contaminant Level.

<sup>5</sup> Based on first draw samples from customer taps. These are Action Levels rather than Maximum Contaminant Levels.

## Water Rate Schedule 2006 - 2010\*

In dollars per thousand cubic feet of water (MCF) 1 MCF = 7,500 gallons

			2006	2007	2008	2009	2010
<b>Cleveland</b>							
Regular	1st MCF	\$ 8.71	<b>\$9.62</b>	\$10.63	\$11.59	\$12.58	
	Additional MCFs	18.62	<b>20.57</b>	22.73	24.78	26.90	
Homestead	All MCFs	3.87	<b>4.27</b>	4.72	5.15	5.59	
Quarterly Service Charge			<b>7.00</b>	7.00	7.00	7.00	
<b>Direct Service Suburbs</b>							
Low/1st High Service	Regular	1st MCF	15.50	<b>16.35</b>	17.54	18.54	19.50
		Additional MCFs	33.08	<b>34.97</b>	37.50	39.65	41.70
Homestead	All MCFs	6.77	<b>7.26</b>	7.79	8.24	8.66	
	Quarterly Service Charge			<b>7.00</b>	7.00	7.00	7.00
2nd High Service	Regular	1st MCF	17.88	<b>18.76</b>	20.20	21.44	22.64
		Additional MCFs	38.96	<b>40.11</b>	43.19	45.84	48.42
Homestead	All MCFs	8.76	<b>8.33</b>	8.97	9.53	10.06	
	Quarterly Service Charge			<b>7.00</b>	7.00	7.00	7.00
3rd High Service	Regular	1st MCF	20.93	<b>21.55</b>	23.17	24.57	25.91
		Additional MCFs	44.73	<b>46.08</b>	49.55	52.53	55.41
Homestead	All MCFs	11.09	<b>9.56</b>	10.29	10.92	11.52	
	Quarterly Service Charge			<b>7.00</b>	7.00	7.00	7.00
<b>Master Meter Suburbs (All MCFs)</b>							
Bedford		26.58	<b>26.06</b>	28.09	29.84	31.54	
Chagrin Falls		29.05	<b>29.60</b>	31.89	33.86	35.76	
Cleveland Heights		25.18	<b>26.00</b>	28.04	29.79	31.50	
East Cleveland		21.75	<b>22.66</b>	24.33	25.75	27.10	
Lakewood		21.75	<b>22.66</b>	24.33	25.75	27.10	
Geauga County		31.65	<b>32.54</b>	34.84	36.81	38.72	
<b>Emergency Standby Suburbs (All MCFs)</b>							
Berea		27.31	<b>30.16</b>	33.33	36.33	39.44	
Lake County		26.56	<b>29.33</b>	32.41	35.34	38.36	
Lorain County		27.31	<b>30.16</b>	33.33	36.33	39.44	
North Ridgeville		21.75	<b>24.02</b>	26.54	28.94	31.41	
Medina County		31.65	<b>34.96</b>	38.63	42.12	45.72	
Summit County		31.65	<b>34.96</b>	38.63	42.12	45.72	
Hudson Village		31.65	<b>34.96</b>	38.63	42.12	45.72	
Portage County		31.65	<b>34.96</b>	38.63	42.12	45.72	

\* All rates are quarterly rates except Master Meter, which are billed monthly.



