

“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