



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