



## 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,

A handwritten signature in blue ink, appearing to read "Frank G. Jackson".

**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,

A handwritten signature in blue ink, appearing to read "Martin J. Sweeney".

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

A handwritten signature in blue ink, appearing to read "Matt Zone".

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