



What Can a Customer Do Series:

If you have any **questions regarding Cleveland Water** or our affordability programs, please contact us at **216-664-3130** or visit us online at **www.clevelandwater.com**

About Cleveland Water

Mission Statement

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



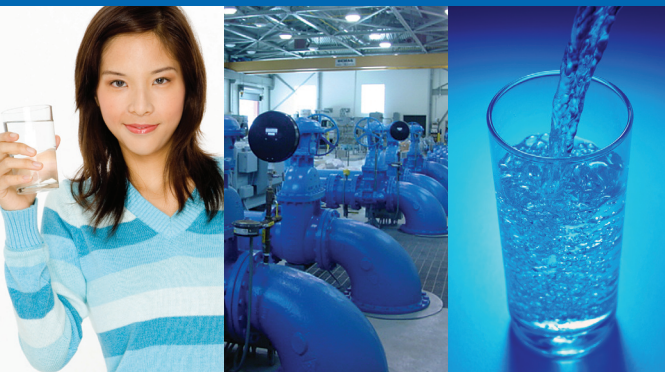
Vital to Our Region's Quality of Life.

Cleveland Division of Water

1201 Lakeside Avenue, Cleveland, Ohio 44114
www.clevelandwater.com



Cleveland 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, Cleveland Water is the largest water system in Ohio and the tenth largest in the United States.

For years, Cleveland Water has served our customers with quality water and courteous customer service, which continues to be our benchmark on how we operate.

Our high quality water sets Cleveland Water apart from other water systems. Each of our four Water Treatment Facilities has their own water intake which is located between 2.5 and 4.5 miles into Lake Erie from the shore. The Crib, which is the only visible water intake we have, supplies 165 million gallons of water each day into the Kirtland Pump Station, and serves as a visible reminder for us of the natural resource we often take for granted.

The product we produce is considered to be above national standards. To ensure we continue to produce the best possible water, we continue to invest in new, state-of-the-art-technology that meets and exceeds all standards. Each of our plants goes beyond EPA regulations in several key areas, because we take water quality very seriously. In fact, many water bottling and water intensive companies choose Cleveland Water due to our reliable supply of high quality water.

More than 1,000 employees stand dedicated to maintaining a superior product with high quality service. Everyday, our employees work in different areas and fields to ensure your water service is delivered without interruption. We have field crews working around the clock to repair any disruption of service as quickly as possible in Cleveland and the surrounding suburbs. These individuals, men and women come together to achieve one goal of supplying our customers with one of the greatest natural resources we have. Cleveland Water remains a critical partner in the growth of our region and has done so for over 150 years. Cleveland Water... Vital to our region's quality of life.

Important contact information:

- **Customer Service: 216-664-3130**
- **Emergency: 216-664-3060**
- **Website: www.clevelandwater.com**