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For Immediate Release

Cleveland Division of Water Activates Its New Customer Billing System

September 28, 2009 – Today, the Cleveland Division of Water (CWD) transitioned to a new billing system. In an effort to meet our customer's expectations, Cleveland Water invested in a new billing system which is cost effective and more efficient to operate. The system enables CWD to offer more services and options to its customers, including, accepting payments online and over the phone, and giving customers options to view their accounts and billing history.

"This new system is just another step in the right direction for us as we continue to improve our customer service efforts" says Barry Withers, Interim Director of Public Utilities.

With the new system going live today, CWD customers will begin to receive their new bills which have been reformatted. This new bill will allow CWD to communicate more information to our customers than the previous one. With the new bill design, customers will now know how much water they use and more importantly, how much they are charged. The new bill also incorporates the fees of the Northeast Ohio Regional Sewer District, thus saving the Division and our customers on the cost of postage, billing and processing of payments.

Some additional features on the new bill include:

- Consumption charts
- Types of Meter Readings: Actual vs. Estimated
- Meter Reading Details
- Rates and Calculations

"We are pleased at the fact that the new billing system has been put into place," said Chris Nielson, Commissioner of Cleveland Division of Water. "We are looking forward to working with our customers once they receive their new bill and monitoring the system to ensure everyone receives the service they deserve."

Over the next couple of weeks, customers will continue to receive information to help them understand what changes to expect with their new bill. **Please note, customers will not be able to pay online until they receive their newly formatted bill with their new customer account number.** With these exciting new changes and more to come, the Cleveland Division of Water continues to put the focus on its customers. At CWD, we are dedicated to providing first class customer services...one customer at a time.

To find out more about our services, go to www.clevelandwater.com