



Cleveland Water

2024 ANNUAL REPORT



JUSTIN M. BIBB
Mayor

From the Mayor

Lake Erie is one of our city's and our region's most valuable natural assets. It serves not only as a source of recreation and economic growth, but also as the primary provider of our drinking water.

Equally important is the dedication of Cleveland Water, our region's trusted utility that ensures 1.4 million customers across Northeast Ohio receive high-quality drinking water and benefit from this vital resource.

In 2024, two of Cleveland Water's water treatment plants received the 20-Year Directors Award for Water Treatment from the Partnership for Safe Water in recognition of their outstanding commitment to providing high-quality water. This esteemed award reflects Cleveland Water's ongoing dedication to treating and distributing reliable, potable water to the City of Cleveland and surrounding communities. We are truly fortunate to have a water utility that continues to serve our region with care and excellence.

The 2024 Cleveland Water Annual Report highlights the meticulous work undertaken by Cleveland Water and its commitment to fiscal responsibility, efficient operations, and cost-saving measures. I encourage you to review it and learn more about Cleveland Water's vital role in our city's well-being.

Sincerely,

A handwritten signature in black ink, appearing to read "J. M. Bibb". The signature is fluid and cursive, with a horizontal line underneath the letters.

Justin M. Bibb

Mayor, City of Cleveland



BLAINE A. GRIFFIN
Council President



BRIAN KAZY
Council Member
Utilities Committee Chairman



MARTIN J. KEANE
Director of Public Utilities



ALEX MARGEVICIUS
Commissioner of Cleveland Water

From Cleveland City Council

Cleveland Water’s commitment to providing the residents of Cleveland and surrounding suburbs with exceptional service and a reliable supply of drinking water is invaluable. From infrastructure investments to emergency maintenance, Cleveland Water ensures that its 1.4 million customers across 80 communities can receive great-tasting drinking water at an affordable cost.

Beyond providing water, Cleveland Water’s active presence at community festivals, fairs, and events makes it accessible to its customers. These events help it raise awareness of the value of drinking water, engage with residents, assist customers, and share information about current projects.

This year, Cleveland Water has demonstrated a continued commitment to delivering high-quality water and connecting with the community. The 2024 Cleveland Water Annual Report highlights the results of these commitments, including financial performance, water quality, and infrastructure investment. We encourage you to review the report and share it with other Clevelanders.

Sincerely,

Blaine A. Griffin

Council President

Brian Kazy

Council Member, Ward 16
Utilities Committee Chairman

From the Director & Commissioner

As the 10th largest public water system in the country, Cleveland Water takes great pride in providing high-quality, reliable water to our 1.4 million customers.

Our customers are and will remain our top priority. To best serve them, it is essential that we continually make improvements and invest in our infrastructure. In 2024, we completed the first year of our proactive Lead Service Line Replacement (LSLR) Program. This infrastructure work is in addition to the several actions we take to protect our customers and their families from the risk of lead.

We understand that infrastructure upgrades and lead service line replacement work can be costly, which is why we have aggressively pursued funding at the state and federal levels. In its first year, the LSLR Program was awarded \$31 million in Bipartisan Infrastructure Law funding.

As an organization, Cleveland Water is dedicated to being a leader in our industry and our communities. Going forward, we will continue to put our customers first by protecting their safety, supporting their needs, and improving their experience with us.

Sincerely,

Martin J. Keane

Director of Public Utilities

Alex Margevicius

Commissioner of Cleveland Water



Suburban Water Main Renewal Program Awards 20 Projects in 2024

Twice annually, in April and September, Cleveland Water awards funding for water main projects in direct service suburban communities through the Suburban Water Main Renewal Program (SWMRP), providing these communities with a mechanism to have their water mains replaced at no direct cost to them. In 2024, Cleveland Water awarded 20 projects to 10 suburban communities, replacing over 26,000 feet of water mains. These awards are part of Cleveland Water's \$25 million annual capital investment in buried infrastructure.

The SWMRP was launched in partnership with the Suburban Water Council of Governments, the advisory body representing the suburbs Cleveland provides water to. The intent of the program is to renew and replace water infrastructure in direct service suburbs to reduce water loss, lower maintenance costs, and provide enhanced customer service.

From its inception in 2007 through 2024, the SWMRP has funded 486 projects and replaced over 850,000 feet of water mains at an investment of approximately \$250 million.

Bay Village Joins the Suburban Water Main Renewal Program

On July 25, 2024, the city of Bay Village became the 39th community to join the Suburban Water Main Renewal Program.

In September 2024, Bay Village was awarded roughly \$660,000 for two water main projects, replacing just over 1,900 feet of water mains.



Cleveland Water Wraps Up First Year of Lead Service Line Replacement Program

In 2023, Cleveland Water established an ambitious program to replace lead service lines, helping to continue our mission of providing customers with high-quality, reliable drinking water.

The Lead Service Line Replacement (LSLR) Program is backed by Bipartisan Infrastructure Law (BIL) funding. In 2021, the federal government passed the BIL, which gave Cleveland Water the opportunity to apply for funding to support infrastructure projects. In its first year, the LSLR Program was awarded \$31 million in BIL funding.

The LSLR Program replaced its first lead service line using BIL funding on August 7, 2023. Throughout 2023, Cleveland Water reduced the number of potential lead service lines in its service inventory by more than 1,500 connections.

In 2024, that number more than tripled. Using BIL money, Cleveland Water was able to reduce the number of lead service lines in our service inventory by roughly 5,500 connections from January 2024 to December 2024.

Cleveland Water will continue to actively seek out funding to replace lead service lines and grow the LSLR Program in the years to come.



A Pair Of Plants Receive Award

In June 2024, our Garrett A. Morgan and Crown Water Treatment Plants received the 20-Year Directors Award for Water Treatment from the Partnership for Safe Water.

The Partnership for Safe Water is a voluntary effort between six drinking water organizations and more than 250 water utilities to maintain higher water quality standards than those required by law. As part of our participation in the Partnership, Cleveland Water conducts annual performance and operational assessments of all four of our water treatment plants. These assessments are reviewed by a team of utility peers and optimization experts to determine whether the information meets the criteria for advanced certification.

The 20-Year Directors Award for Water Treatment recognizes Cleveland Water's commitment to providing high-quality, reliable water to customers and optimizing our treatment plants and distribution system operations and performance.

2024 CLEVELAND WATER SERVICE AREA

At Cleveland Water, we are proud to provide water to 80 communities throughout Northeast Ohio. In terms of water rates, we divide our service area into four zones. These zones are determined by your distance and elevation from the lake. The farther you are from the lake, the higher your water rates will be because it costs more to pump water to your home. Use the map below to see where your home, business, or community falls in our service area and rate zones.

Direct Service

Bay Village
Beachwood
Bedford Heights
Bentleyville
Boston Heights
Bratenahl
Brecksville
Broadview Heights
Brooklyn
Brooklyn Heights
Brook Park
Brunswick
Brunswick Hills Township
Chester Township
Cleveland
Cleveland Heights
Cuyahoga Heights
East Cleveland
Euclid
Fairview Park
Garfield Heights
Gates Mills
Glenwillow
Highland Heights
Highland Hills
Hinckley Township
Hudson

Hunting Valley
Independence
Linndale
Lyndhurst
Macedonia
Maple Heights
Mayfield
Mayfield Heights
Middleburg Heights
Moreland Hills
Newburgh Heights
North Olmsted
North Randall
North Royalton
Northfield
Northfield Center Township
Oakwood
Olmsted Falls
Olmsted Township
Orange
Parma
Parma Heights
Pepper Pike
Reminderville
Richfield Village
Richfield Township
Richmond Heights
Rocky River

Russell Township
Sagamore Hills Township
Seven Hills
Shaker Heights
Solon
South Euclid
Strongsville
Twinsburg
Twinsburg Township
University Heights
Valley View
Walton Hills
Warrensville Heights
Westlake
Woodmere
Master Meter
Aurora
Bainbridge Township
Bedford
Chagrin Falls
Chagrin Falls Township
Lakewood
South Russell Township
Emergency Standby
Berea
Lake County
Medina County

SUMMARY OF HISTORICAL REVENUES, EXPENSES, AND DEBT

Year ended December 31 (dollars in thousands)

	2020	2021	2022	2023	2024
Operating Revenues	\$327,261	\$325,793	\$319,745	\$317,379	\$331,595
Non-Operating Revenues	3,055	360	6,526	28,661	28,292
Total Revenues	330,316	326,153	326,271	346,040	359,887
Operations Expenses	124,524	120,676	118,856	118,662	127,180
Maintenance Expenses	65,340	72,240	70,127	70,940	75,977
Total Operating Expenses (exclusive of depreciation)	189,864	192,916	188,983	189,602	203,157
Net Revenues	140,452	133,237	137,288	156,438	156,730
Debt Service on Outstanding Bonds	32,568	41,550	41,482	41,587	41,524
Balance Available After Payment of Debt Service	107,884	91,687	95,806	114,851	115,206
Coverage of Debt Service on Outstanding Bonds by Net Revenues	4.31	3.21	3.31	3.76	3.77

BREAKDOWN OF REVENUE

REVENUE	2024
Billed Sales - Direct Service Suburbs	51%
Billed Sales - Cleveland	17%
Billed Sales - Master Meter & Emergency	3%
Fixed Fee Charges	15%
Other Revenue	14%
Total	100%

BREAKDOWN OF EXPENDITURES

EXPENSES	2024
Personnel	25%
Utilities	9%
Contractual Services	5%
Materials & Supplies	7%
Maintenance	9%
Claims, Refunds, Other	2%
Interdepartmental Service Charges	4%
Interfund Subsidies	0%
Capital Expense	17%
Debt Payments	22%
Total	100%

CONDENSED STATEMENT OF NET POSITION

Year ended December 31 (dollars in thousands)

	2020	2021	2022	2023	2024
Assets					
Capital Assets, Net	\$1,728,408	\$1,723,717	\$1,706,242	\$1,731,320	\$1,800,642
Noncurrent Assets	0	7,375	15,424	792	3,985
Restricted Assets	34,945	47,012	48,181	49,809	110,226
Current Assets	489,798	496,183	520,873	536,051	552,535
Total Assets	2,253,151	2,274,287	2,290,720	2,317,972	2,467,388
Deferred Outflows	46,027	35,218	34,002	68,390	44,292.00
Net Position					
Net Investment in Capital Assets	1,228,048	1,259,910	1,291,552	1,349,001	1,420,567
Restricted for Capital Projects	68	0	0	9,513	11,983
Restricted for Debt Service	31,078	43,210	44,177	45,546	45,942
Restricted for Pension and OPEB Assests	0	0	0	792	3,985
Unrestricted	309,456	367,394	410,900	425,860	446,012
Total Net Position	1,568,650	1,670,514	1,746,629	1,830,712	1,928,489
Liabilities					
Long-Term Liabilities	631,537	505,289	432,321	463,891	483,192
Current Liabilities	72,307	83,370	87,593	86,113	93,480
Total Liabilities	703,844	588,659	519,914	550,004	576,672
Deferred Inflows	26,684	50,332	58,179	5,646	6,519

SELECT OPERATING INFORMATION

	2020	2021	2022	2023	2024
Total Water Sales (dollars in thousands)	\$300,670	\$296,826	\$291,302	\$288,040	\$301,900
Total Metered Accounts	432,420	432,935	433,690	434,688	434,659
Total Annual Water Production (million gallons)	71,918	73,559	76,626	74,708	75,070
Average Daily Water Production (million gallons per day)	197	202	209	204	205
Maximum Daily Water Production (million gallons per day)	269	233	254	251	249
Annual Metered Consumption (1,000 MCF*)	5,561	5,530	5,751	5,306	5,391
Number of Employees	1,023	986	916	894	886

*MCF equals one thousand cubic feet of water

COLLECTION PERFORMANCE INFORMATION

(dollars in thousands)

	2020	2021	2022	2023	2024
Customer Billings	\$307,444	\$305,373	\$299,878	\$296,580	\$310,305
Account Collections	287,016	289,322	284,185	283,219	294,358
Accounts Receivable Balance at Year End, Net	43,959	47,303	49,256	48,692	51,393
Average Daily Billings	842	837	822	813	850
Account Receivable Outstanding Over 90 Days at Year End	19,462	24,947	25,960	26,667	25,951
Accounts Receivable Turnover (times)	7	6.5	6.1	6.1	6.0

MONTHLY WATER RATE SCHEDULE FOR DIRECT SERVICE ACCOUNTS

Fixed Charge*	2024	2025	2026	2027	2028	2029
Homestead (all meter sizes)	\$6.00	\$6.20	\$6.25	\$6.25	\$6.25	\$6.25
5/8" to 1" Meter	9.50	9.85	9.90	9.90	9.90	9.90
1-1/2" to 2" Meter	18.70	19.35	19.45	19.45	19.45	19.45
3" to 4" Meter	63.50	65.70	66.05	66.05	66.05	66.05
6" Meter	112.90	116.85	117.45	117.45	117.45	117.45
8" Meter	169.30	175.25	176.15	176.15	176.15	176.15
10" Meter	215.10	222.65	223.75	223.75	223.75	223.75
12" Meter	257.50	266.50	267.85	267.85	267.85	267.85

Water Consumption Charges** (expressed in dollars per MCF)		2024	2025	2026	2027	2028	2029
City of Cleveland	0 to 0.2 MCF	\$22.65	\$23.44	\$24.32	\$25.23	\$26.18	\$27.16
	Additional MCFs	38.49	39.84	41.33	42.88	44.49	46.16
Homestead	All MCFs	14.72	15.24	15.81	16.40	17.02	17.66
Low and 1st High Service Suburbs	0 to 0.2 MCF	29.45	30.48	31.62	32.81	34.04	35.32
	Additional MCFs	50.04	51.79	53.73	55.74	57.83	60.00
Homestead	All MCFs	19.13	19.80	20.54	21.31	22.11	22.94
2nd High Service Suburbs	0 to 0.2 MCF	36.23	37.50	38.91	40.37	41.88	43.45
	Additional MCFs	61.61	63.77	66.16	68.64	71.21	73.88
Homestead	All MCFs	23.55	24.37	25.28	26.23	27.21	28.23
3rd High Service Suburbs***	0 to 0.2 MCF	41.89	43.36	44.99	46.68	48.43	50.25
	Additional MCFs	71.22	73.71	76.47	79.34	82.32	85.41
Homestead	All MCFs	27.23	28.18	29.24	30.34	31.48	32.66

MONTHLY MASTER METER WATER RATE SCHEDULE

Water Consumption Charges by Community (expressed in dollars per MCF)	2024	2025	2026	2027	2028	2029
Bedford	\$37.97	\$39.30	\$40.77	\$42.30	\$43.89	\$45.53
Chagrin Falls	43.90	45.44	47.14	48.91	50.75	52.65
Lakewood	30.85	31.93	33.13	34.37	35.66	37.00
Geauga County	44.09	45.63	47.34	49.12	50.96	52.87

EMERGENCY STAND-BY WATER RATE SCHEDULE

Water Consumption Charges by Community (expressed in dollars per MCF)	2024	2025	2026	2027	2028	2029
Berea	\$37.97	\$39.30	\$40.77	\$42.30	\$43.89	\$45.54
Lake County	30.85	31.93	33.13	34.37	35.66	37.00
Medina County	44.09	45.63	47.34	49.12	50.96	52.87
Hudson	44.09	45.63	47.34	49.12	50.96	52.87
Portage County	42.60	44.09	45.74	47.46	49.24	51.09

1 MCF = 1,000 cubic feet = 7,480 gallons

All rates effective January 1 of each year.

* Fixed Charge for Compound Meters is based upon the larger size.

** Water Consumption Charges are prorated if a billing cycle covers a multi-year period.

*** Includes all direct service communities in Medina, Summit, and Geauga Counties.



2024 DIRECTORY OF OFFICIALS

City of Cleveland

- Justin M. Bibb** Mayor
- Bonita G. Teeuwen** Chief Operating Officer
- Bradford Davy** Chief of Staff
- Sarah Johnson** Chief Communications Officer
- Ryan Puente** Deputy Chief of Staff Officer /
Chief of Government Affairs
- Michele Pomerantz** Chief of Education
- Jeff Epstein** Chief of Integrated Development
- Sonya Pryor-Jones** Chief of Youth & Family
Services

Cleveland City Council

- Blaine A. Griffin** President of Council
- Patricia J. Britt** Clerk of Council
- Joseph T. Jones** Ward 1
- Kevin L. Bishop** Ward 2
- Kerry McCormack** Ward 3
- Deborah A. Gray** Ward 4
- Richard A. Starr** Ward 5
- Blaine A. Griffin** Ward 6
- Stephanie D. Howse-Jones** Ward 7
- Michael D. Polensek** Ward 8
- Kevin Conwell** Ward 9
- Anthony T. Hairston** Ward 10
- Danny Kelly** Ward 11
- Rebecca Maurer** Ward 12
- Kris Harsh** Ward 13
- Jasmin Santana** Ward 14
- Jenny Spencer** Ward 15
- Brian Kazy** Ward 16
- Charles J. Slife** Ward 17

Department of Public Utilities

- Martin J. Keane** Director
- Danielle Graham** Executive Commissioner
- Catherine Troy** Chief Financial Officer
- Margreat Jackson** Chief of Public Affairs
- Mark Lasic** Chief Information Officer
- Joe Novak** Chief of Safety

Cleveland Water

- Alex Margevicius** Commissioner of Water
- Juan Elliott** Chief of Water Distribution
- Laquita Johnson** Chief of Customer Account
Services
- Maggie Rodgers** Manager of Plant Operations
- José Hernandez** Manager of Engineering



Cleveland Water

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clevelandwater.com

