

#ONEWATERSTRONG

CHARLOTTE WATER

MISSION

Charlotte Water provides reliable, high-quality services to our community through valued employees, financial stability, and environmental stewardship.

VISION

To be a leading water utility, recognized for excellence and dedicated to our people, community, region, and environment

COMMITMENT

Charlotte Water is committed to diversity, equity, and inclusion. We believe this commitment will help us identify and overcome systemic inequities and their impacts on our employees and the communities we serve. We pledge to do this by being inclusive, providing accessible services, and empowering action through partnerships.



SUSTAINABILITY

Regulatory compliance
to protect residents and
waterways



INFRASTRUCTURE FOR THE FUTURE

Support growth, mobility,
accessibility and reliability



EQUITY & INCLUSION

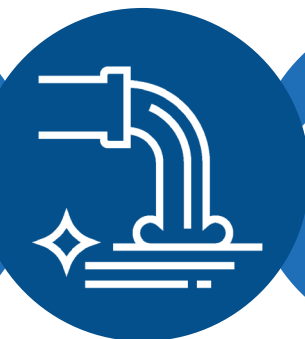
Provide services
equitably for
the benefit of all

FISCAL YEAR 2022 STATISTICS



117.5

million gallons of water
pumped on average
each day



79.8

million gallons of
wastewater treated
on average each day



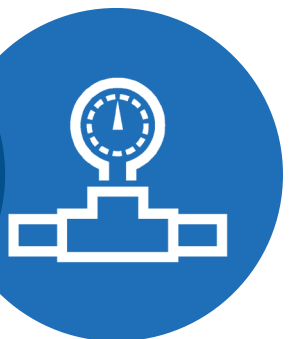
9,051

miles of water and
wastewater pipes
maintained



585

water main leaks
repaired



319,999

active and inactive
meters

AAA Rated by Moody's Investors Service, Fitch, and Standard & Poor's Financial Services

A gallon of water costs less than \$0.03

\$407.9 Million invested in capital project improvements

PROPOSED FY24 BUDGET

TOTAL FY24 BUDGET:

~\$568 million

ACHIEVEMENTS:

NACWA Awards at all
Wastewater Treatment Plants

Regulatory Compliance –
No drinking water violations

Completed Reimagining
Water Service Delivery Study

Embedded water team
member with Meck DSS

More than \$6.2M in financial
assistance to customers



39% Operating
\$221,654,301



61% Capital
\$ 346,361,403

FY24-28 CAPITAL INVESTMENT PROGRAM \$2.63 Billion



58% CAPACITY FOR
GROWTH



24% REHABILITATION
& REPLACEMENT



11% REGULATORY
REQUIREMENTS



3%
UTILITY
SUPPORT



4%
COMMITMENT
TO PUBLIC
PROJECTS

April 2023