



Keeping our Great Lake
great

NORTHEAST OHIO REGIONAL SEWER DISTRICT

OUR ONE-PAGE 2009 ANNUAL REPORT

BOARD OF TRUSTEES 2009



(left to right)
Darnell Brown, President
Mayor Gary W. Starr, Vice President
Mayor Dean E. DePiero, Secretary
Mayor Thomas J. Longo
Sheila J. Kelly
Walter O'Malley
Ronald D. Sulik

See our 2010 Board members and profiles at neorsd.org/board.

SENIOR STAFF 2009

- Julius Ciaccia, Executive Director**
- F. Michael Bucci, Deputy Executive Director**
- Marlene Sundheimer, Director of Law**
- Jennifer Demmerle, Director of Finance**
- Douglas Dykes, Director of Human Resources**
- Frank Greenland, Director of Watershed Programs**
- Constance Haqq, Director of Administration & External Affairs**
- David McNeeley, Director of Operations & Maintenance**
- Kellie Rotunno, Director of Engineering & Construction**
- Humberto Sanchez, Director of Information Technology**

Celebrating 40 years of progress

June 22 marked the 40th anniversary of the 1969 Cuyahoga River fire, the event most closely linked with the creation of NEORSD. In 2009, we partnered with local agencies who helped in the revitalization effort to coordinate a celebration at Settlers Landing in the Flats. Political figures, musicians, and residents joined us to celebrate the accomplishments of our employees since 1972.



New program promotes small businesses

Also in June, NEORSD began advertising contracts with new goals for small-business involvement. The SBE program is an effort to expand economic opportunities for small and disadvantaged businesses in Northeast Ohio. As of December 2009, more than 520 businesses were certified as NEORSD SBEs.



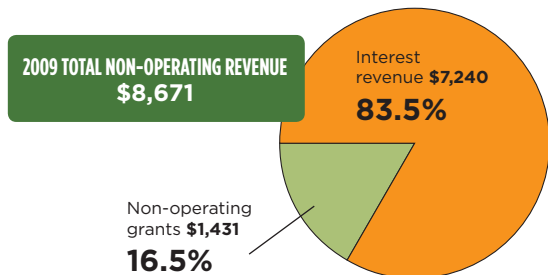
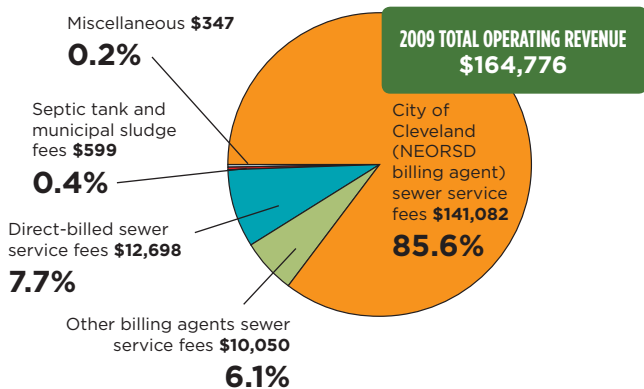
Rare find in Cuyahoga

In August, during a routine Cuyahoga River sample collection, a NEORSD investigator made an historic find: a living freshwater mussel which, according to the *Cleveland Plain Dealer*, was the first such discovery in more than 50 years—a sign of the Cuyahoga's ongoing rebirth and improving water quality.

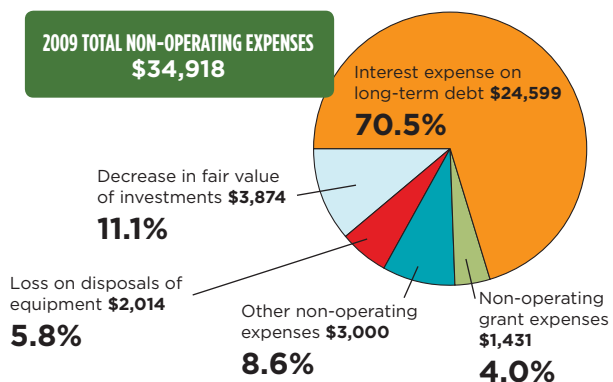
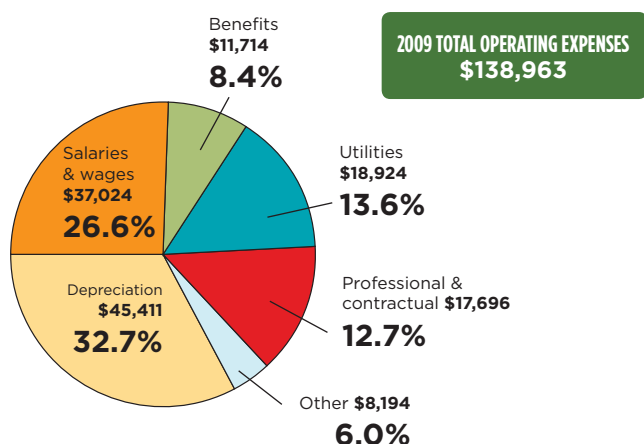


Northeast Ohio Regional Sewer District
3900 Euclid Avenue | Cleveland, OH 44115
neorsd.org | wheredoesitgo.org

► REVENUES (in thousands)



► EXPENSES (in thousands)



FINANCIAL HIGHLIGHTS as of 12.31.09

Assets exceeded liabilities by **\$1,279,588,996**
 Retirements of debt principal were **\$38,480,127**
 Operating revenue increased by **\$2,505,421**
 Operating expenses increased by **\$2,802,514**

Employee programs

In the spring, 73% of employees completed a survey to help establish a baseline for Diversity & Inclusion efforts, and a three-year D&I strategic plan was developed.

Human Resources developed a Performance Management System and a pilot Wellness Program.

Organization & Employee Development worked with a cross-functional team to develop an employee recognition program, including an Employee of the Month initiative.

Stormwater Management Program



While our Stormwater Management Program planning has been underway for some time, 2009 was a big year: NEORS staff met with officials from our 61 member communities, we garnered support for our legal authority to undertake this new service, established a fee and billing structure, drafted the official Title V language, and held public meetings to present the plan to our customers.

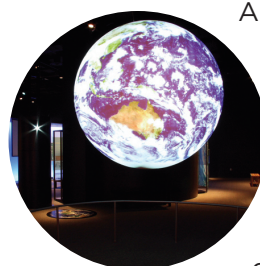
Awards

Our wastewater treatment plants earned Peak Performance awards from the National Association of Clean Water Agencies for permit compliance.

The Ohio Water Environment Association presented Safety Awards to our Easterly facility and Sewer System Maintenance and Operation staff.

For a 14th consecutive year, the Government Finance Officers Association of the United States and Canada awarded a Certificate of Achievement for Excellence in Financial Reporting for our 2008 Comprehensive Annual Financial Report. The GFOA also awarded its Distinguished Budget Presentation Award to NEORS for a third year in a row.

International exhibit comes to Cleveland



An exhibit of global proportions, *Water: H₂O=Life* opened at the Great Lakes Science Center in November (and ran through April 2010), thanks in part to the support and educational contributions of NEORS. The exhibit included more than 500 square feet of displays NEORS designed to communicate our local water story.

District manages finances responsibly

Despite the economy, NEORS has remained in stable condition, and ended 2009 under budget. Even though total revenues were slightly below the 2009 adopted budget, NEORS kept operating expenses to a minimum.

NEORS maintained its cash reserves and was in compliance with all bond covenants.