

The Sewer District has scheduled new sewer rates for 2017-2021, to fund major construction projects and increased costs for operations and maintenance.

How are sewer rates determined?

When utilities talk about rates and fees, customers are quick to add their two cents to the discussion. And rightfully so! Rates and fees affect your wallets.

Your sewer rate is based on the amount of water you use at home, measured in "MCF." (1 MCF = 1,000 cubic feet of water = 7,480 gallons.)

Typically, sewer rates change every year; the Sewer District's have increased every year since 1990. We conduct rate studies that help us prioritize the projects, personnel, and obligations required to keep clean water flowing and keep our Great Lake great. We also factor in the cost of natural resources, and population and income trends across our service area.

The result is a five-year rate schedule adopted by our Board of Trustees that allows us to do the work we set out to do. Your sewer bill is an investment in that work.

HOW YOUR SEWER BILL IS SPENT

Every dollar you pay on your sewer bill is divided between daily operation and maintenance (about 49¢ of every dollar), and construction and loan repayment (the other 51¢).

One major and important construction program, **Project**

Clean Lake, is aimed at reducing Lake Erie pollution by 4 billion gallons a year. It's a very expensive, federally-mandated program, one expected to cost \$3 billion over 25 years. Over the next five years, about 38¢ of every sewer-bill dollar will go towards Project Clean Lake.



While we have already realized long-term savings on some Project Clean Lake projects, the size of the investment—and the EPA's regulatory demands we must meet—represent a significant portion of your bill.

Nobody likes higher utility bills. When it comes to sewers, billions of dollars are needed to maintain an aging but reliable system.

And while conservation efforts and population loss in Greater Cleveland have resulted in less water being consumed, the infrastructure (tunnels, treatment plants, etc.) required to transport, clean, and return that water to Lake Erie is still very big.

OUR RESPONSIBILITY

The Sewer District recognizes the impact that rising rates have on our customers, and we work to balance our clean-water obligations with affordability. It also means that the Sewer District must ensure you are getting the most for your money. We continue to look for ways to reduce project costs and invest your dollars wisely.

WHAT DOES MY SEWER BILL PAY FOR?

WASTEWATER TREATMENT

The Sewer District's wastewater management protects the health and environment of our region while enhancing quality of life. Our seven pump stations and three wastewater treatment plants process an average of 90 BILLION GALLONS PER YEAR.



We also are responsible for environmental and industrial monitoring and watershed protection and planning.

MORE

YOUR SEWER DOLLAR



49¢ OPERATION & MAINTENANCE



51¢ CONSTRUCTION & LOANS

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NEW MONTHLY BILLING*

Starting January 2017, to help you budget more easily, you will receive your sewer bill each month, instead of quarterly.

* For Cleveland Water customers

WHAT DOES MY SEWER BILL PAY FOR? *(cont.)*

REPAIRS AND UPGRADES

Almost 300 MILES OF PIPES (ranging from 8 inches to 20 feet in diameter) make up the District's sewer system. Some pipes are more than 100 years old! Each year, we respond to about 4,000 maintenance or repair work orders.

We must constantly plan for chemical and fuel needs and equipment improvements to achieve effective and efficient results.



REDUCING SEWAGE DISCHARGES

Since 1972, our tunnel construction projects have drastically reduced the amount of raw sewage entering our region's waterways—down from 9 billion gallons to 4.5 billion gallons annually. With Project Clean Lake, we are further reducing sewage discharges by building gigantic storage tunnels that hold the flow until our treatment plants can treat it.



COST-SAVING PROGRAMS

HOMESTEAD

Available to customers 65+, or under 65 and totally disabled. Income limits change annually. Apply at neorsd.org/save

WASTEWATER AFFORDABILITY

Eligibility criteria is based on income and number of people in your household. Details at neorsd.org/rates

SUMMER SPRINKLING

Bases summer water consumption on winter use, unless actual summer consumption is lower. neorsd.org/summer

CRISIS ASSISTANCE

Is a change in marital status, employment, or medical bills affecting your ability to pay your sewer bill? Learn more at neorsd.org/save

CONTACT YOUR BILLING AGENT FOR DETAILS:

BEREA:
(440) 891-3308

CLEVELAND HEIGHTS:
(216) 291-5995

NORTH ROYALTON:
(440) 582-6234

CLEVELAND OR
OTHER SUBURBS:
(216) 881-8247

Other sewer and funding facts

FEDERAL FUNDING

Throughout the 1970s and '80s, sewer rates were kept low thanks to federal grants for infrastructure. That funding largely dried up in the 1990s. The chance of additional funding from the federal government any time soon? Highly unlikely. That means our customers will continue to bear most of the cost of our clean-water work.

WE TREAT MORE THAN WE BILL

Of the total volume of wastewater we treat, less than 40% is the result of our customers' water use, as measured directly by a water meter. The other 60% is from indirect water flows that find their way into our sewer system through stormwater runoff from streets and infiltration into sewer pipes.

STORMWATER PROGRAM

The Sewer District is also responsible for addressing regional problems (flooding, streambank erosion, pollution) that occur when rain and melted snow flows from one community to another.

Our **Stormwater Management Program** provides a regional solution to problems that cross community boundaries and borders, as stated in the District's founding court order (1972). To fund this work, a separate fee, based on the amount of impervious surface (roof, driveways) on a homeowner's or business' property, appears on your sewer bill.



 **Northeast Ohio
Regional Sewer District**

neorsd.org/rates
216.881.8247

Lake Erie is our greatest natural asset. Your sewer bill payment is an investment in the public health, our economy, and a bright and sustainable future for Greater Cleveland.