

Q: WHY IS MY SEWER BILL GOING UP ?

MAJOR INCREASES ARE EXPECTED IN 2012

- A:
- 1 Repairing and maintaining our existing sewer system
 - 2 Reducing raw sewage discharges to the environment
 - 3 Solving regional stormwater problems
 - 4 Upgrading our facilities for improved performance

1 REPAIRING AND MAINTAINING OUR EXISTING SEWER SYSTEM

Almost 300 miles of pipes (ranging from 8 inches to 20 feet in diameter) compose the NEORS D sewer system. Some of these pipes are more than 100 years old!

Each year, NEORS D responds to about 4,000 maintenance or repair work orders—each requiring an average of two to three employees working one to one-and-a-half hours to complete.



2 REDUCING RAW SEWAGE DISCHARGES TO THE ENVIRONMENT

Since 1972, NEORS D tunnel construction projects have drastically reduced the amount of **combined sewer overflow** (CSO) into our region's waterways—down from 9 billion gallons to 4.5 billion gallons annually.

How we fix the problem

NEORS D builds gigantic storage tunnels to hold the flow until our treatment plants can treat the water. This reduces the amount of raw sewage that discharges into the environment.

What it costs

NEORS D has a federal mandate to complete its CSO projects within the next several decades. Thus far, NEORS D has invested \$2.5 billion to reduce CSO, and several billion more will be invested.

Unfortunately, there are little to no federal funds available to pay for this work, so our customers have to pay through increased sewer charges.



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3 SOLVING REGIONAL STORMWATER PROBLEMS

Stormwater problems (flooding, erosion, pollution) are increasing and can be complex and costly to repair. These problems affect multiple communities and until now there has been no regional effort to deal with them.

An established regional organization, NEORSD joins hundreds of communities across the country (including Columbus, Cincinnati, and Toledo) that have created stormwater programs to address these problems.



How we fix the problem

NEORSD will build projects and maintain streams and the large pipes that carry stormwater. We will expand watershed planning and provide technical expertise on developing green space and reducing flooding and stormwater pollution.

We will coordinate educational programs that promote the importance of healthy watersheds and develop regional partnerships to address problems that cross community borders.

What it costs

About \$30 million per year will be spent in construction projects and direct operating costs for the Stormwater Management Program. On average, customers will pay a stormwater fee of \$4.75 per month. (Credits are offered to customers who implement stormwater control measures, such as rain gardens and on-site stormwater management.)

4 UPGRADING OUR FACILITIES FOR IMPROVED PERFORMANCE

Our seven pump stations and three wastewater treatment plants transport and process an average of 90 BILLION GALLONS OF FLOW PER YEAR. We must constantly plan for chemical and fuel needs and equipment improvements, as we strive to achieve the most effective and efficient results.



OTHER THINGS TO KNOW . . .

- The indispensable work that NEORSD does is almost entirely funded by our customers' sewer bill payments. The decline in population in the region means that there are fewer customers to support the growing costs of maintaining our operations.
- NEORSD's current rate study is exploring additional rate savings programs for those who cannot afford to pay increased rates.
- With its massive construction projects, NEORSD returns dollars to

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