

where does it go?

it all goes back into the environment and it all comes back to you.



It's the dirty water from your home. It's the rainwater along the curb. It's the sewer bill you pay every quarter. And the Northeast Ohio Regional Sewer District is proud to return "it" to Greater Cleveland as clean water and sound investments.

This is the year of our **Where does it go?** campaign, an effort to keep our clean-water message simple and our healthy-environment work out front. This one-page 2007 annual report and companion promotional newsprint explains how we are serving our customers by protecting their health and improving the environment.

With our newsprint, our accompanying **wheredoesitgo.org** website, and the complimentary lapel button we have attached above, we ask a simple question in order to provide a simple reply: it all goes back into the environment, and it all comes back to you.

a simple,
more economical
approach.

this is our

leaner & greener

2007 annual report.

investing wisely in clean water and the environment

In 2007, the Sewer District invested nearly \$166 million in clean-water projects, including construction, stream sampling, and day-to-day operation. In addition, we're improving our investment and management practices related to these projects to better serve our customers throughout the region.

addressing regional stormwater issues

This year we are tackling one of the region's largest concerns when it comes to clean water—stormwater. Heavy rain affects flooding, erosion, and water quality, but the Sewer District can have a role in helping the region prepare for and respond to stormwater and its impact on the sewer system. We're meeting with 61 communities in 2008 to gain support for a full-fledged stormwater management program. Get the latest news at neorsd.org/stormwater.

improving water quality—one gallon at a time

All three of our wastewater treatment plants earned awards in 2007 for performing above and beyond what their national permits require. The results are a healthier Lake Erie and Cuyahoga River, thanks to the more than 85 billion gallons of clean, treated water released to the environment last year. A detailed analysis of each plant's performance can be found at neorsd.org/greener.



northeast ohio
regional sewer district

national recognition as an industry leader

Because clean-water challenges impact our customers and our environment, we prepare for and respond to regional and national issues. Those efforts earned us the National Association of Clean Water Agencies (NACWA) 2007 Excellence in Management Award. Learn what it means to our customers at neorsd.org/greener.

cuyahoga river comeback continues

In 2007, for the first time ever, the lower Cuyahoga River attained one of the state's expectations for an "exceptional" warmwater habitat for aquatic life. It's another sign of health and vitality for a once highly polluted river, thanks in part to the Sewer District's efforts. Find out more online at neorsd.org/greener.

a familiar face in a new place

Former Cleveland Director of Public Utilities Julius Ciaccia became Executive Director of the Sewer District in November, replacing Erwin Odeal who retired after more than 24 years as Director and 33 years of clean-water accomplishments. Odeal leaves a legacy in the clean-water industry as Ciaccia continues to grow his own.

**northeast ohio
regional sewer district**
3900 euclid avenue
cleveland, oh 44115
216.881.6600
neorsd.org

wheredoesitgo.org

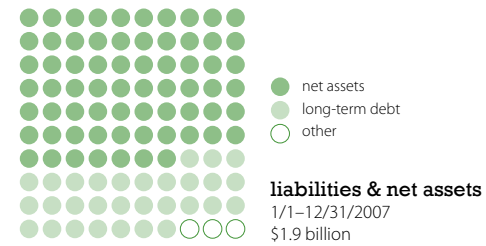
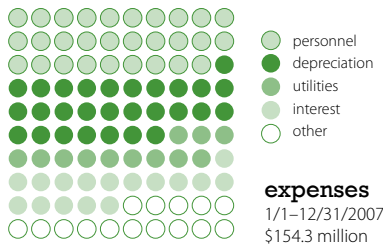
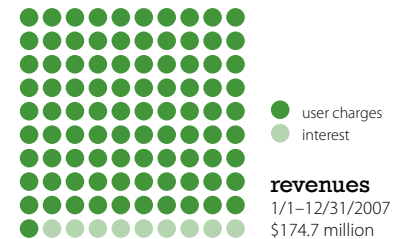
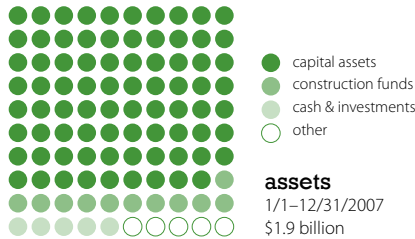
insert is printed with soy inks on recycled content. newsprint is printed on paper with more than 2/3 recycled content. when finished, please recycle or share with a friend.

designed by the
northeast ohio regional sewer district © 2008

investing wisely to protect your water—and wallets

To folks in the financial business, our reporting is second to none. We've won 13 consecutive awards for excellent financial reporting. To the customer, this means accuracy and accountability—both good things when it comes to money. While the charts below provide a summarized report of our 2007 finances, a detailed online analysis of our audited financial position is available at neorsd.org/greener.

In the graphics below, one dot is equivalent to one percent.



board of trustees 2007



senior staff 2007

Julius Ciaccia, Executive Director | Michael Bucci, Deputy Executive Director | Marlene Sundheimer, Director of Law | Jennifer Demmerle, Director of Finance | Frank Greenland, Director of Capital Programs | Constance Haqq, Director of Communications & Community Relations | Ana Maldonado, Director of Information Technology | David McNeeley, Acting Director of Human Resources | Tim Tigues, Director of Operations & Maintenance | Charles Vasulka, Director of Engineering & Construction
For the profiles of our newest Senior Staff members since January 2008, visit www.neorsd.org/greener

communications & community relations: constance haqq, director | kim jones, manager
jean chapman | john gonzalez | michael uva | darnella robertson | nicole boing | doria horvath | mardele cohen