

# Beyond the Tap: City water service as a catalyst for regional economic development

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## Abstract

To develop support for needed rate increases, the Cleveland Water Division (CWD) used a comprehensive financial plan. Their management approach mirrors the US Environmental Protection Agency (USEPA) Office of Water's Sustainable Water Infrastructure Initiative. In this program, the USEPA collaborates with drinking water and wastewater utility managers, trade associations, local watershed protection organizations, and state and local officials to ensure that investment in the nation's water infrastructure is sustainable into the future. CWD commissioned CH2M HILL's Utility Management Solutions Group to undertake the comprehensive financial plan. The plan included several unique elements designed to address the city's need to sustain its operations well into the future. The scope of the plan included a cost-of-service study, rate design, a financial planning and rate model that included customer and demand forecast modules, stakeholder communication support, a water audit and studies of system expansion, new products, and automated metering.

## References

1 AWWA, 2004. *Avoiding Rate Shock: Making a Case for Water Rates*. AWWA, Denver.

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