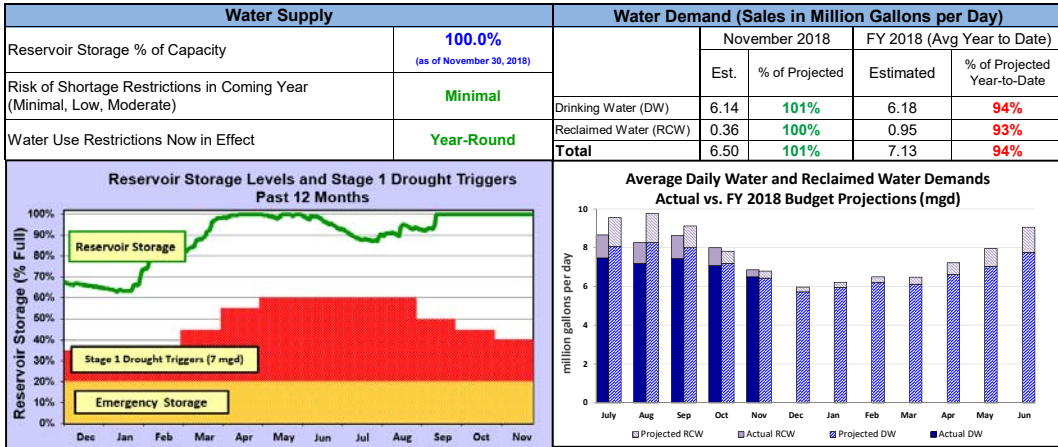




Key Performance Indicators

November 2018

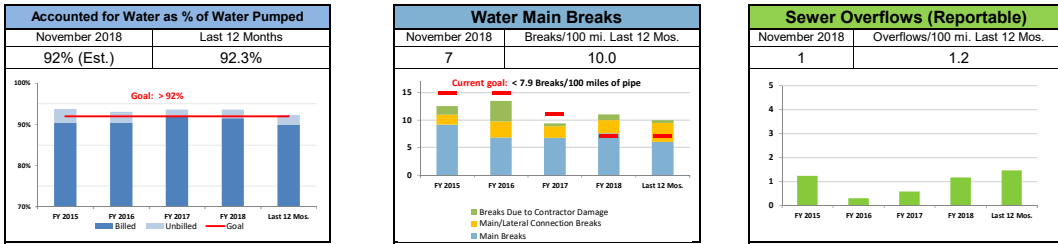
WATER SUPPLY AND DEMAND



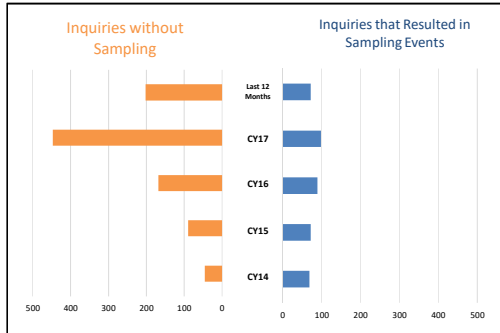
	Rainfall (inches)			November 2018			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance	Actual	Hist. Average	Variance
	Water Plant	8.27	3.49	4.78	69.49	48.80	20.69		
Cane Creek Reservoir	7.77	3.25	4.52	63.72	44.55	19.17			

* Water Plant historical average is based on most recent 30 year period.
* Cane Creek Reservoir historical average is based on 25 years of record.

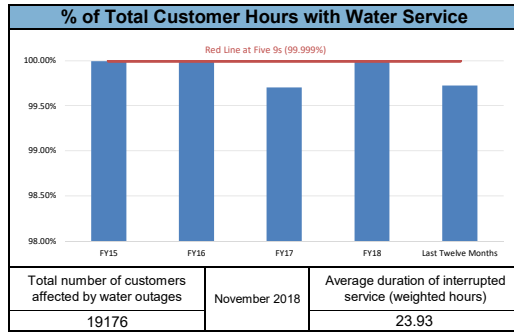
WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER QUALITY CUSTOMER INQUIRIES



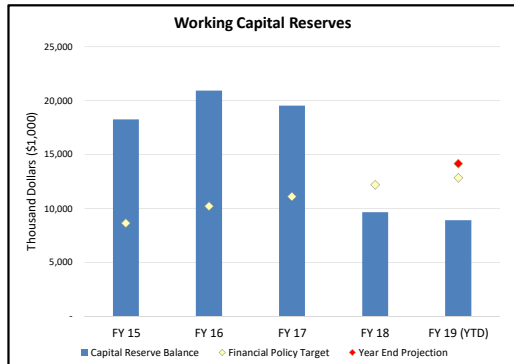
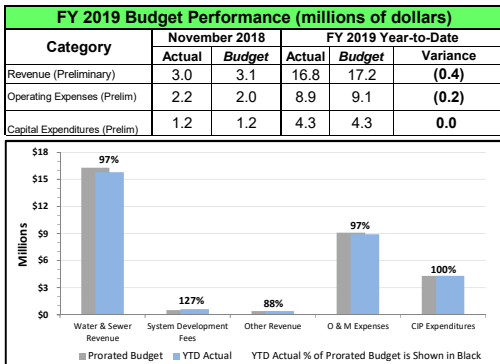
WATER SERVICE RELIABILITY



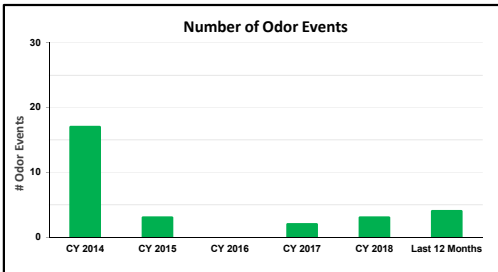
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:
 Operating Permit Violations: Sanitary Sewer System Overflows due to contractor error (March 2018), to root intrusion (April 2018), to grease buildup (May 2018), to significant rainfall from Hurricane Florence (September 2018), and to sewer line obstruction (November 2018).

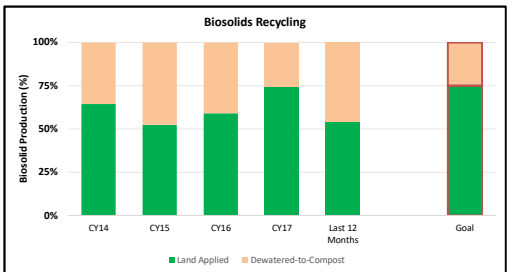
FINANCE MANAGEMENT



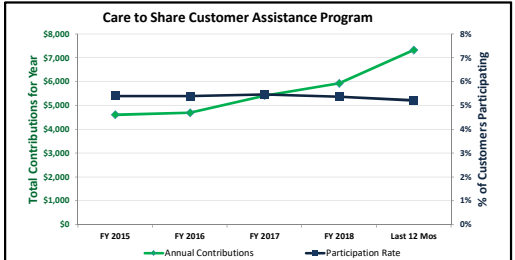
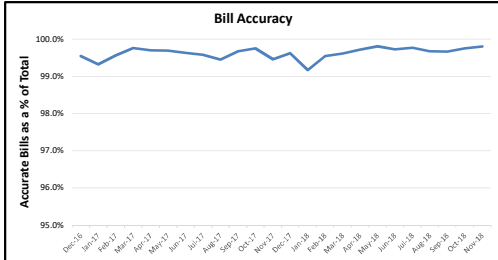
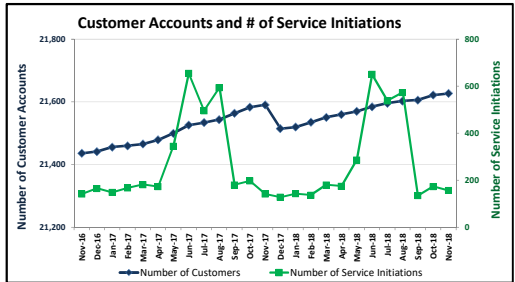
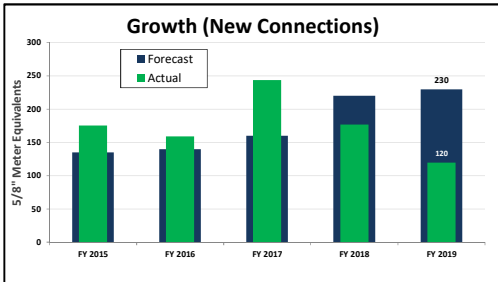
ODOR ELIMINATION AT MASON FARM WASTEWATER TREATMENT PLANT



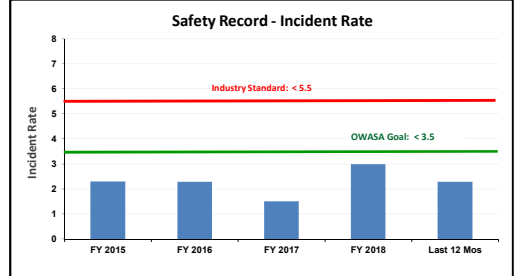
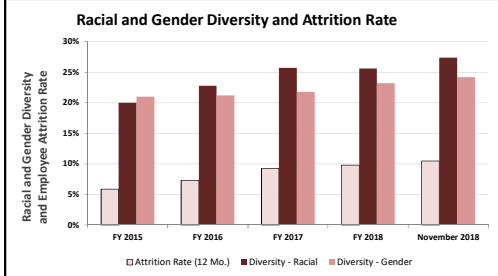
BIOSOLIDS MANAGEMENT



CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

