Key Performance Indicators

August 2025

WATER SUPPLY AND DEMAND

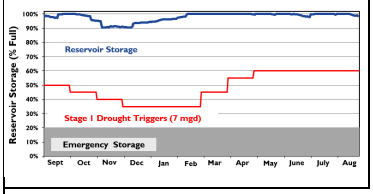
Water Supply

Reservoir Storage % of Capacity	98.5% (as of 08 / 31 / 2025)
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

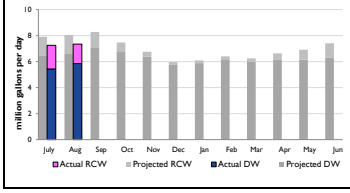
Water Demand (Sales in Million Gallons per Day)

	August 2025		FY 2026 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.85	88%	5.64	85%
Reclaimed Water (RCW)	1.50	106%	1.66	161%

Reservoir Storage Levels and Stage 1 Drought Triggers Past 12 Months



Average Daily Water and Reclaimed Water Demands: Actual vs. FY26 Budget Projections



Rainfall (inches)

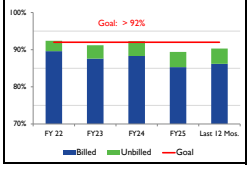
	August 2025			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	5.30	4.69	0.61	65.88	49.82	16.06
Cane Creek Reservoir	5.18	4.24	0.94	53.59	46.06	7.53

* Water Plant historical average is based on most recent 35 year period.
* Cane Creek Reservoir historical average is based on 34 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION

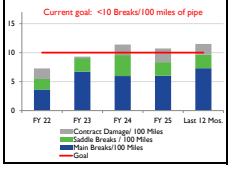
Accounted for Water as % of Water Pumped

August 2025	Last 12 Months
85.2%	90.5%



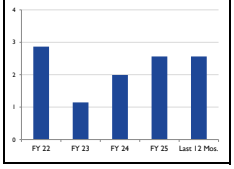
Water Main Breaks

August 2025	Breaks/100 mi. Last 12 Mos.
3	11.5



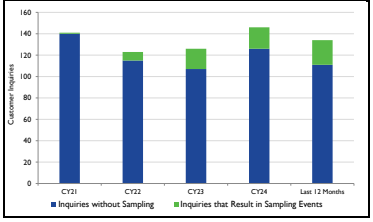
Sewer Overflows

August 2025	Overflows/100 mi. Last 12 Mos.
2	2.6



WATER SERVICE

Water Quality Customer Inquiries



% of Total Customer Hours with Water Service



Total number of customers affected by unplanned water outages	August 2025	Average duration of unplanned interrupted service (weighted hours)
25		5.33

SYSTEM COMPLIANCE VIOLATIONS

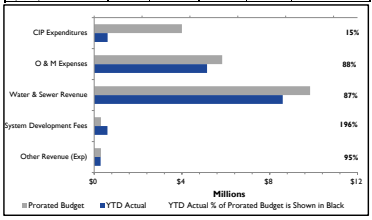
Within the last twelve months:

Sanitary Sewer Overflows due to storm damage (2 in July 2025), inflow and infiltration (September 2024), roots (June 2025), pipe failure (June 2025), and contractor damage (January 2025).

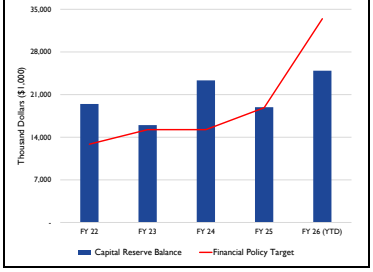
FINANCE MANAGEMENT

FY 2026 Budget Performance (millions of dollars)

Category	August 2025		FY 2026 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue	5.4	5.3	9.5	10.5	(1.2)
Operating Expenses	3.4	3.3	5.1	5.8	(0.7)
Capital Expenditures	0.6	2.0	0.6	4.0	(3.4)

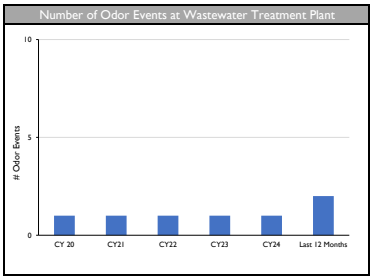


Working Capital Reserves



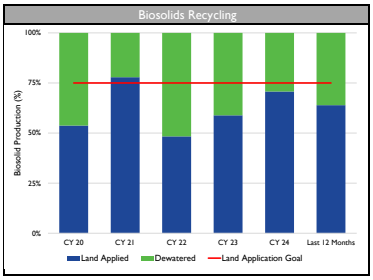
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



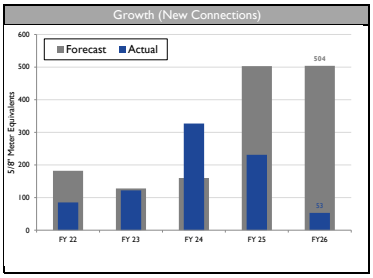
BIOSOLIDS MANAGEMENT

Biosolids Recycling

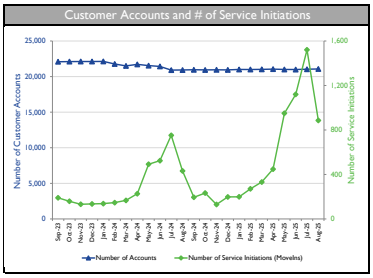


CUSTOMER SERVICE AND CONNECTION ACTIVITY

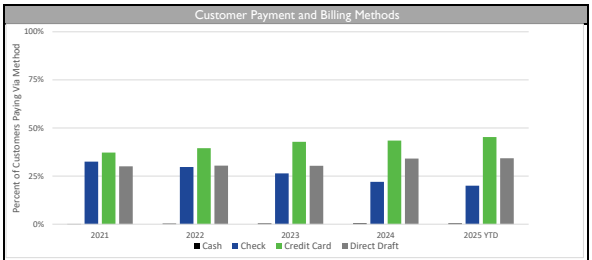
Growth (New Connections)



Customer Accounts and # of Service Initiations

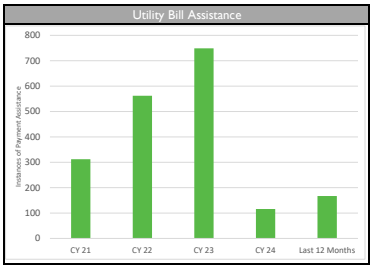


Customer Payment and Billing Methods

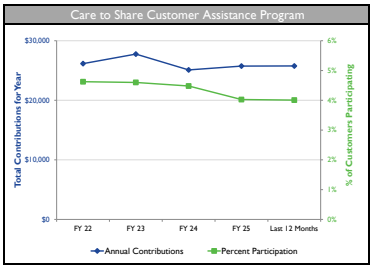


Percent of Customers Receiving E-Bill	57%

Utility Bill Assistance

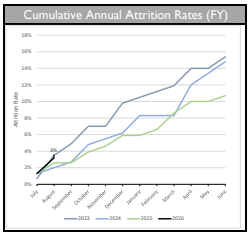


Care to Share Customer Assistance Program

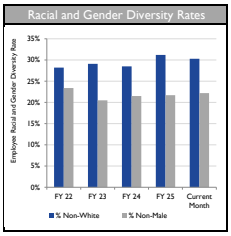


HUMAN RESOURCES AND SAFETY

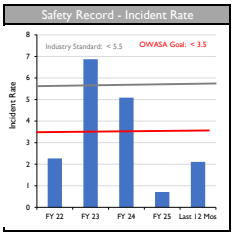
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

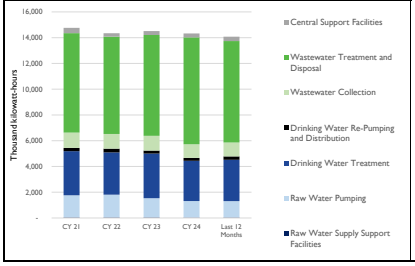


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

