



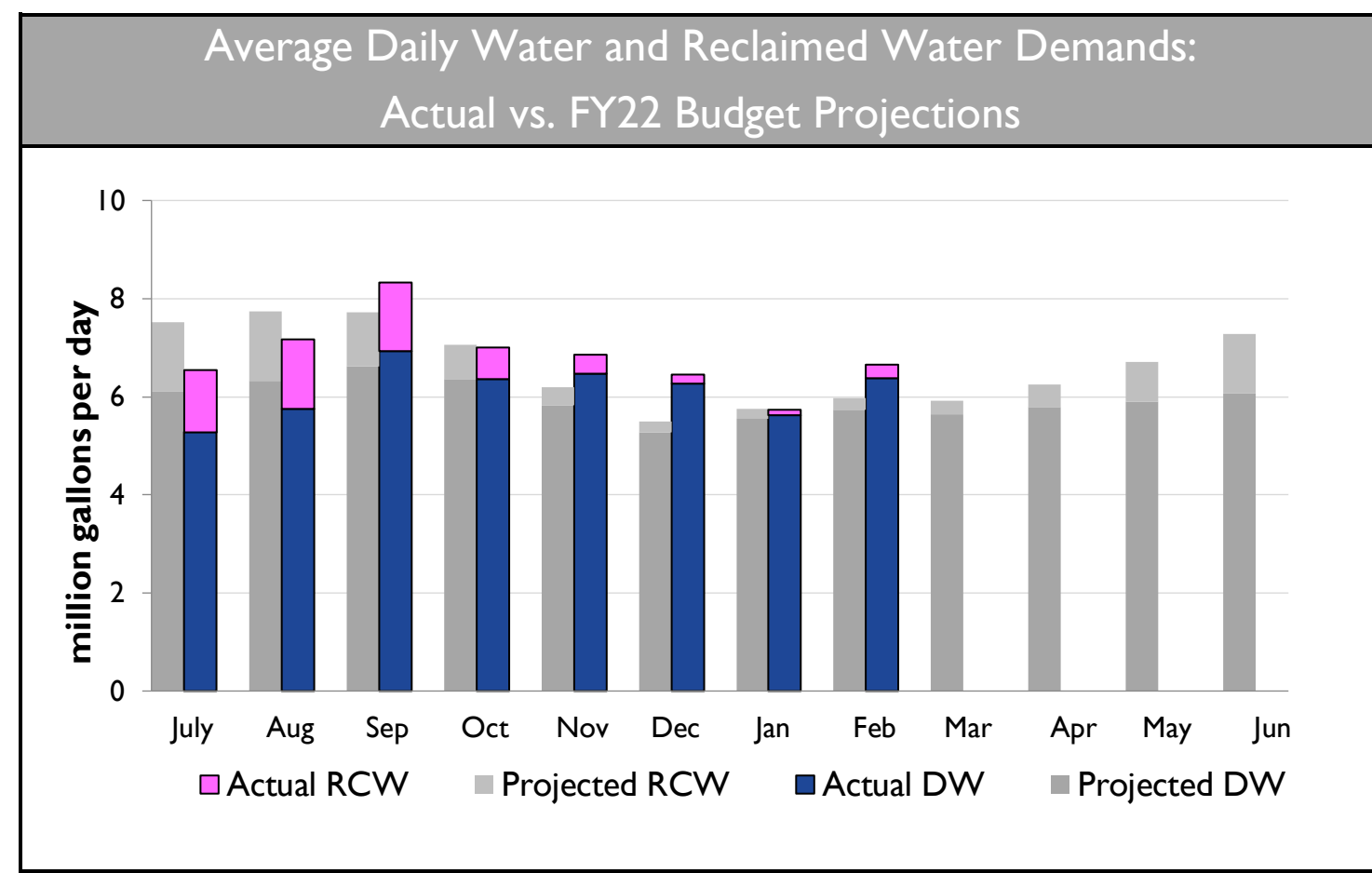
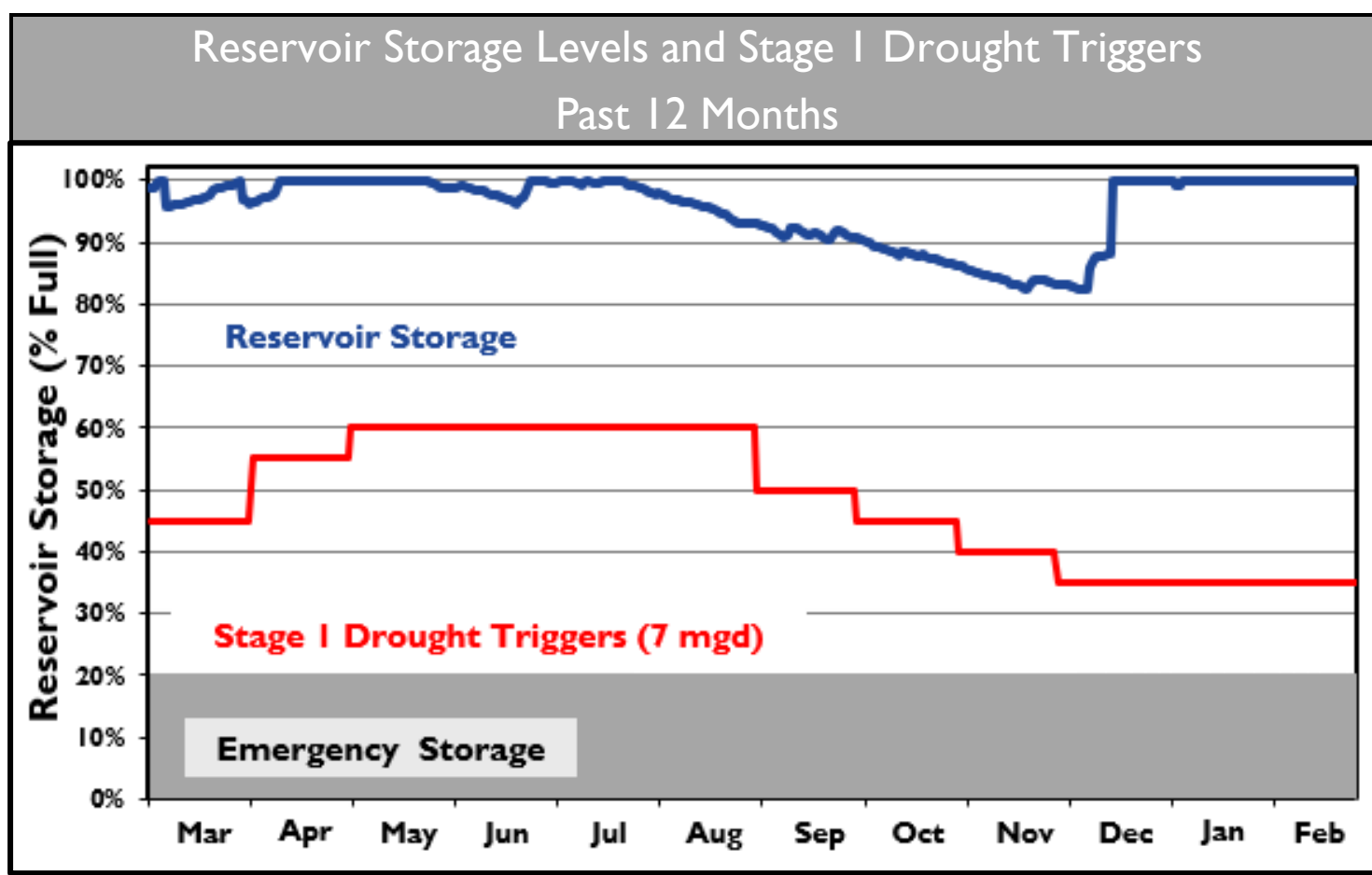
Key Performance Indicators

February 2024

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	100.0% <small>(as of 02 / 29 / 2024)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

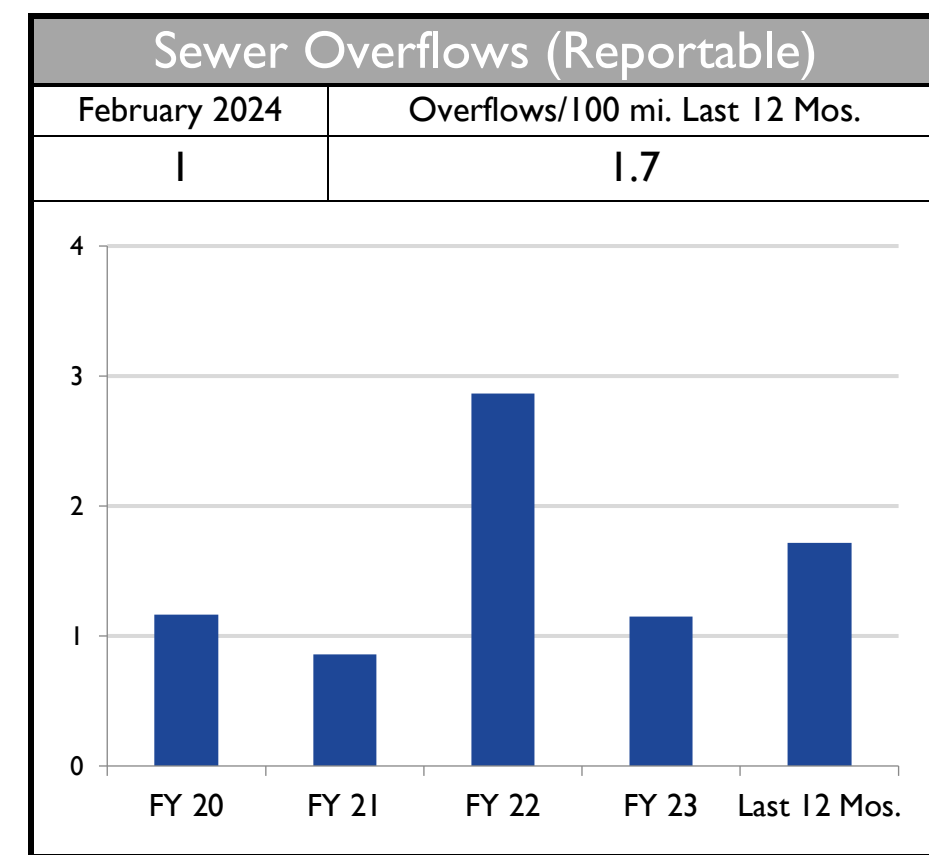
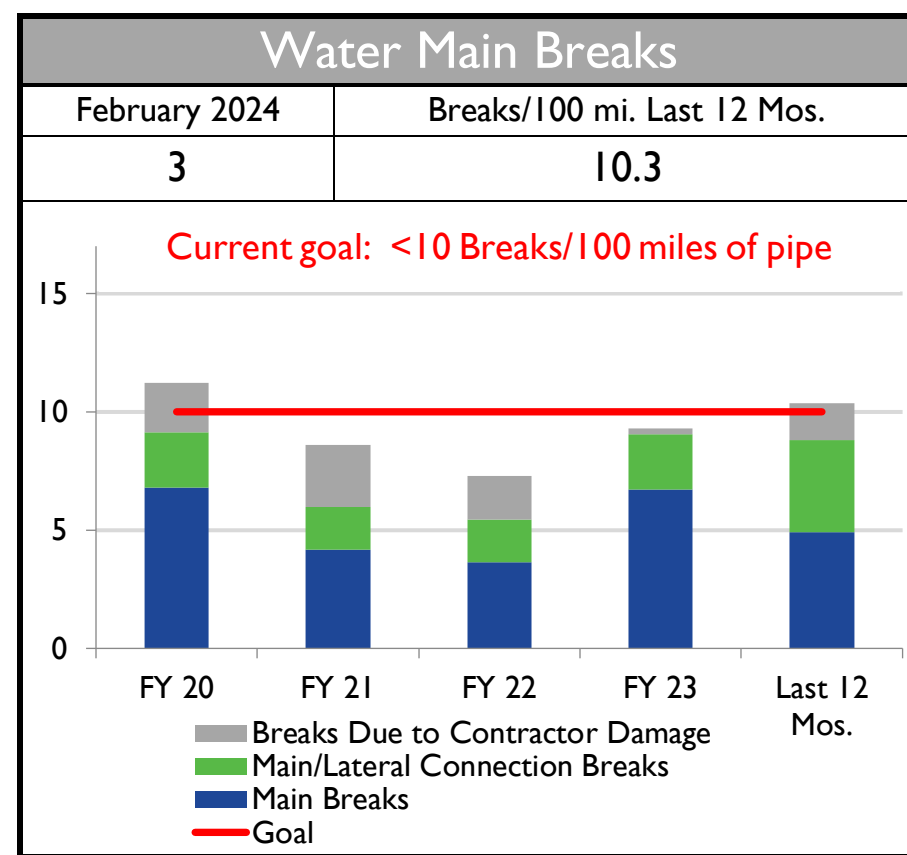
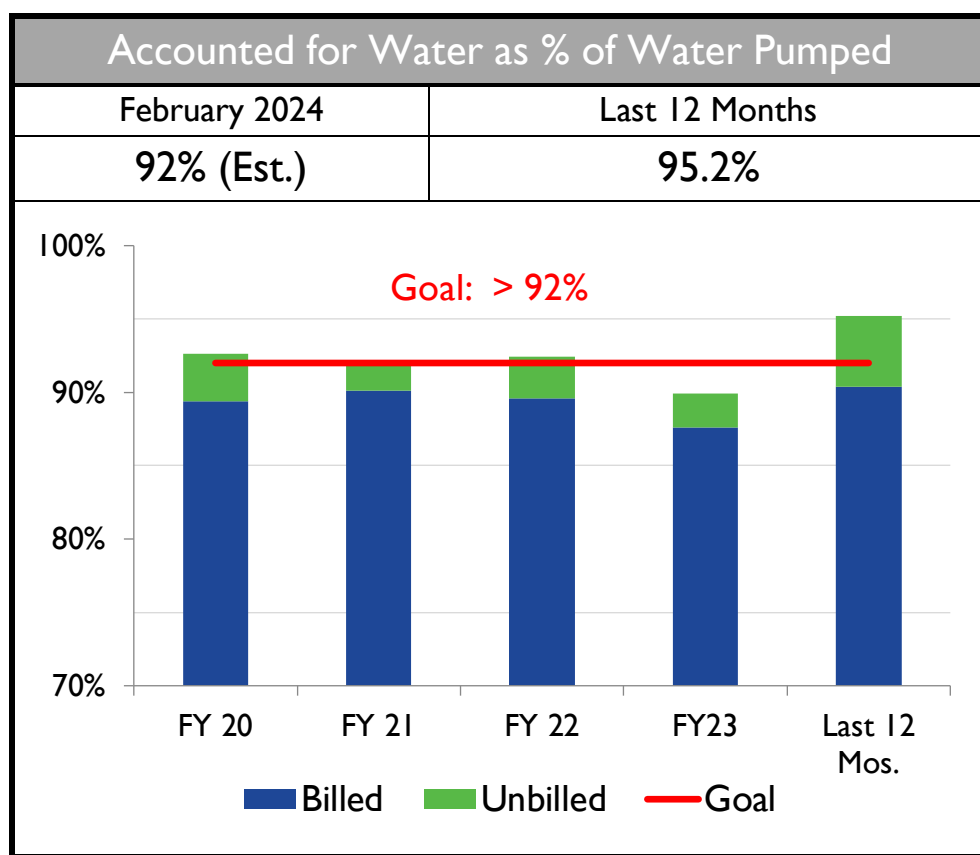
	February 2024		FY 2023 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.37	111%	6.13	102%
Reclaimed Water (RCW)	0.28	122%	0.71	92%
Total	6.65	111%	6.85	101%



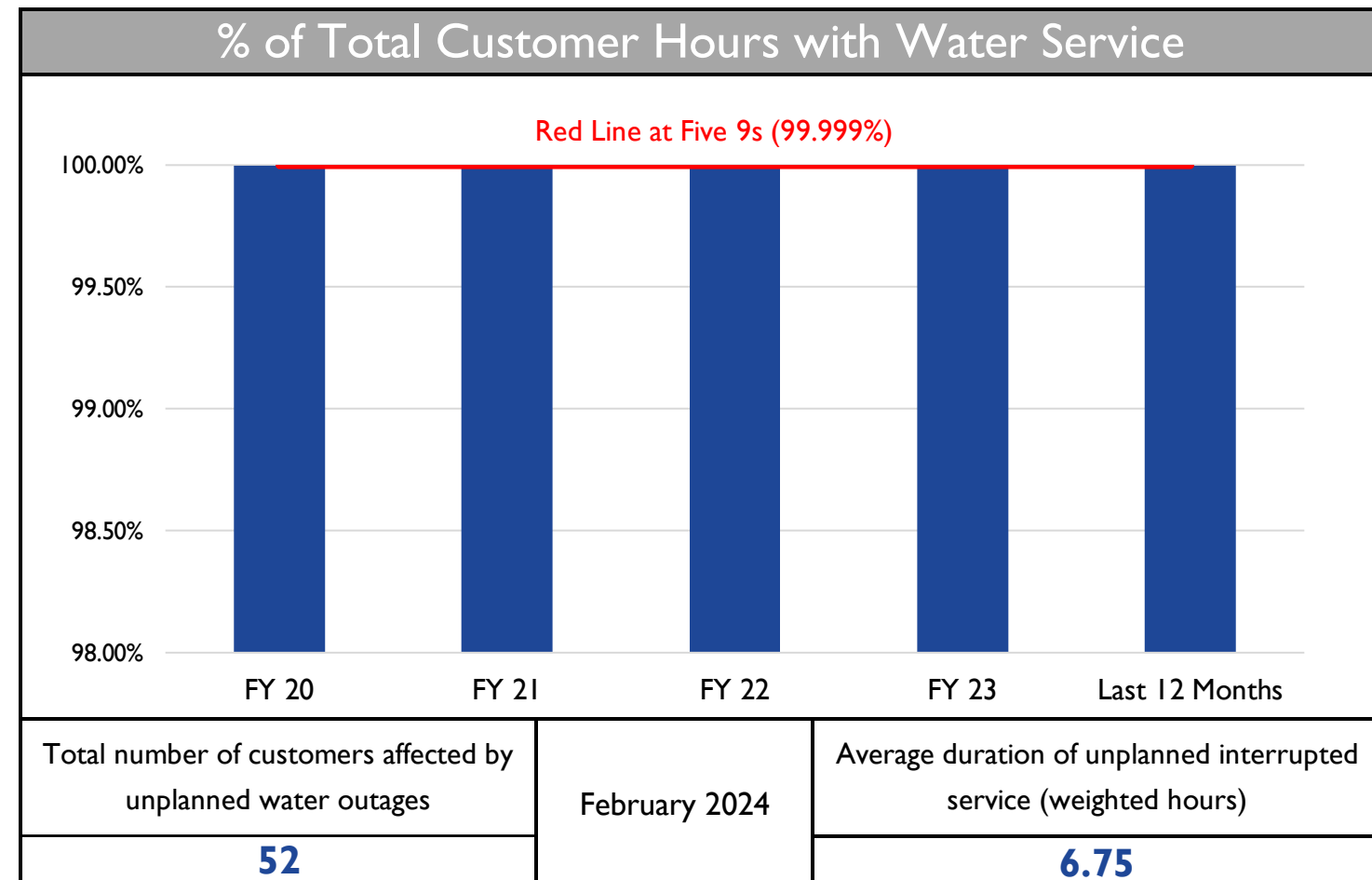
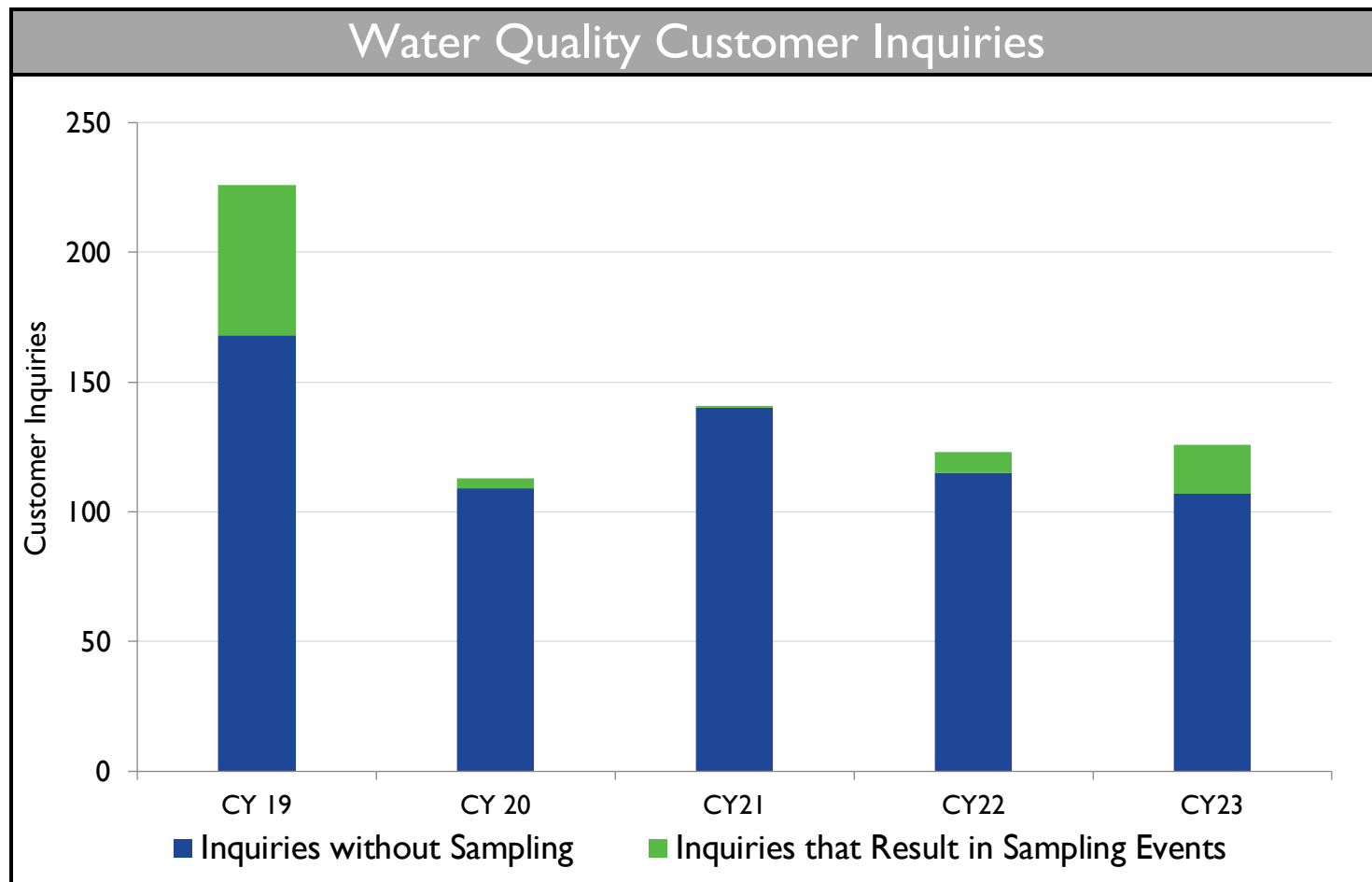
	February 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	1.42	3.37	(1.95)	53.09	48.91	4.18
Cane Creek Reservoir	1.76	3.04	(1.28)	52.48	45.34	7.14

* Water Plant historical average is based on most recent 35 year period.
* Cane Creek Reservoir historical average is based on 29 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER SERVICE



Total number of customers affected by unplanned water outages	February 2024	Average duration of unplanned interrupted service (weighted hours)
52		6.75

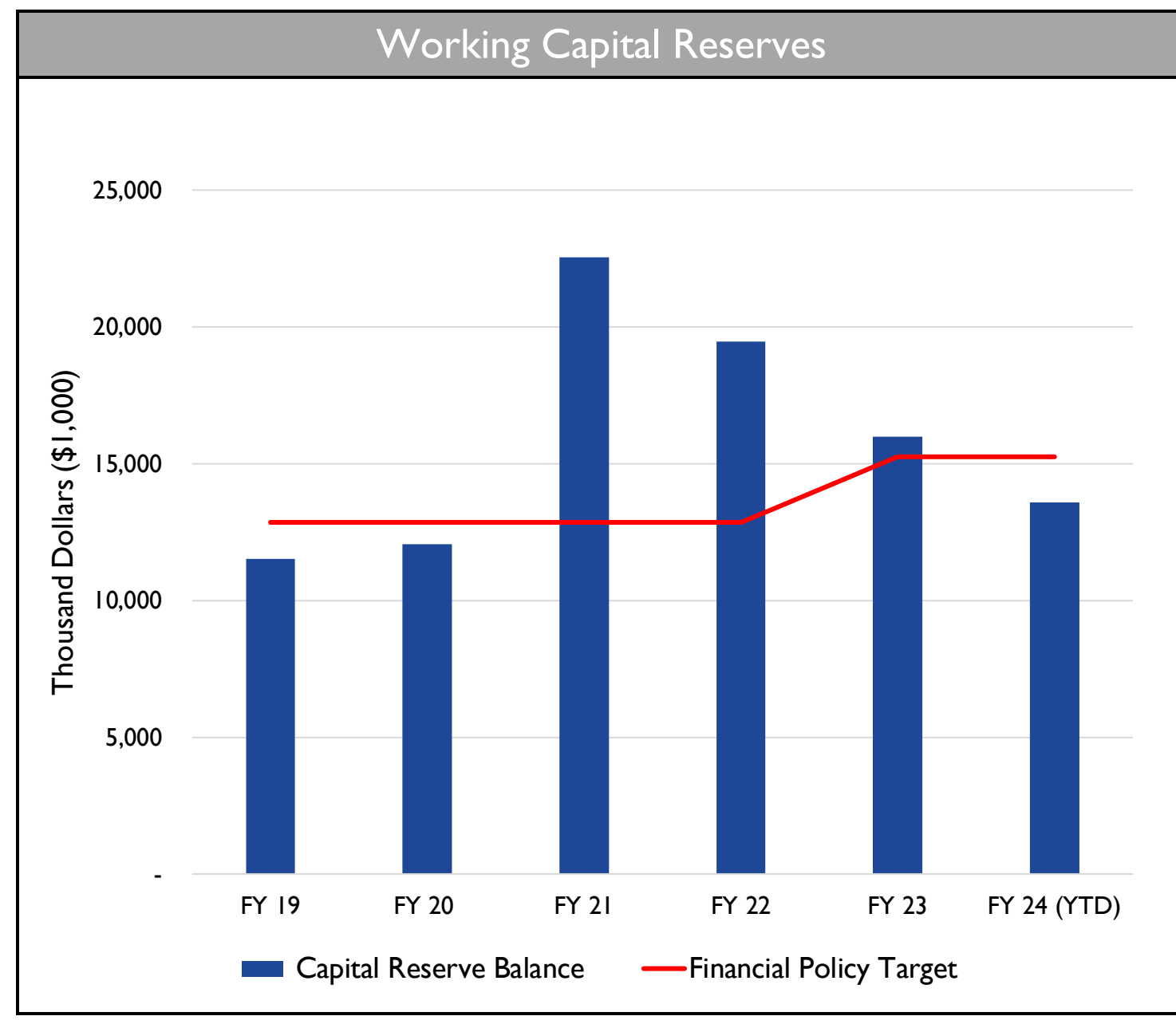
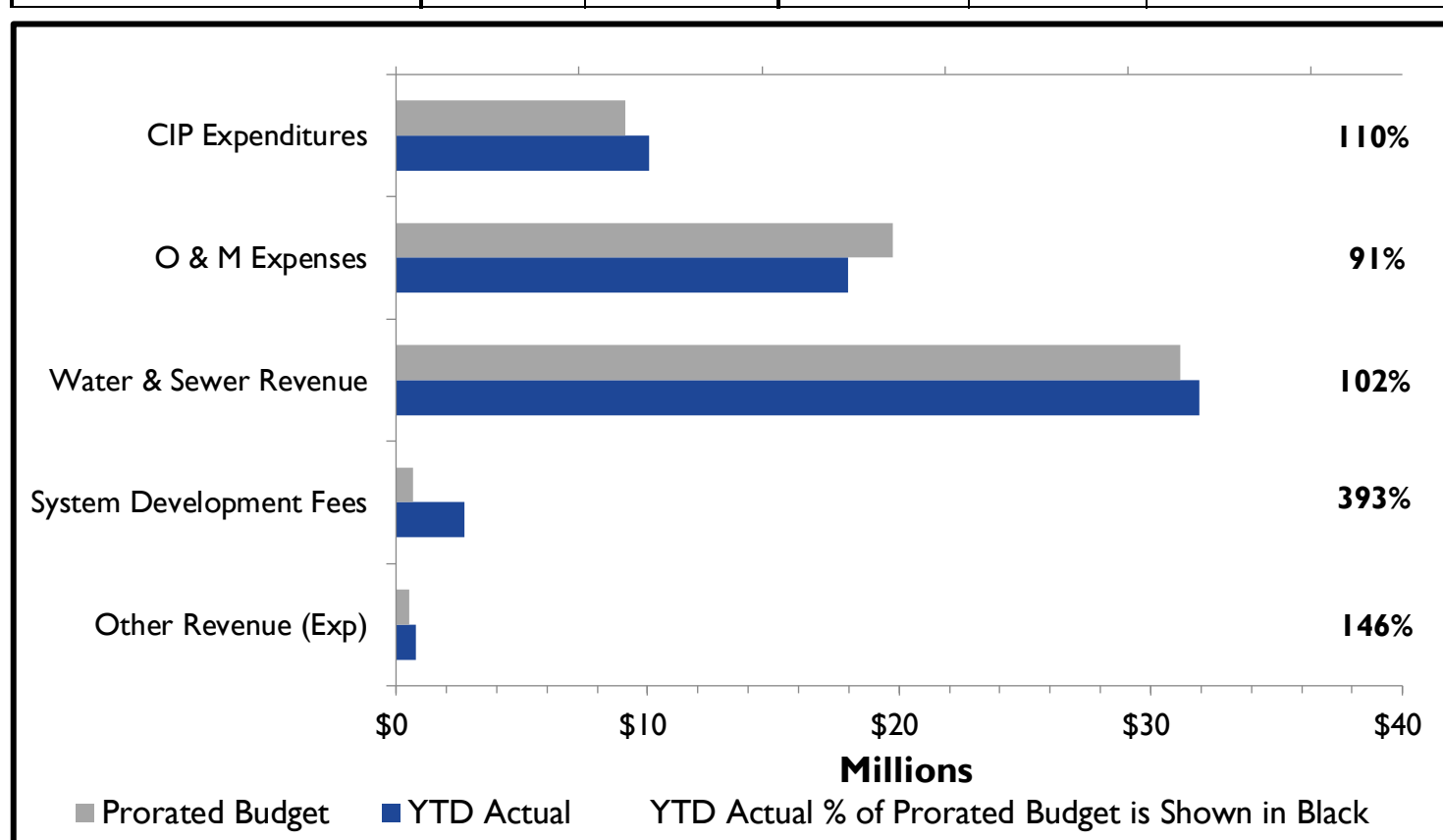
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

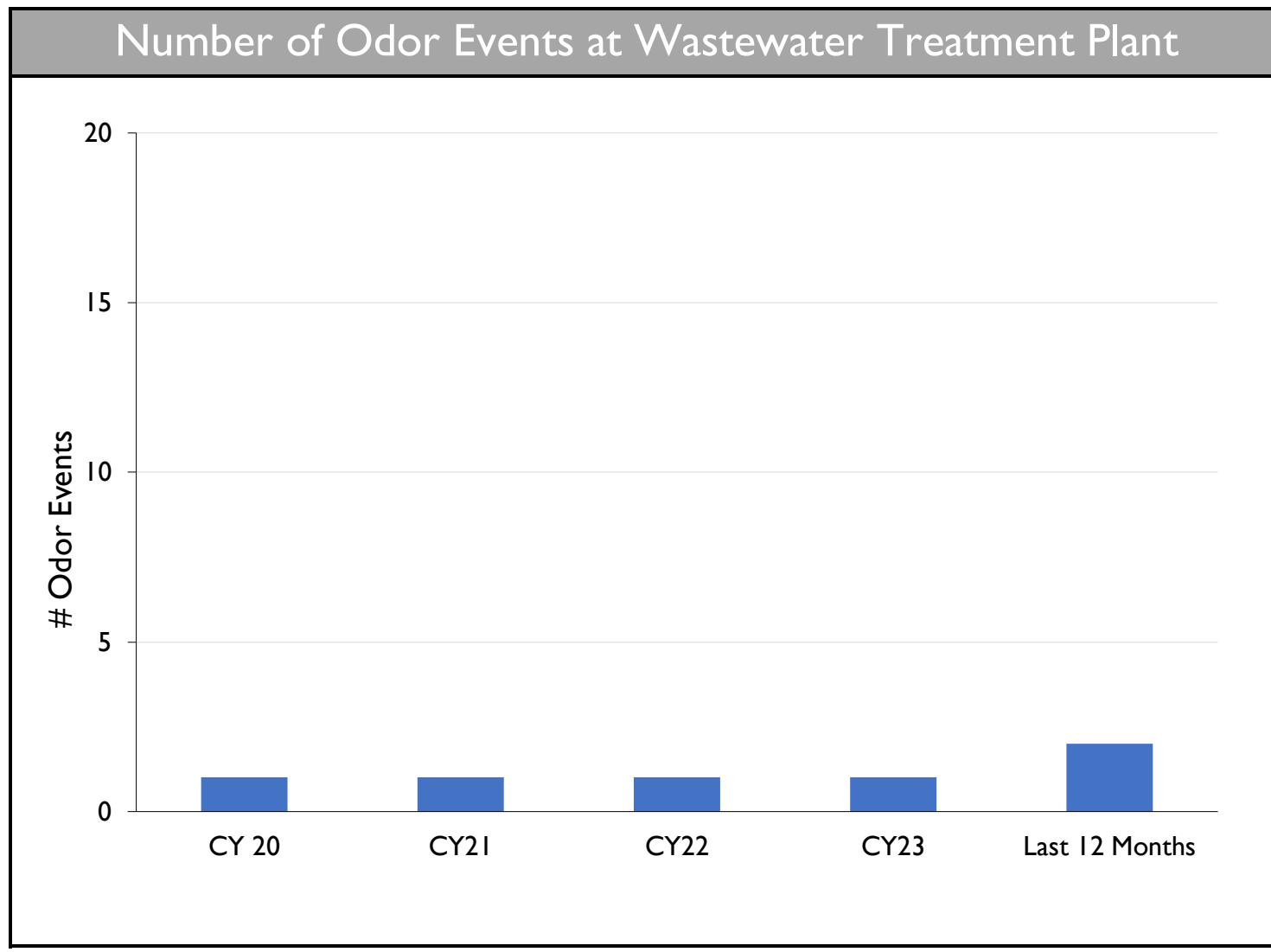
Operating Permit Violations: Sanitary Sewer System Overflows due root growth (March 2023, October 2023), contractor damage (July 2023), contractor error (November 2023), inflow and infiltration (January 2024), and pipe failure (February 2024).
Operating Permit Violations: System Bypass due to a system control issue during high flow event (March 2023), and equipment failure during high flow event (February 2024).
Stage 2 Disinfectants and Disinfection Byproducts Rule monitoring violation (March 2023).
Reclaimed Water Reporting violation (February 2023)

FINANCE MANAGEMENT

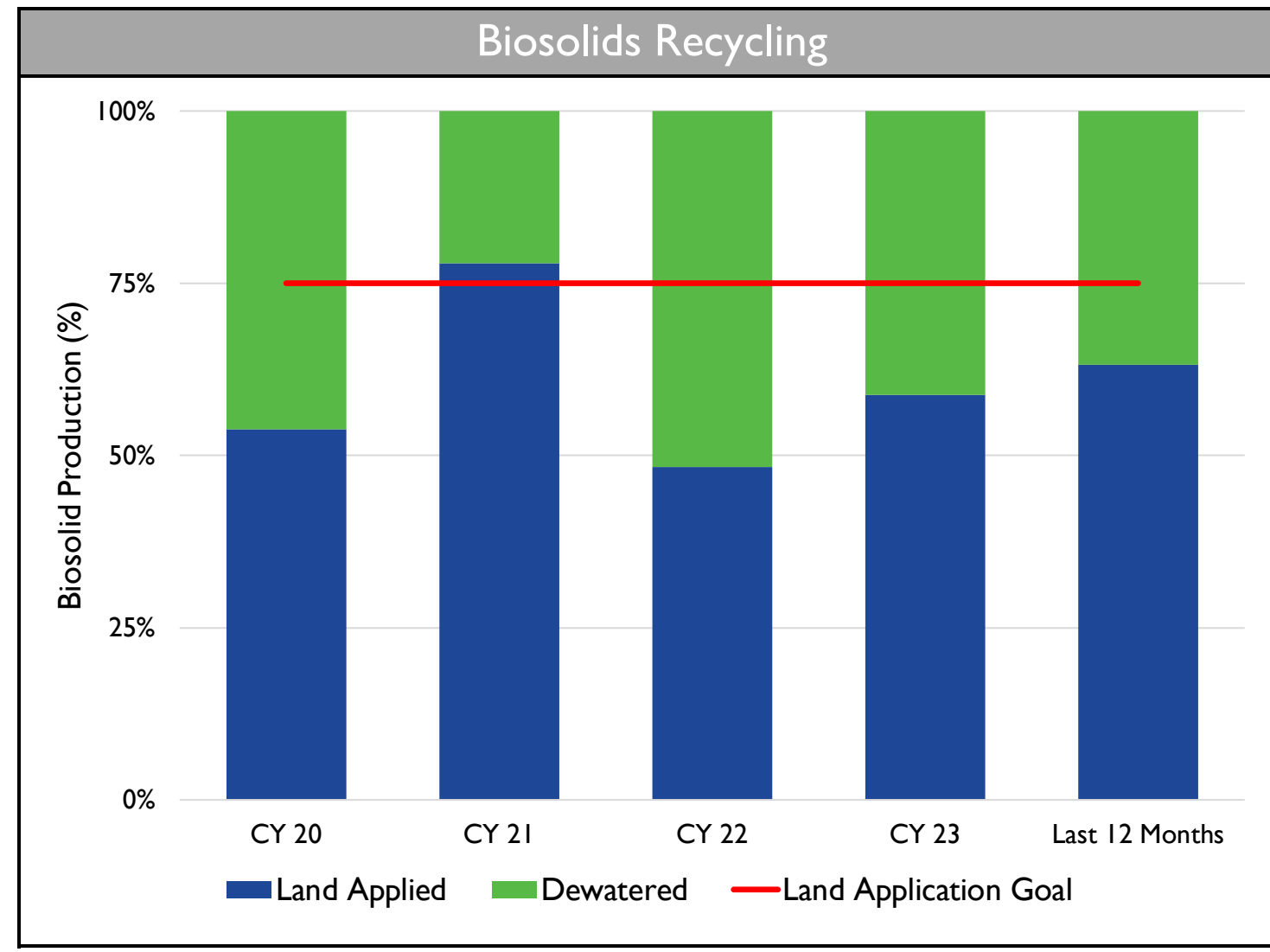
Category	February 2024		FY 2024 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	3.8	4.2	31.9	31.2	0.7
Operating Expenses (Prelim)	2.1	2.5	18.0	19.7	(1.8)
Capital Expenditures (Prelim)	0.4	1.5	10.0	9.1	0.9



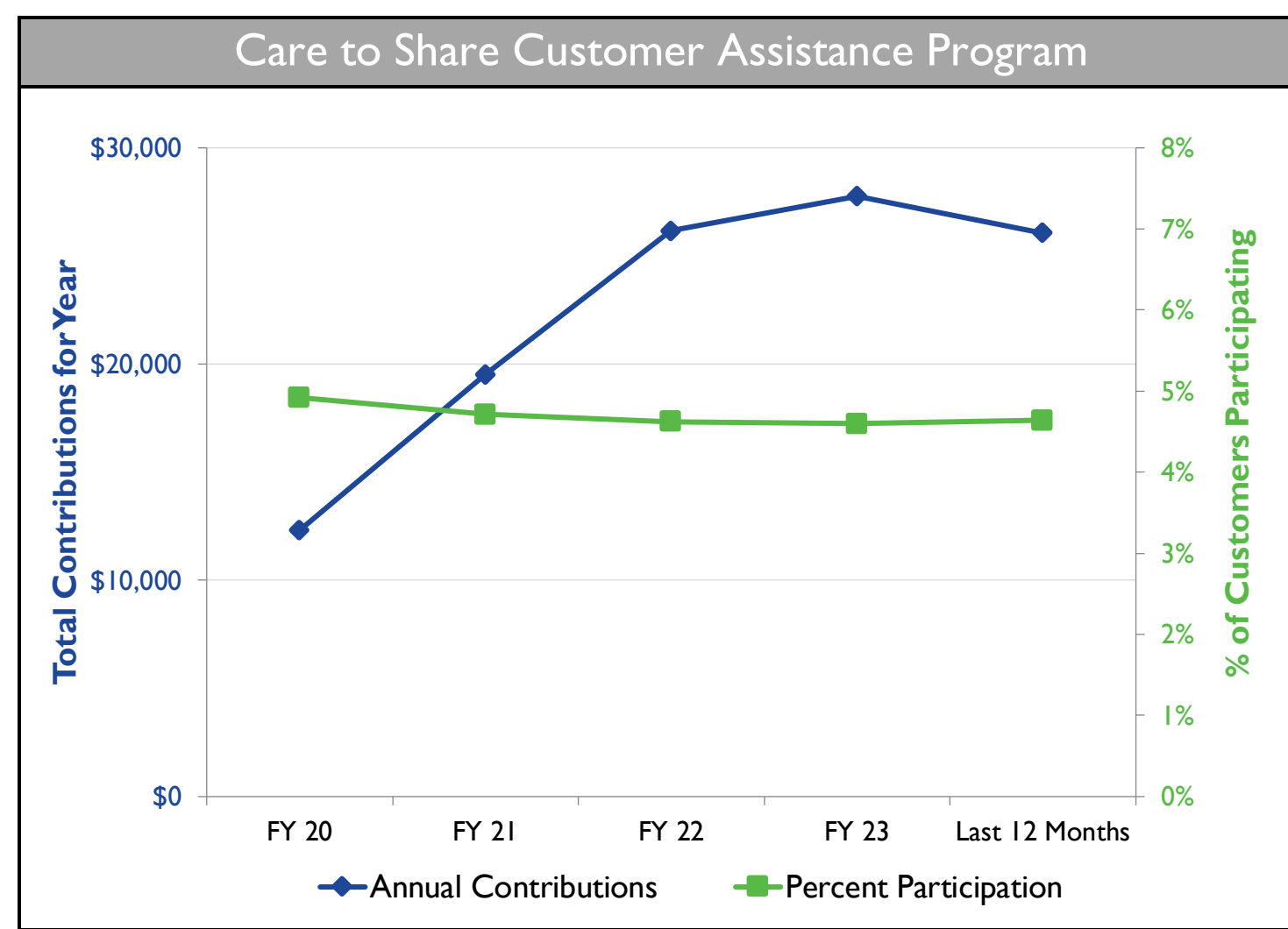
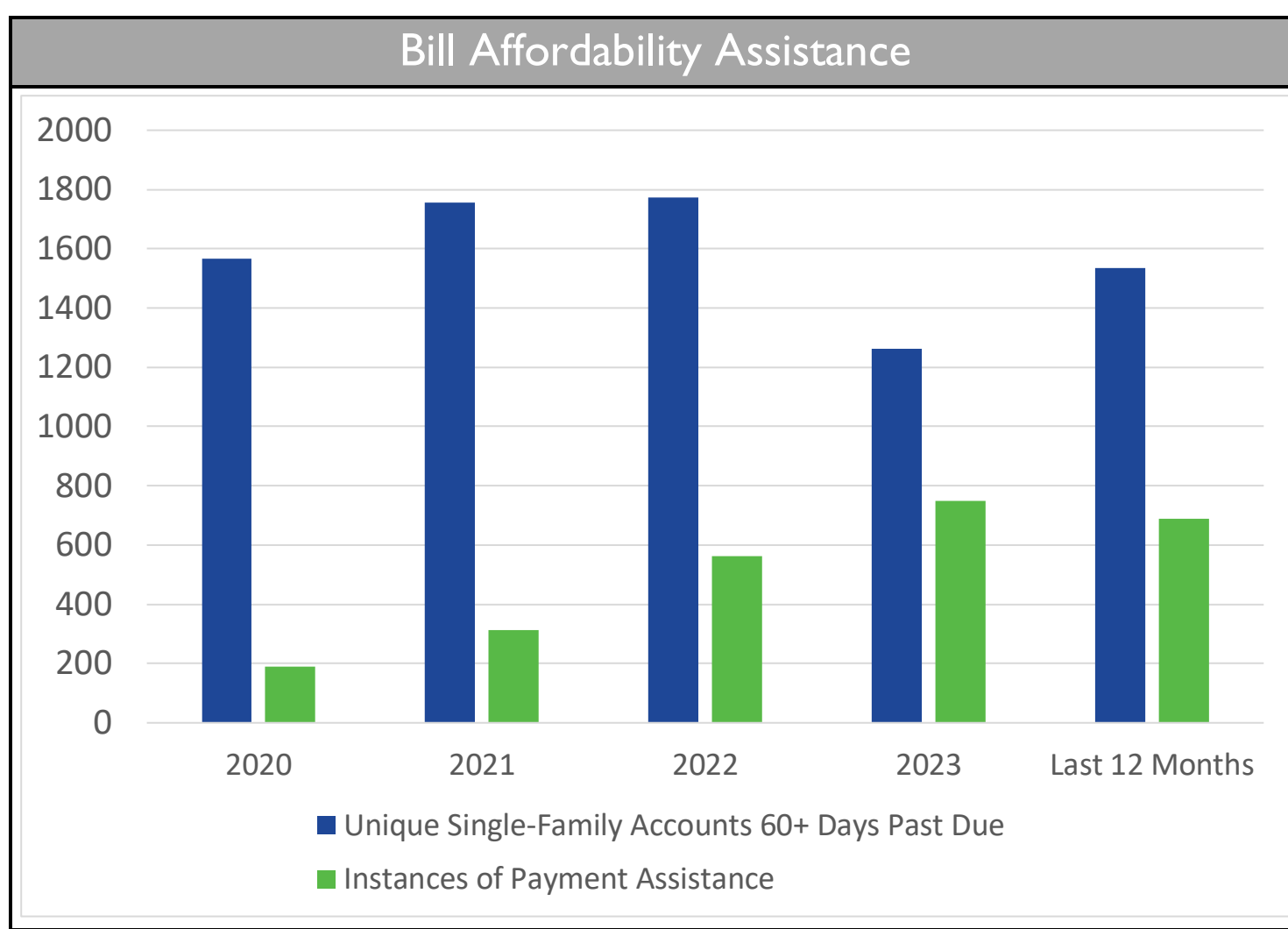
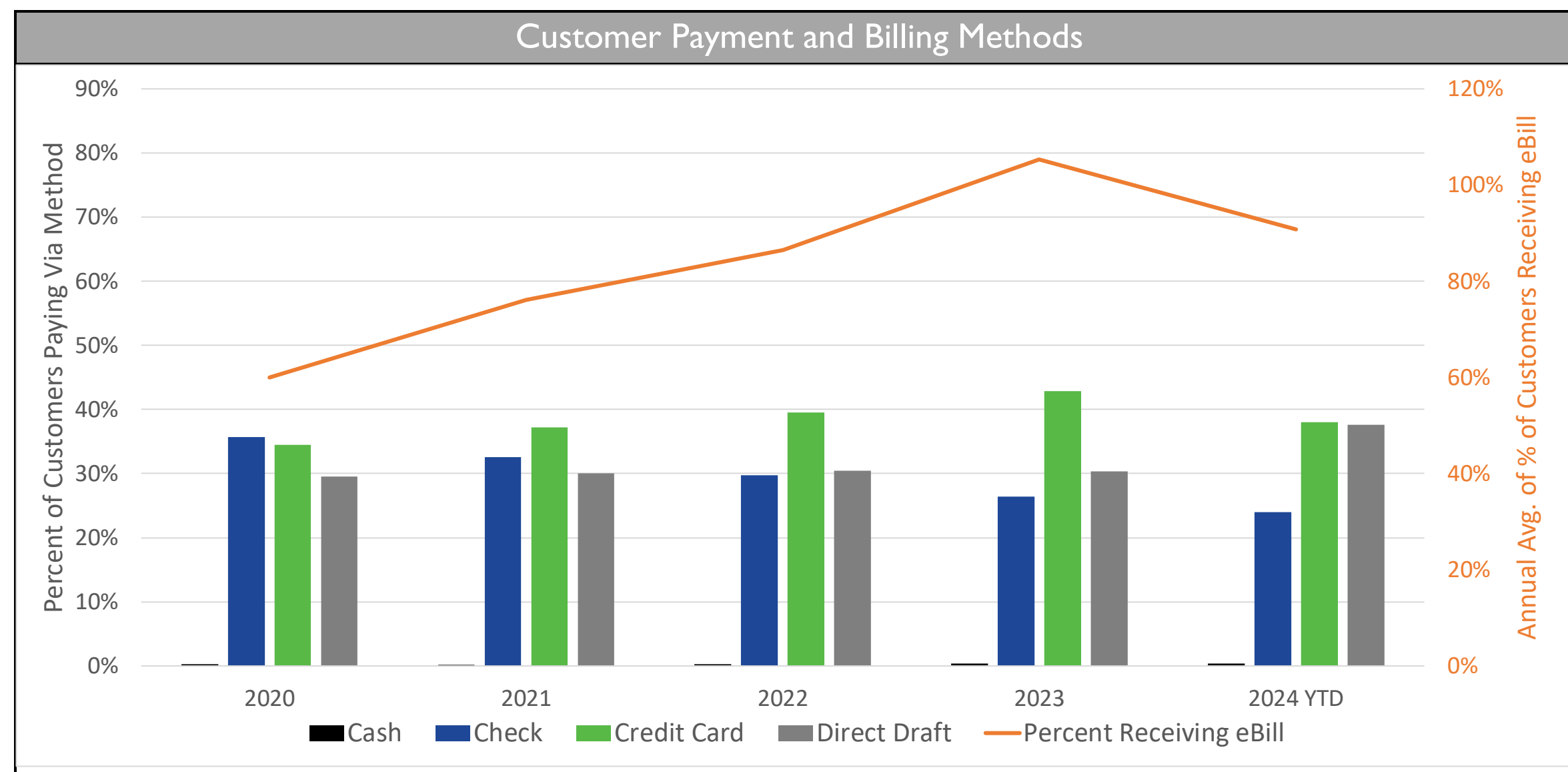
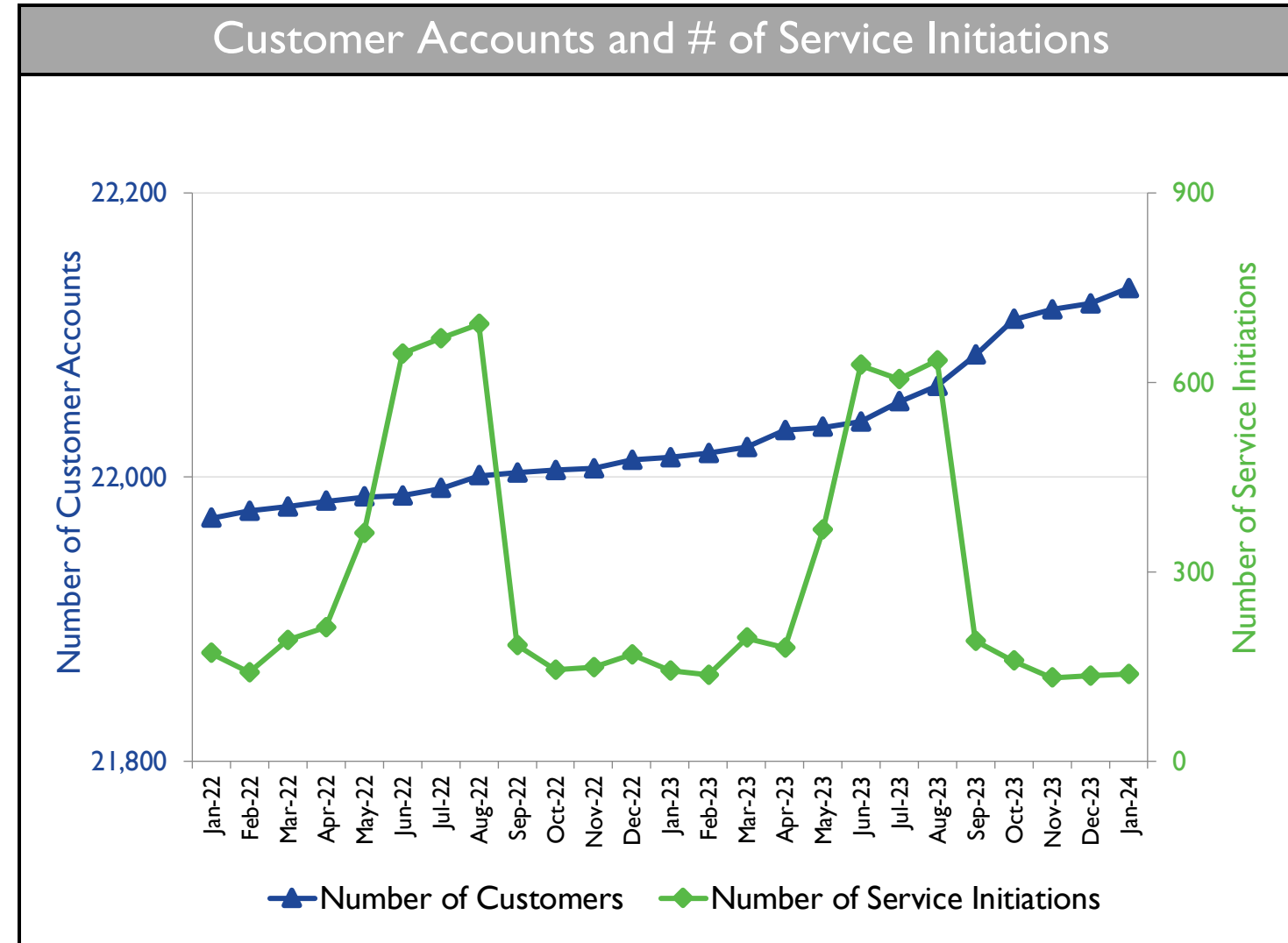
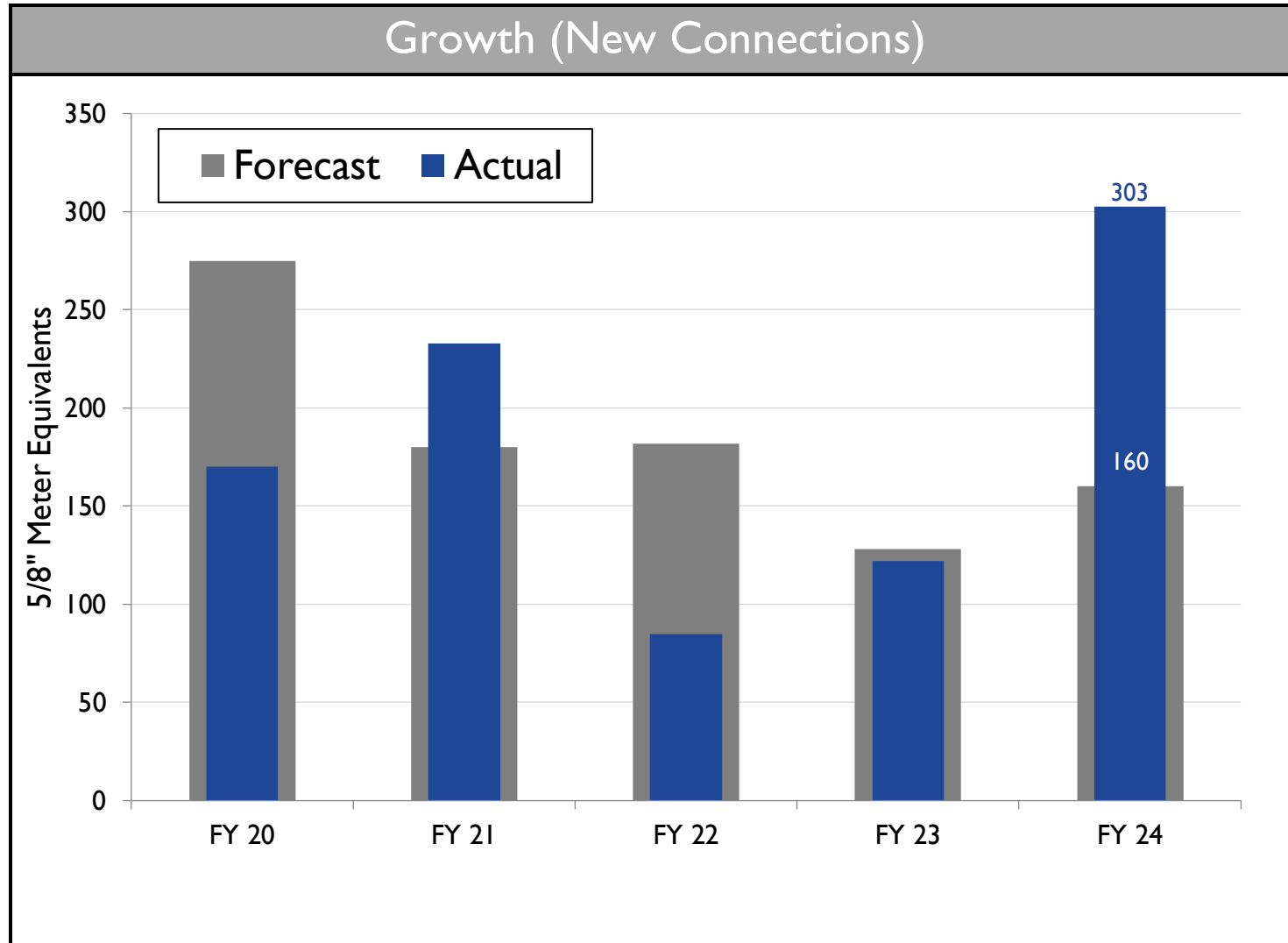
ODOR ELIMINATION



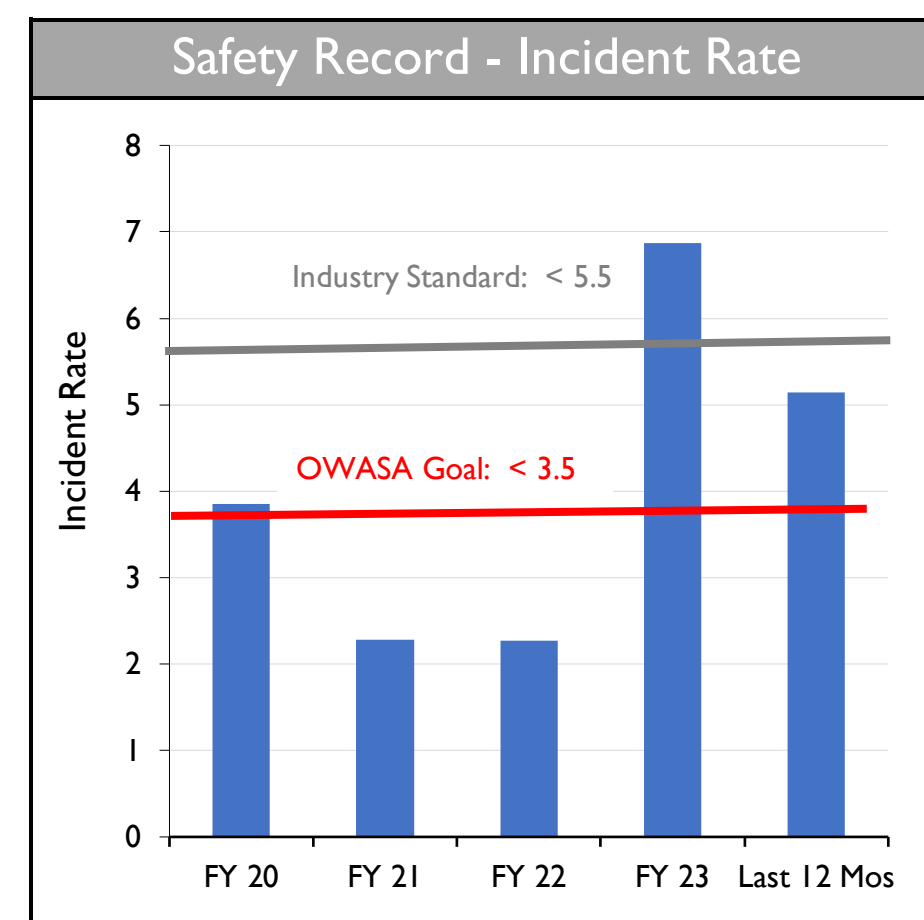
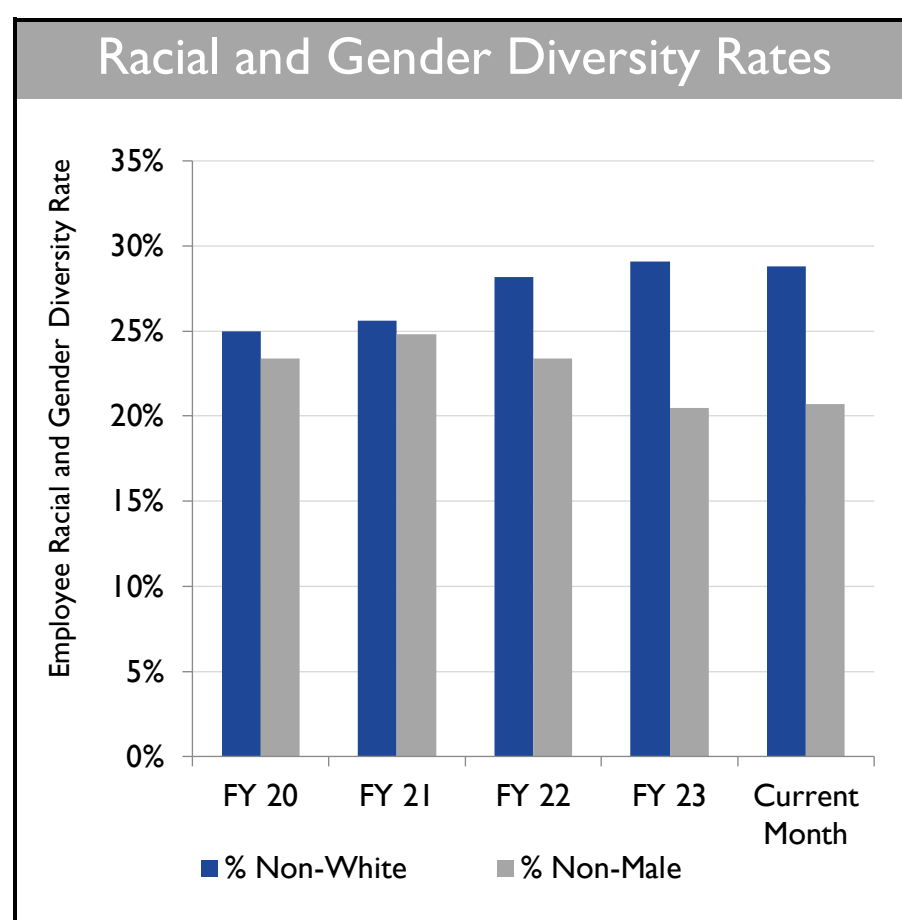
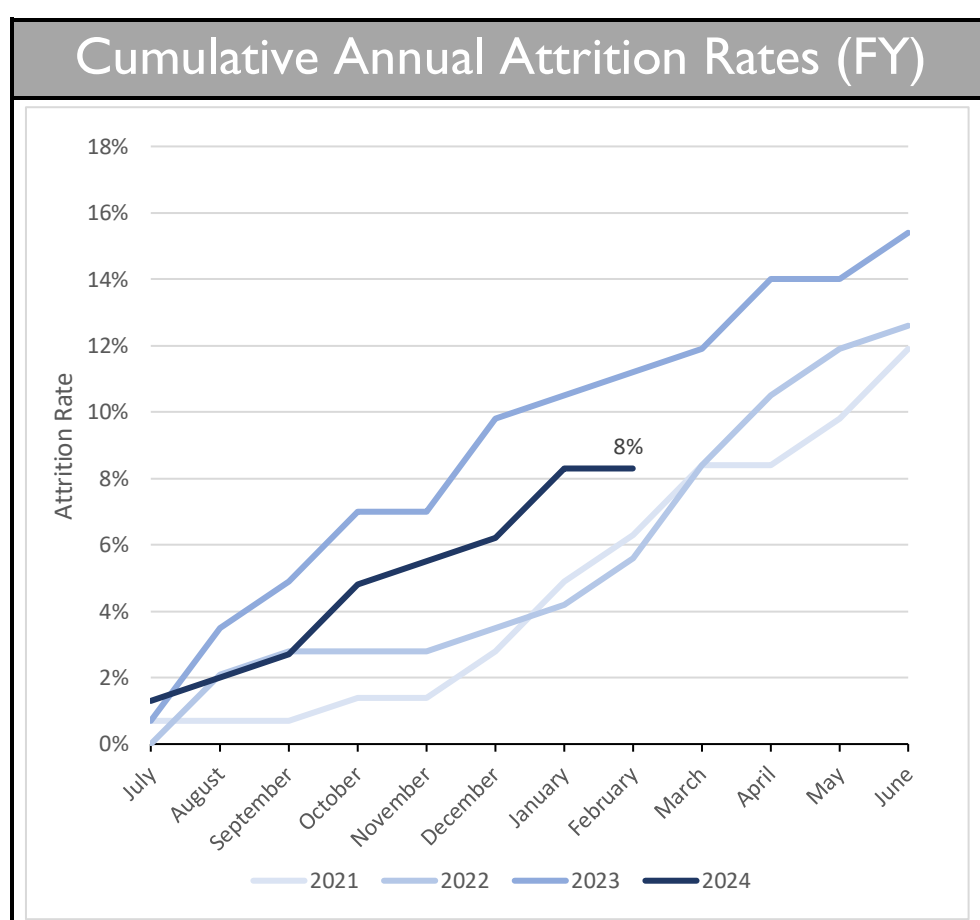
BIOSOLIDS MANAGEMENT



CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

