Key Performance Indicators

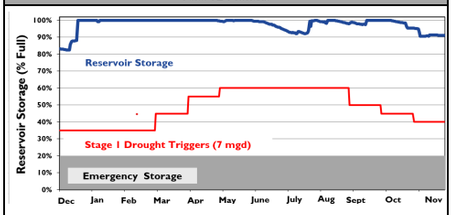
November 2024

WATER SUPPLY AND DEMAND

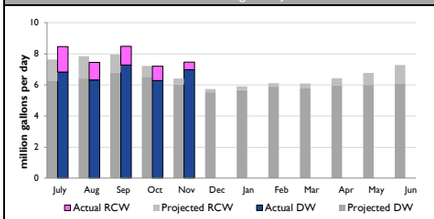
Water Supply	
Reservoir Storage % of Capacity	91.1% (as of 11 / 30 / 2024)
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

Water Demand (Sales in Million Gallons per Day)	November 2024		FY 2025 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.99	116%	6.74	105%
Reclaimed Water (RCW)	0.49	132%	1.08	107%

Reservoir Storage Levels and Stage 1 Drought Triggers
Past 12 Months



Average Daily Water and Reclaimed Water Demands:
Actual vs. FY24 Budget Projections

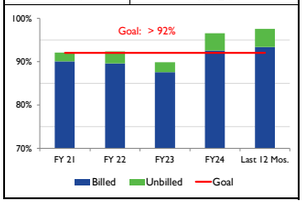


Rainfall (inches)	November 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	1.79	3.49	(1.70)	62.94	49.35	13.59
Cane Creek Reservoir	1.60	3.19	(1.59)	56.00	45.77	10.23

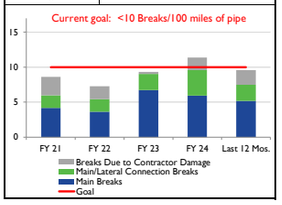
* Water Plant historical average is based on most recent 35 year period.
* Cane Creek Reservoir historical average is based on 32 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION

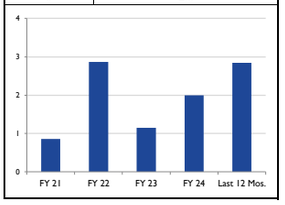
Accounted for Water as % of Water Pumped	
August 2024	Last 12 Months
97.0%	100.2%



Water Main Breaks	
November 2024	Breaks/100 mi. Last 12 Mos.
3	9.6

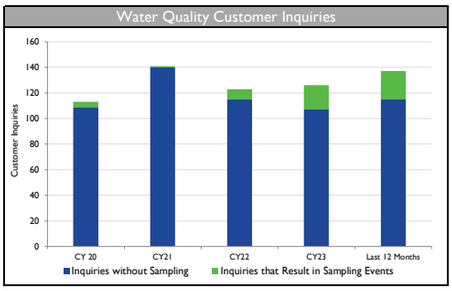


Sewer Overflows	
November 2024	Overflows/100 mi. Last 12 Mos.
0	2.8

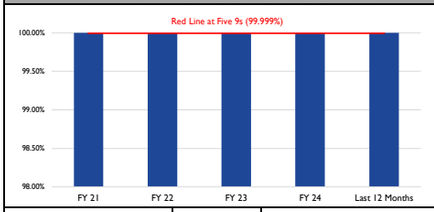


WATER SERVICE

Water Quality Customer Inquiries



% of Total Customer Hours with Water Service



Total number of customers affected by unplanned water outages	November 2024	Average duration of unplanned interrupted service (weighted hours)
11		4.33

SYSTEM COMPLIANCE VIOLATIONS

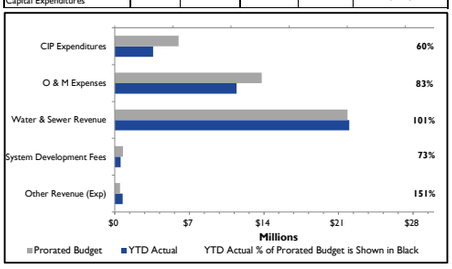
Within the last twelve months:

Inflow and infiltration (January 2024, August 2024. September 2024), pipe failure (February 2024), and grease (July 2024)
Operating Permit Violations: System Bypass due to equipment failure during high flow event (February 2024).

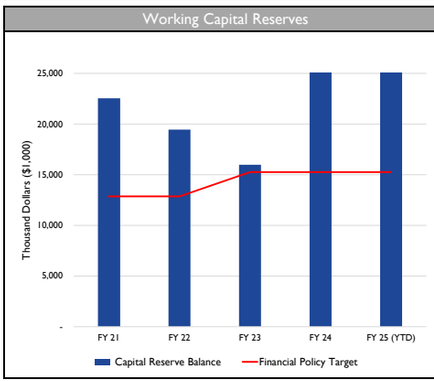
FINANCE MANAGEMENT

FY 2025 Budget Performance (millions of dollars)

Category	November 2024		FY 2025 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue	5.0	5.0	22.0	21.8	0.2
Operating Expenses	2.4	2.8	11.4	13.8	(2.4)
Capital Expenditures	2.2	2.0	3.6	6.0	(2.4)

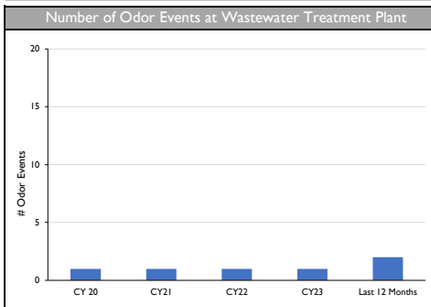


Working Capital Reserves



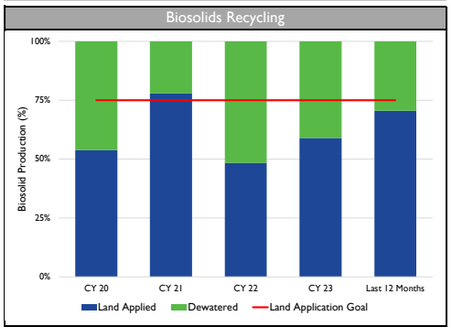
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



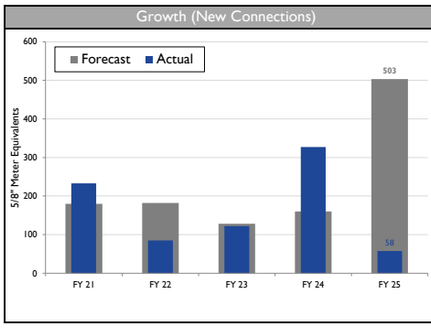
BIOSOLIDS MANAGEMENT

Biosolids Recycling

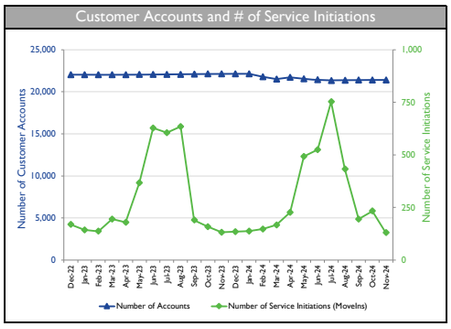


CUSTOMER SERVICE AND CONNECTION ACTIVITY

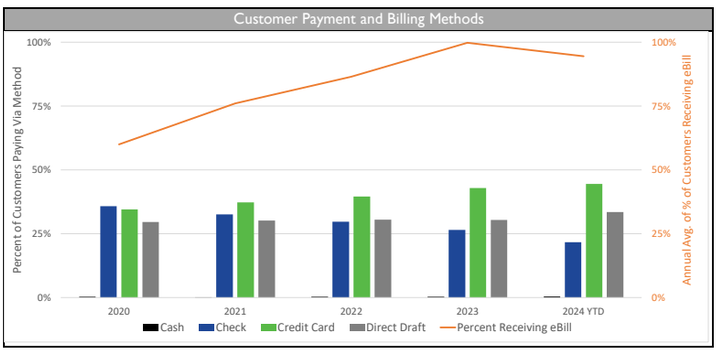
Growth (New Connections)



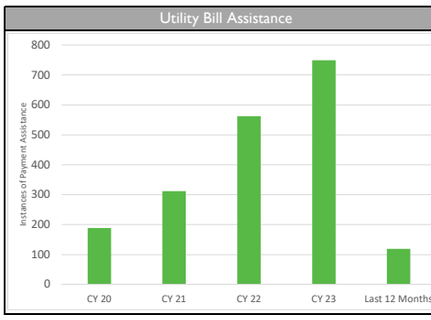
Customer Accounts and # of Service Initiations



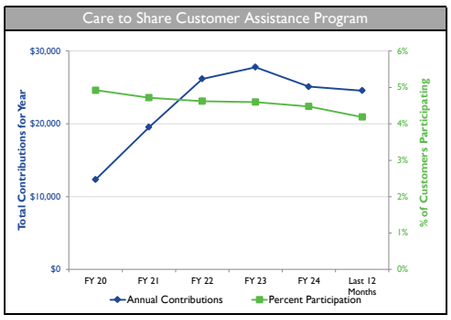
Customer Payment and Billing Methods



Utility Bill Assistance

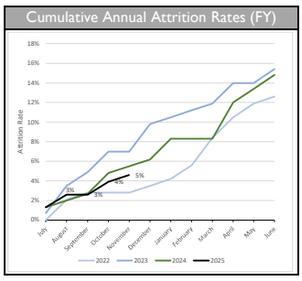


Care to Share Customer Assistance Program

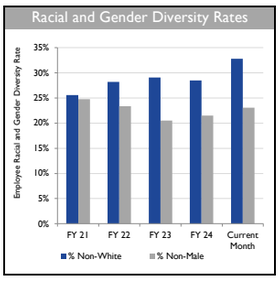


HUMAN RESOURCES AND SAFETY

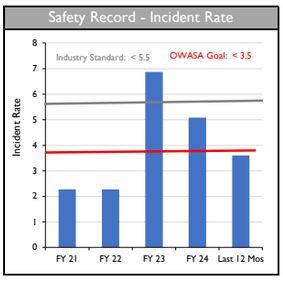
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

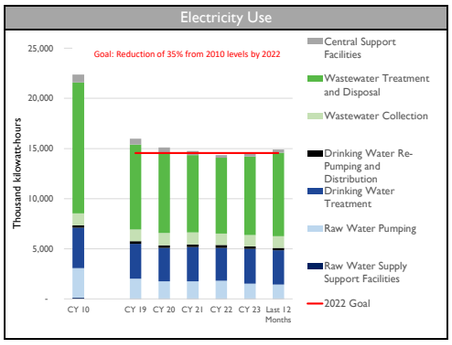


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

