Key Performance Indicators

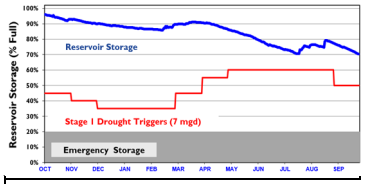
September 2026

WATER SUPPLY AND DEMAND

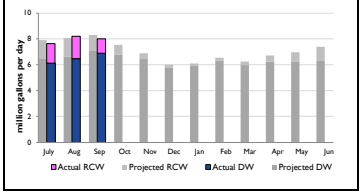
Water Supply	
Reservoir Storage % of Capacity	70.4% (as of 09 / 30 / 2026)
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Low
Water Use Restrictions Now in Effect	Year-Round

Water Demand (Sales in Million Gallons per Day)	September 2026		FY 2026 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.88	97%	6.49	97%
Reclaimed Water (RCW)	1.12	95%	1.46	140%

Reservoir Storage Levels and Stage 1 Drought Triggers
Past 12 Months



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



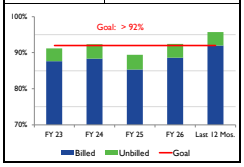
Rainfall (inches)	September 2026			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	1.97	5.32	(3.35)	32.70	49.47	(16.77)
Cane Creek Reservoir	1.72	4.79	(3.07)	29.67	45.39	(15.72)

* 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

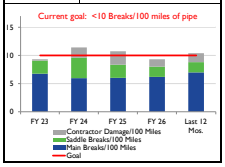
Accounted for Water as % of Water Pumped

September 2026	Last 12 Months
95.8%	96.3%



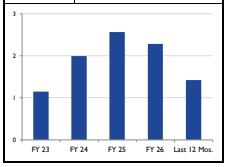
Water Main Breaks

September 2026	Breaks/100 mi. Last 12 Mos.
3	10.37



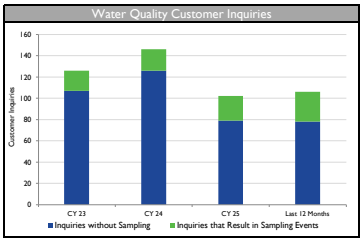
Sewer Overflows

September 2026	Overflows/100 mi. Last 12 Mos.
1	1.42

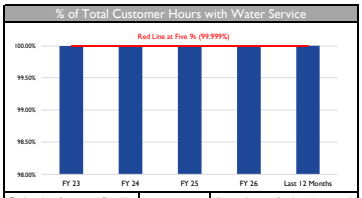


WATER SERVICE

Water Quality Customer Inquiries



% of Total Customer Hours with Water Service



Total number of customers affected by unplanned water outages	September 2026	Average duration of unplanned interrupted service (weighted hours)
15		3.00

SYSTEM COMPLIANCE VIOLATIONS

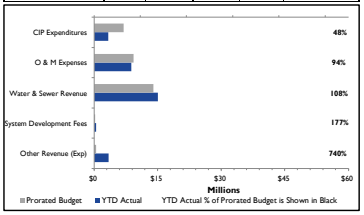
Within the last twelve months:

Sanitary Sewer Overflows due to storm damage (August 2026), pipe failure (January 2026 and April 2026), grease (December 2025 and June 2026).

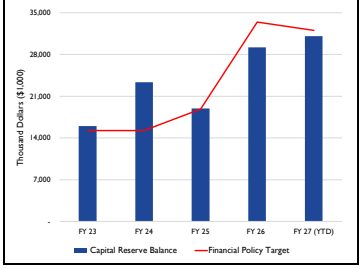
FINANCE MANAGEMENT

FY 2027 Budget Performance (millions of dollars)

Category	September 2026		FY 2026 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue	6.9	5.6	19.0	14.8	4.3
Operating Expenses	3.1	3.2	8.8	9.4	(1.0)
Capital Expenditures	1.3	3.0	3.3	7.0	(3.7)

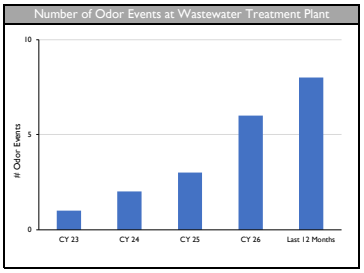


Working Capital Reserves



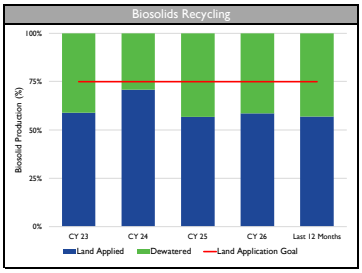
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



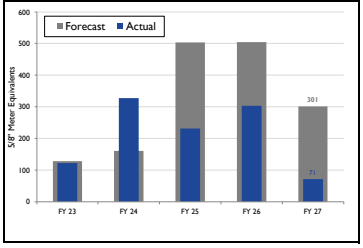
BIOSOLIDS MANAGEMENT

Biosolids Recycling

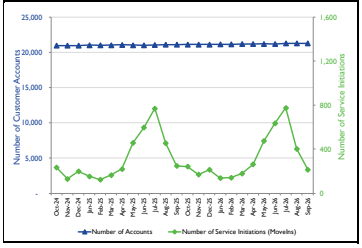


CUSTOMER SERVICE AND CONNECTION ACTIVITY

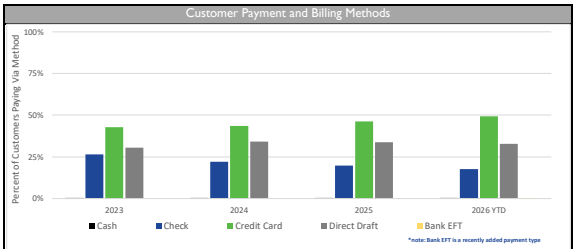
Growth (New Connections)



Customer Accounts and # of Service Initiations

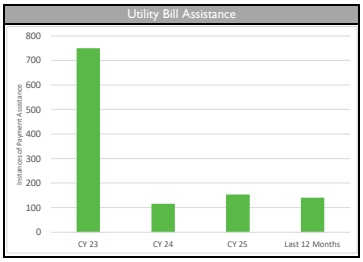


Customer Payment and Billing Methods

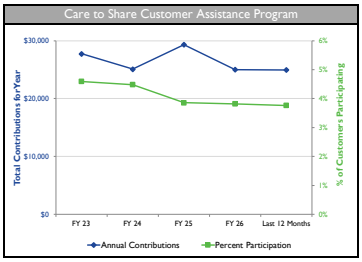


Percent of Customers Receiving E-Bill	58%

Utility Bill Assistance

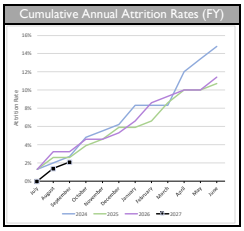


Care to Share Customer Assistance Program

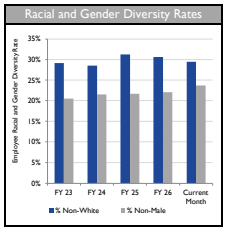


HUMAN RESOURCES AND SAFETY

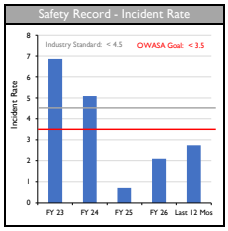
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

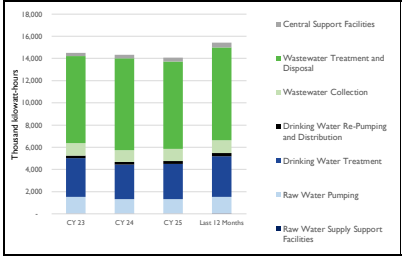


Safety Record - Incident Rate

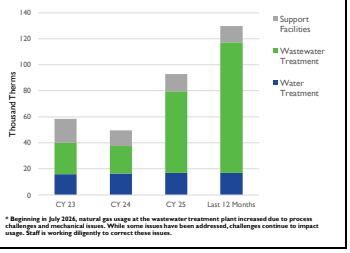


ENERGY MANAGEMENT

Electricity Use



Natural Gas Use



* Beginning in July 2024, natural gas usage at the wastewater treatment plant increased due to process challenges and mechanical issues. While some issues have been addressed, challenges continue to impact usage. Staff is working diligently to correct these issues.