**Key Performance Indicators**

**March 2023**

### WATER SUPPLY AND DEMAND

#### Water Supply

- Reservoir Storage % of Capacity: 94.3%
- Risk of Shortage Restrictions in Coming Year: Minimal
- Water Use Restrictions Now in Effect: Year-Round

#### Water Demand (March 2023 vs. FY 2022)

- Actual DW: 5.79 MGD
- Projected DW: 5.79 MGD
- Estimated DW (BWP): 5.32 MGD
- Estimated % of Projected: 92%
- Actual % of Projected: 100%
- % Variance: (0.52)

### WATER DISTRIBUTION AND WASTEWATER COLLECTION

#### Water Quality Customer Inquiries

- Actual: 30
- Projected: 0

#### System Compliance Violations

- Operating Permit Violations: Sanitary Sewer System Overflows due to vandalism (June 2022), root growth (June 2022, January 2023, March 2023), grease (April 2022, June 2022, November 2022), valve failure (May 2022), and pipe failure (August 2022).
- Monitoring violations of NPDES permit (March 2023)

### WATER SERVICE

#### % of Total Estimated Service Days with Water Service

- Actual: 100%
- Projected: 98%

### SYSTEM COMPLIANCE VIOLATIONS

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

### FINANCE MANAGEMENT

#### 2023 Budget Performance (millions of dollars)

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<thead>
<tr>
<th>Category</th>
<th>March 2023</th>
<th>FY 2023 Year-to-Date</th>
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<tbody>
<tr>
<td>Revenue (Preliminary)</td>
<td>3.5</td>
<td>3.4</td>
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<tr>
<td>Operating Expenses (Preliminary)</td>
<td>2.4</td>
<td>2.7</td>
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<tr>
<td>Capital Expenditures (Preliminary)</td>
<td>3.1</td>
<td>2.5</td>
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#### Capital Reserve Balances

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<tr>
<th>Category</th>
<th>FY 19</th>
<th>FY 20</th>
<th>FY 21</th>
<th>FY 22</th>
<th>FY 23 (YTD)</th>
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*Note: Key performance indicators and financial data reflect performance for March 2023 and the year-to-date performance for FY 2023.*
**ODOR ELIMINATION**

Number of Odor Events at Wastewater Treatment Plant

**BIOSOLIDS MANAGEMENT**

Biosolids Recycling

**CUSTOMER SERVICE AND CONNECTION ACTIVITY**

Growth (New Connections)

**HUMAN RESOURCES AND SAFETY**

Cumulative Annual Attrition Rates (FY)

**ENERGY MANAGEMENT**

Electricity Use

Natural Gas Use