



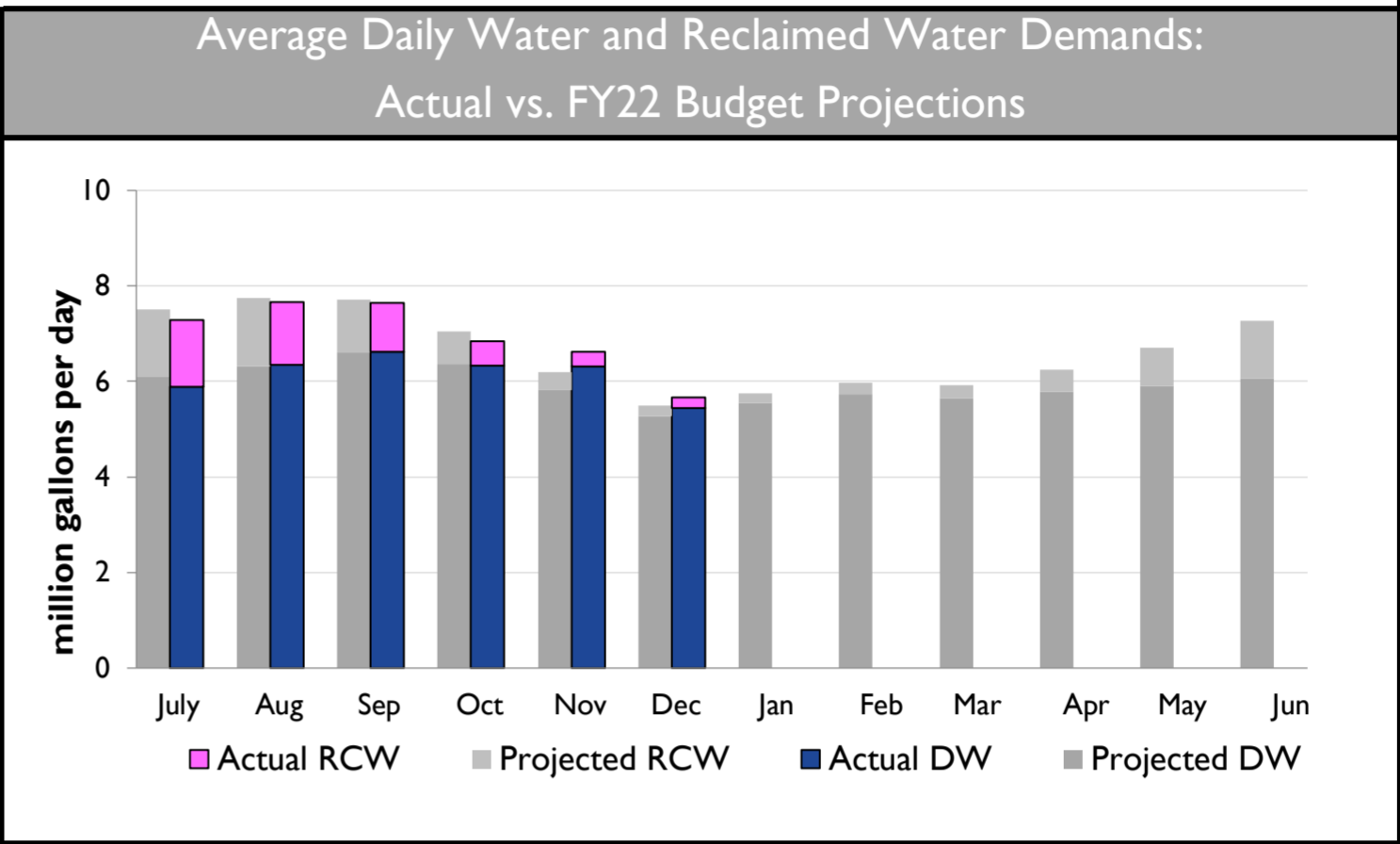
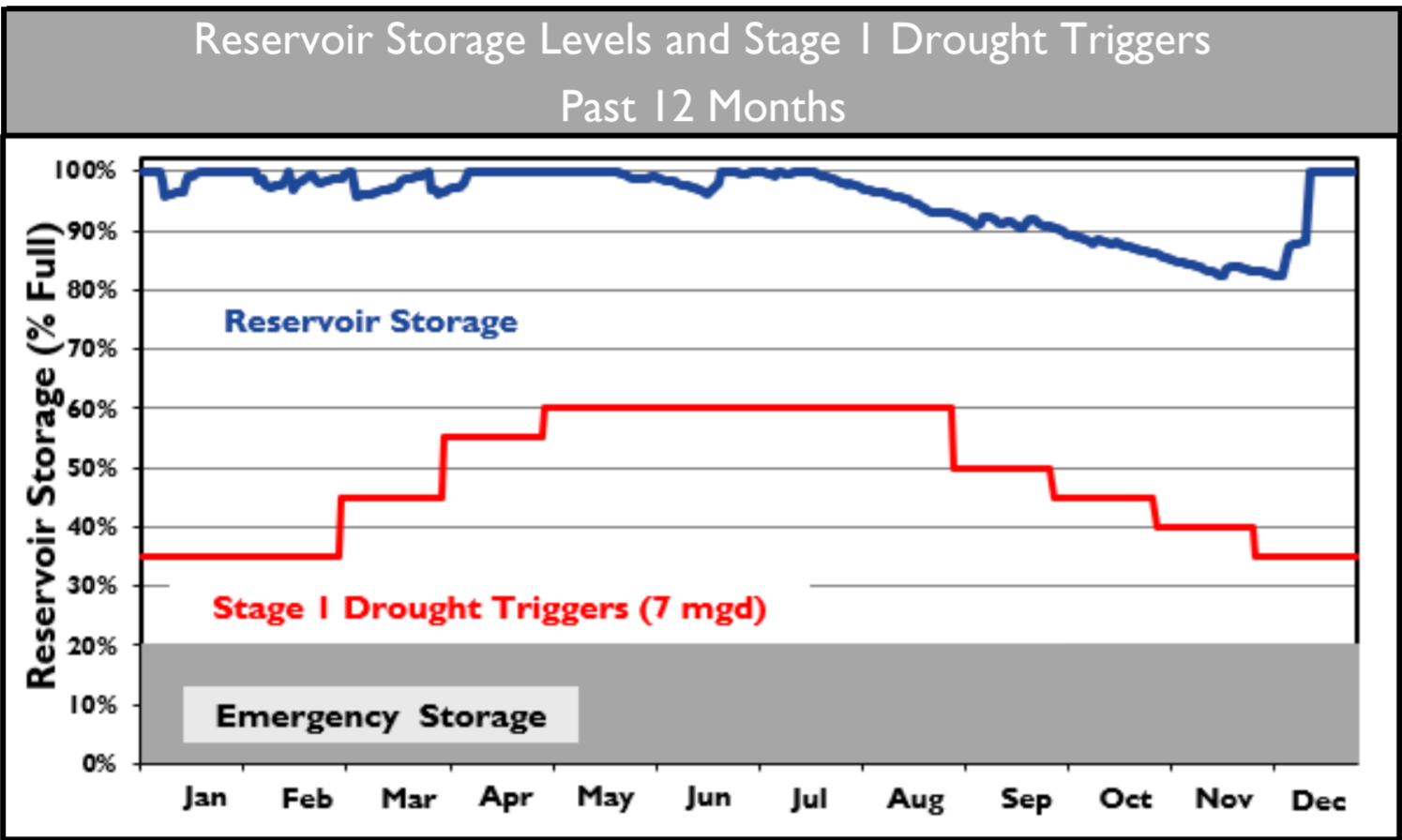
Key Performance Indicators

December 2023

WATER SUPPLY AND DEMAND

| Water Supply | |
|--|---|
| Reservoir Storage % of Capacity | 100.0% <small>(as of 12 / 31 / 2023)</small> |
| Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate) | Minimal |
| Water Use Restrictions Now in Effect | Year-Round |

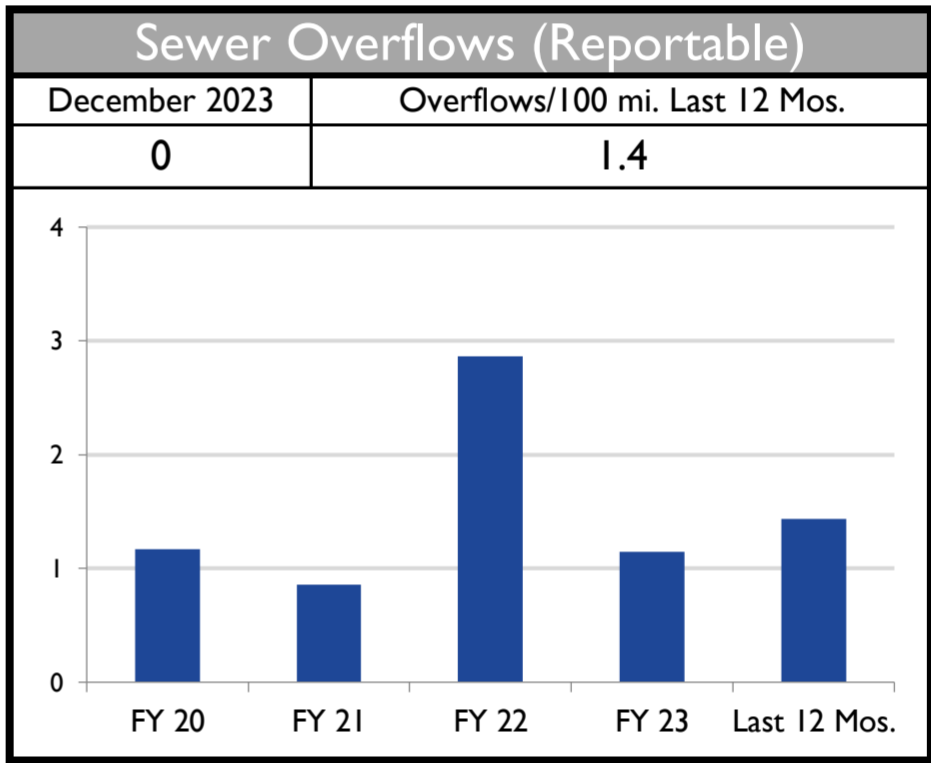
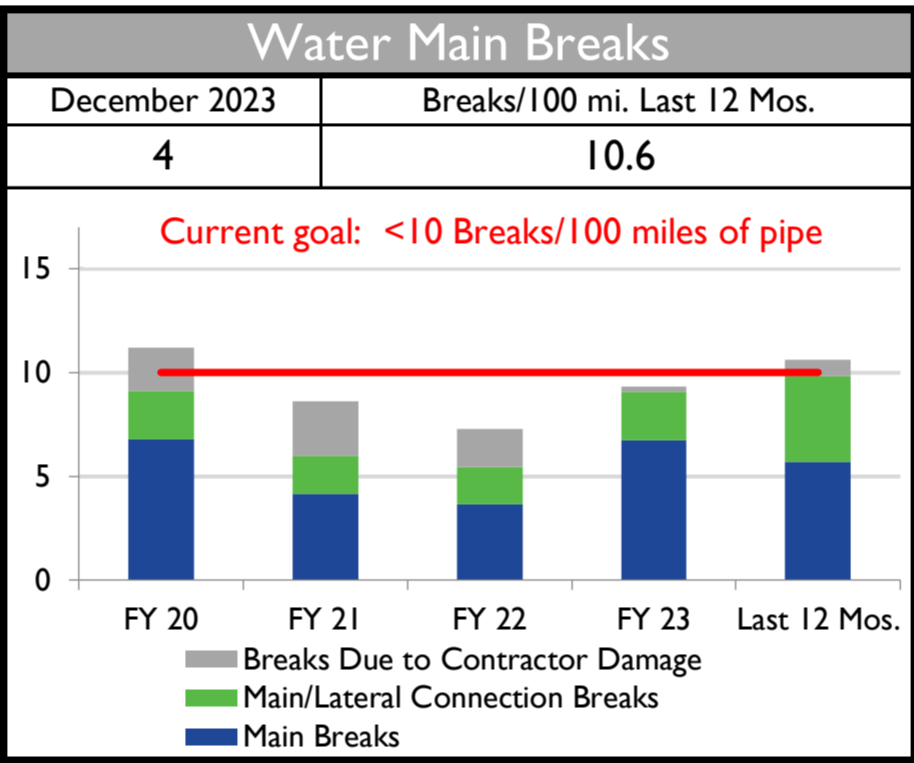
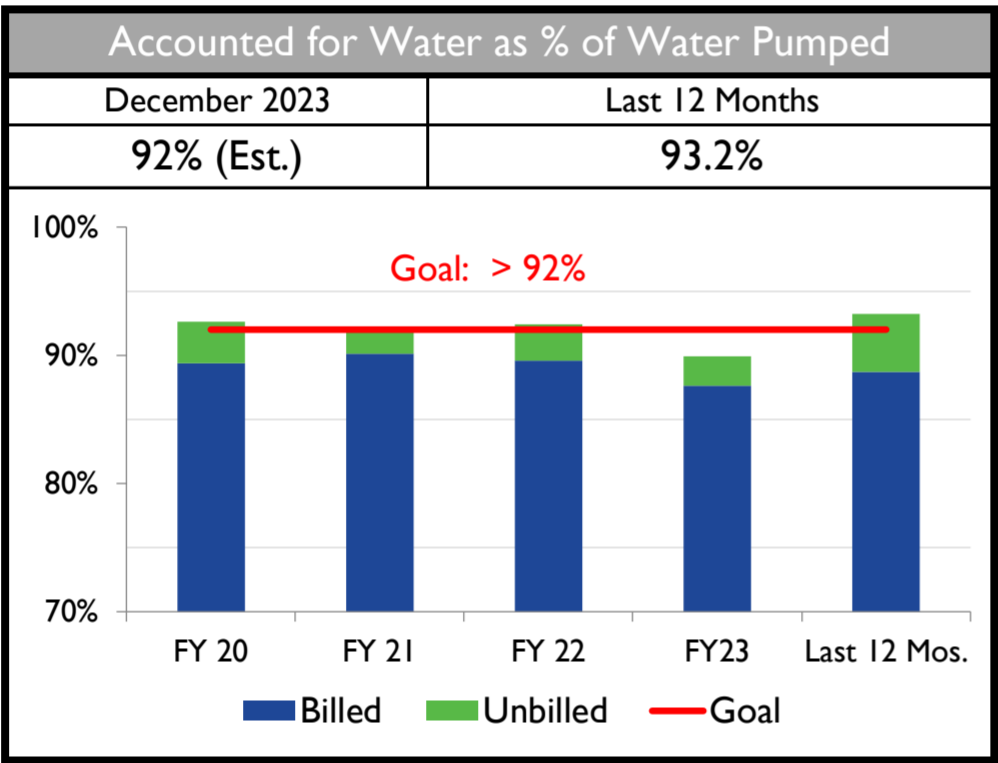
| Water Demand (Sales in Million Gallons per Day) | | | | |
|---|---------------|----------------|----------------------------|-----------------------------|
| | December 2023 | | FY 2023 (Avg Year to Date) | |
| | Est. | % of Projected | Estimated | % of Projected Year-to-Date |
| Drinking Water (DW) | 5.44 | 103% | 6.16 | 101% |
| Reclaimed Water (RCW) | 0.22 | 100% | 0.80 | 92% |
| Total | 5.66 | 103% | 6.96 | 100% |



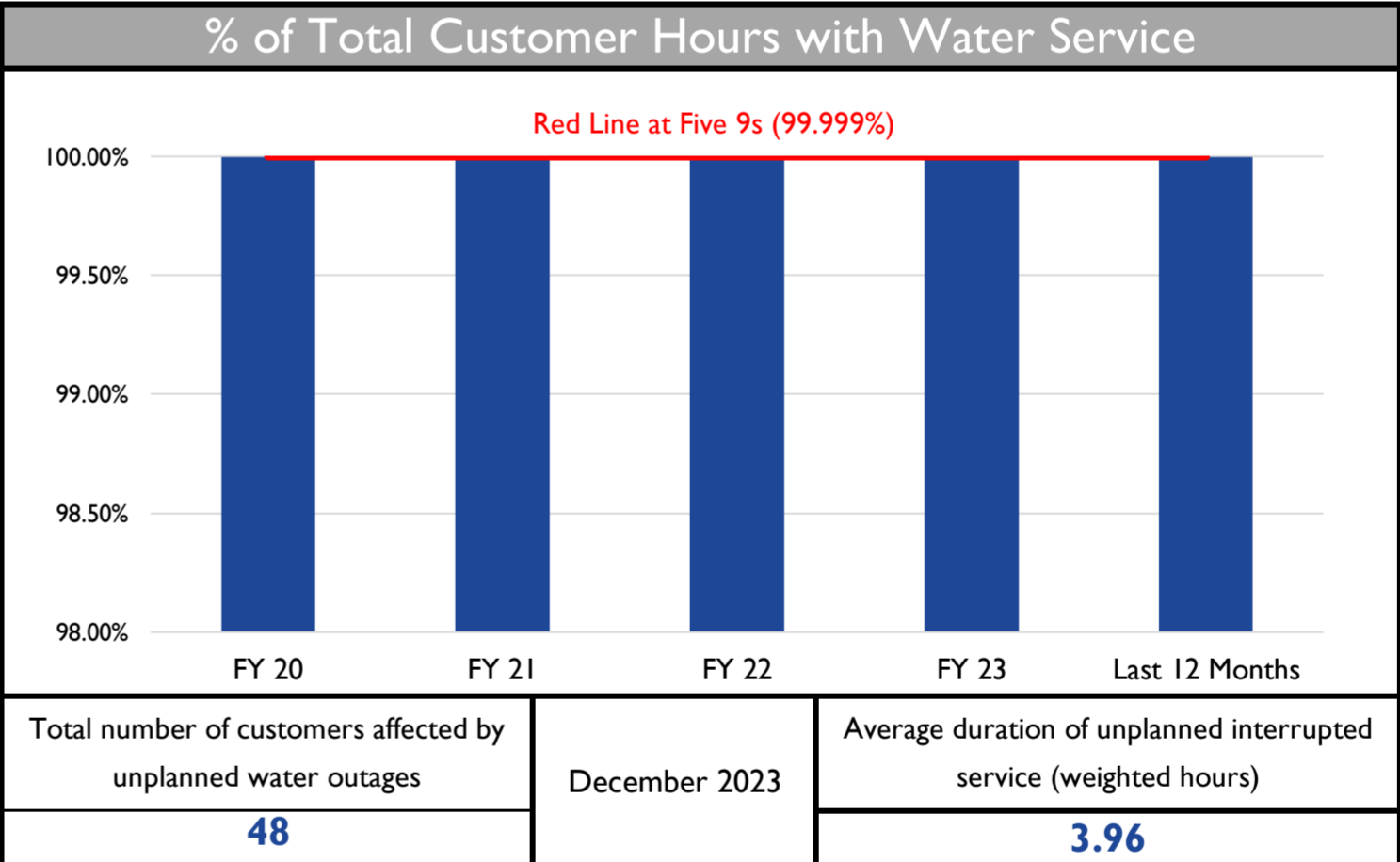
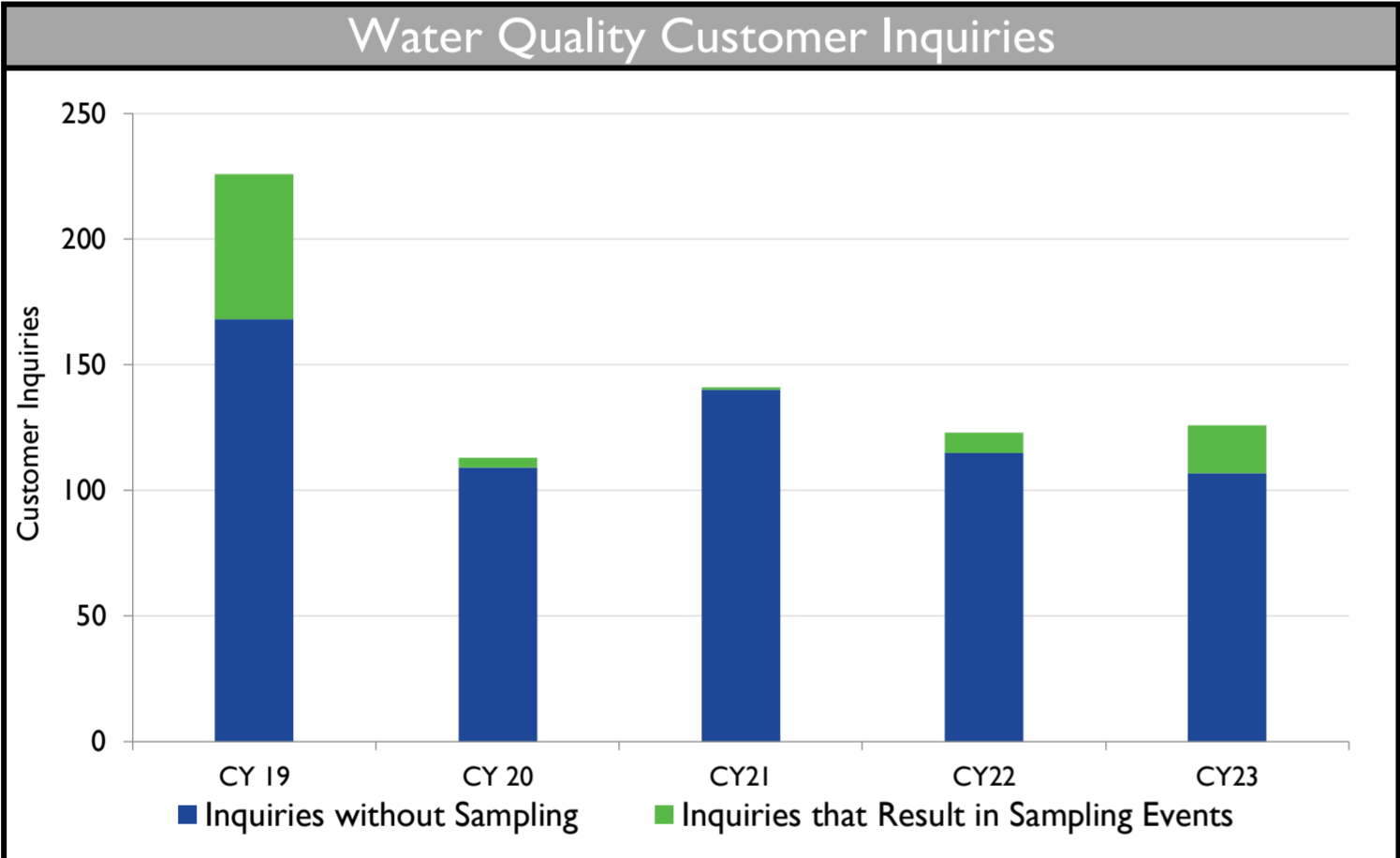
| Rainfall (inches) | | | | | | |
|------------------------|---------------|----------------------|----------|----------------|---------------|----------|
| | December 2023 | | | Last 12 Months | | |
| | Actual | Hist. Avg. for Month | Variance | Actual | Hist. Average | Variance |
| Water Plant (Carrboro) | 7.79 | 3.83 | 3.96 | 50.71 | 48.80 | 1.91 |
| Cane Creek Reservoir | 7.31 | 3.75 | 3.56 | 50.77 | 45.43 | 5.34 |

* 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



SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

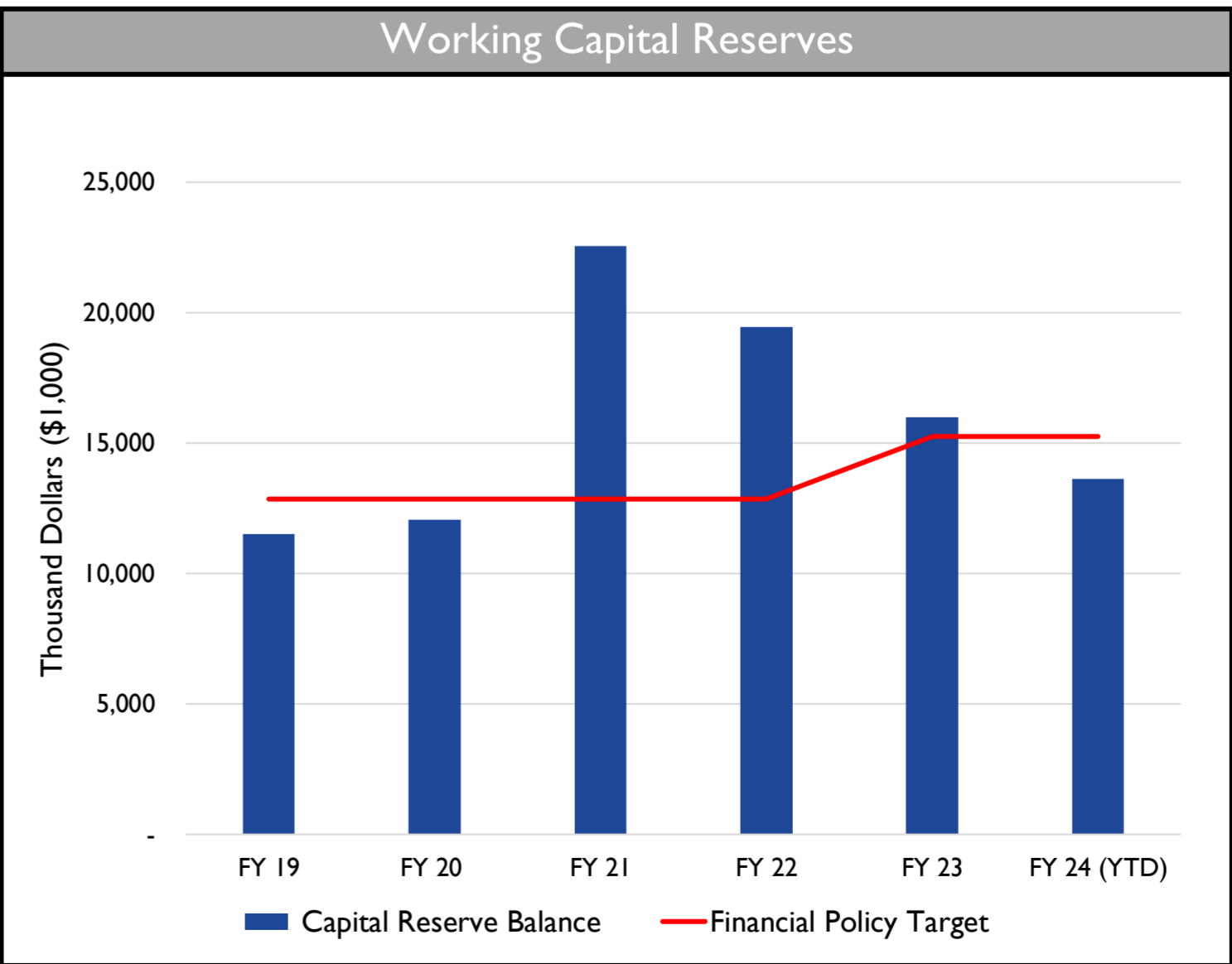
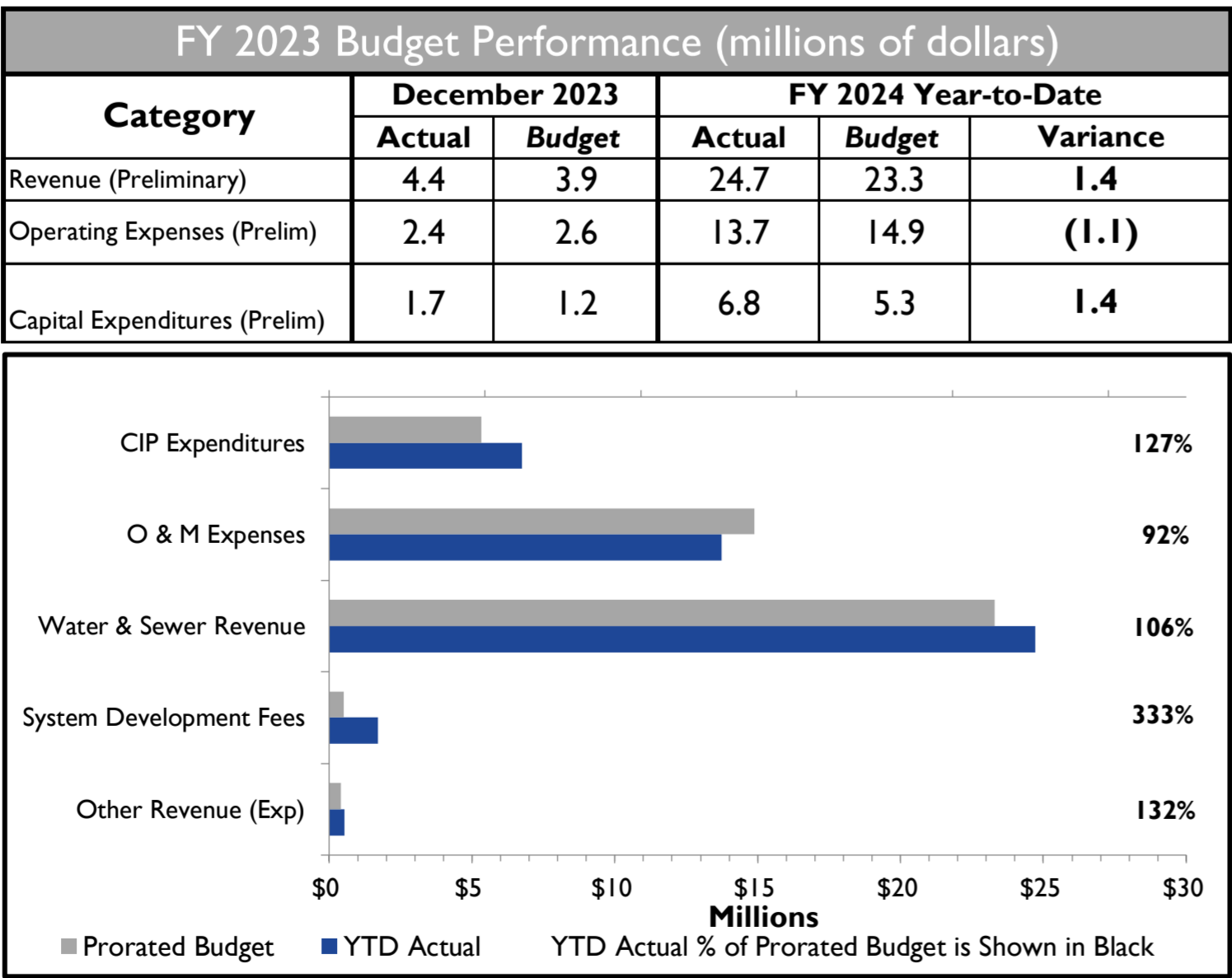
Operating Permit Violations: Sanitary Sewer System Overflows due root growth (January 2023, March 2023, October 2023), and contractor error (July 2023).

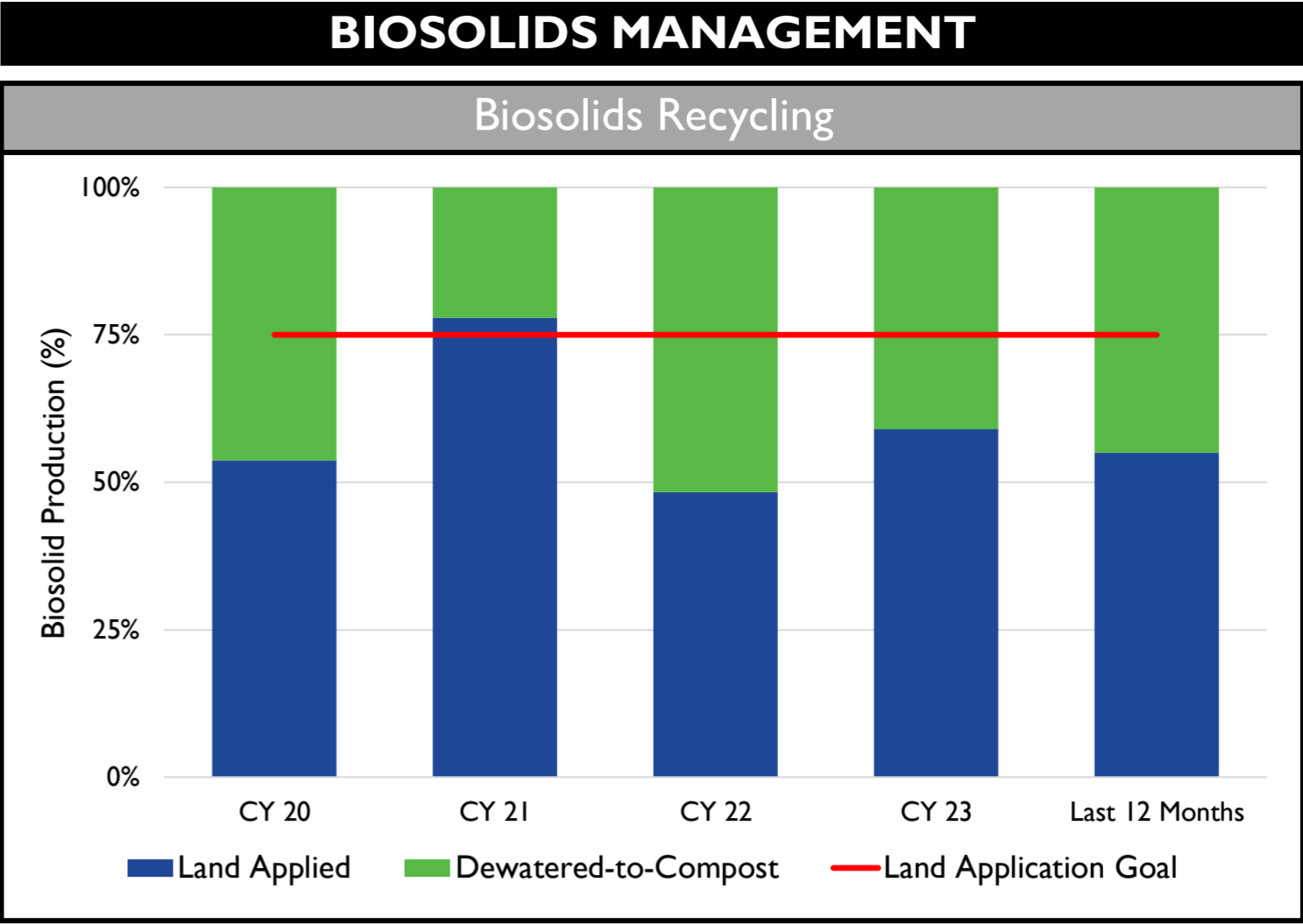
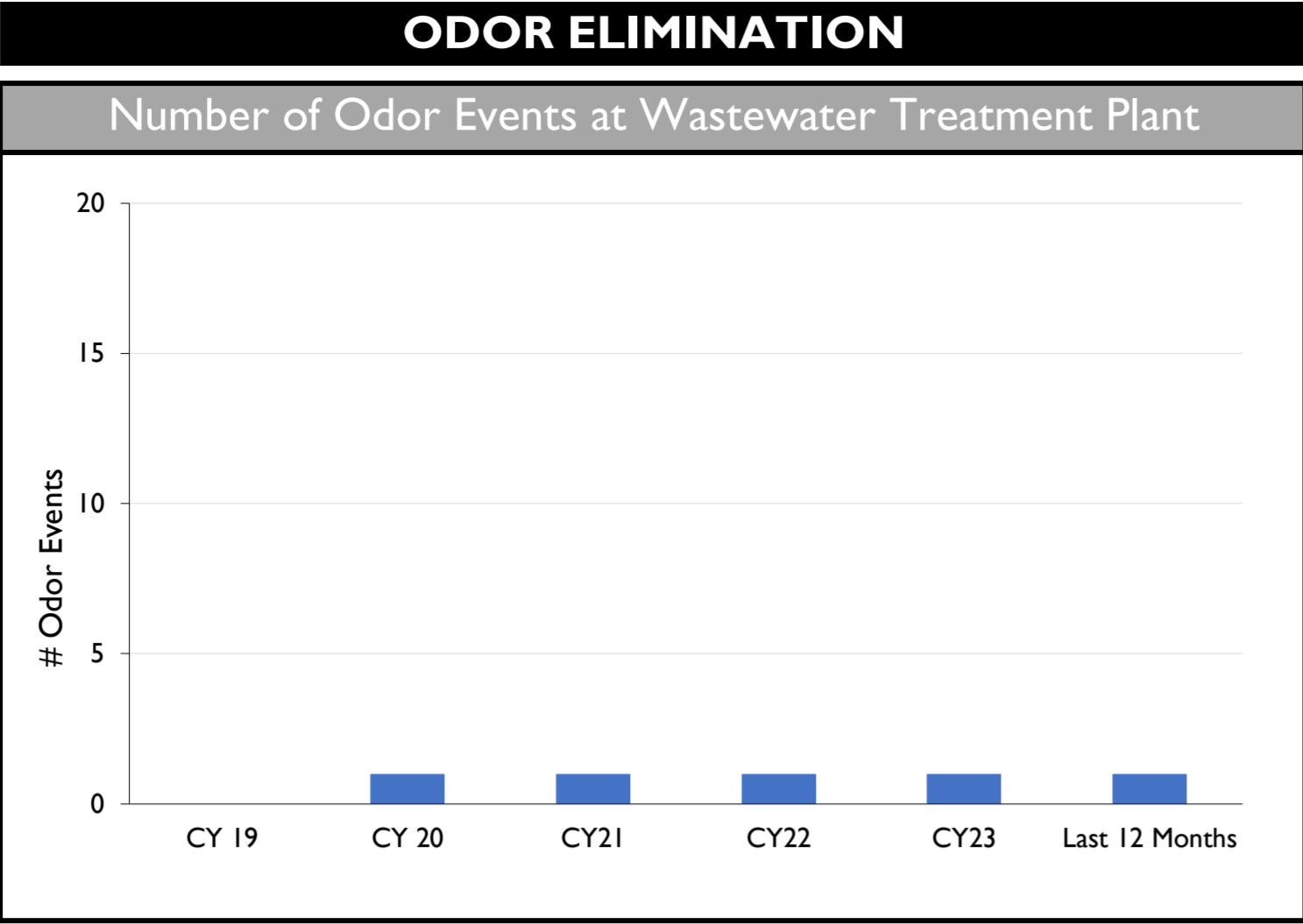
Operating Permit Violations: System Bypass due to a system control issue during high flow event (March 2023).

Stage 2 Disinfectants and Disinfection Byproducts Rule monitoring violation (March 2023).

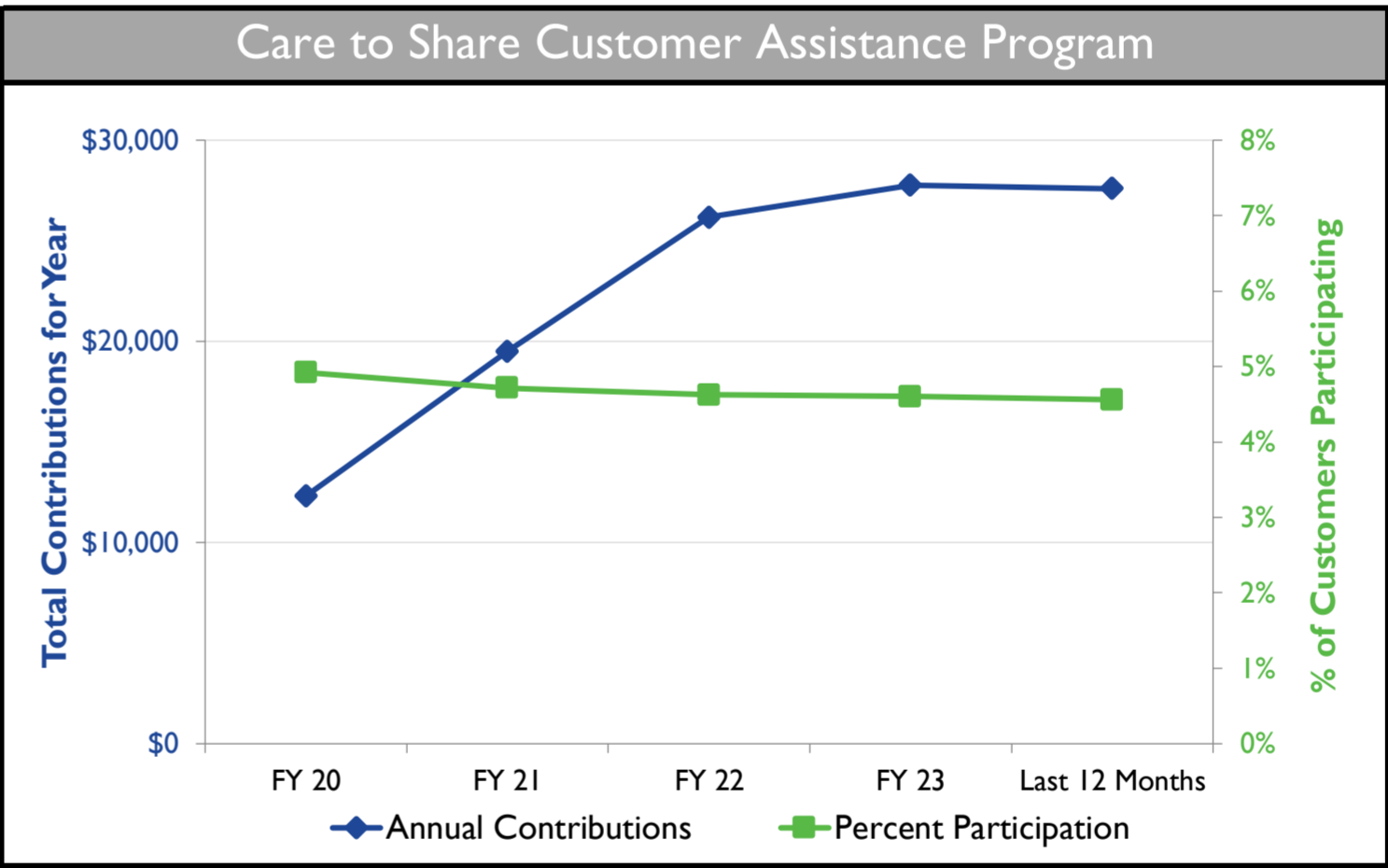
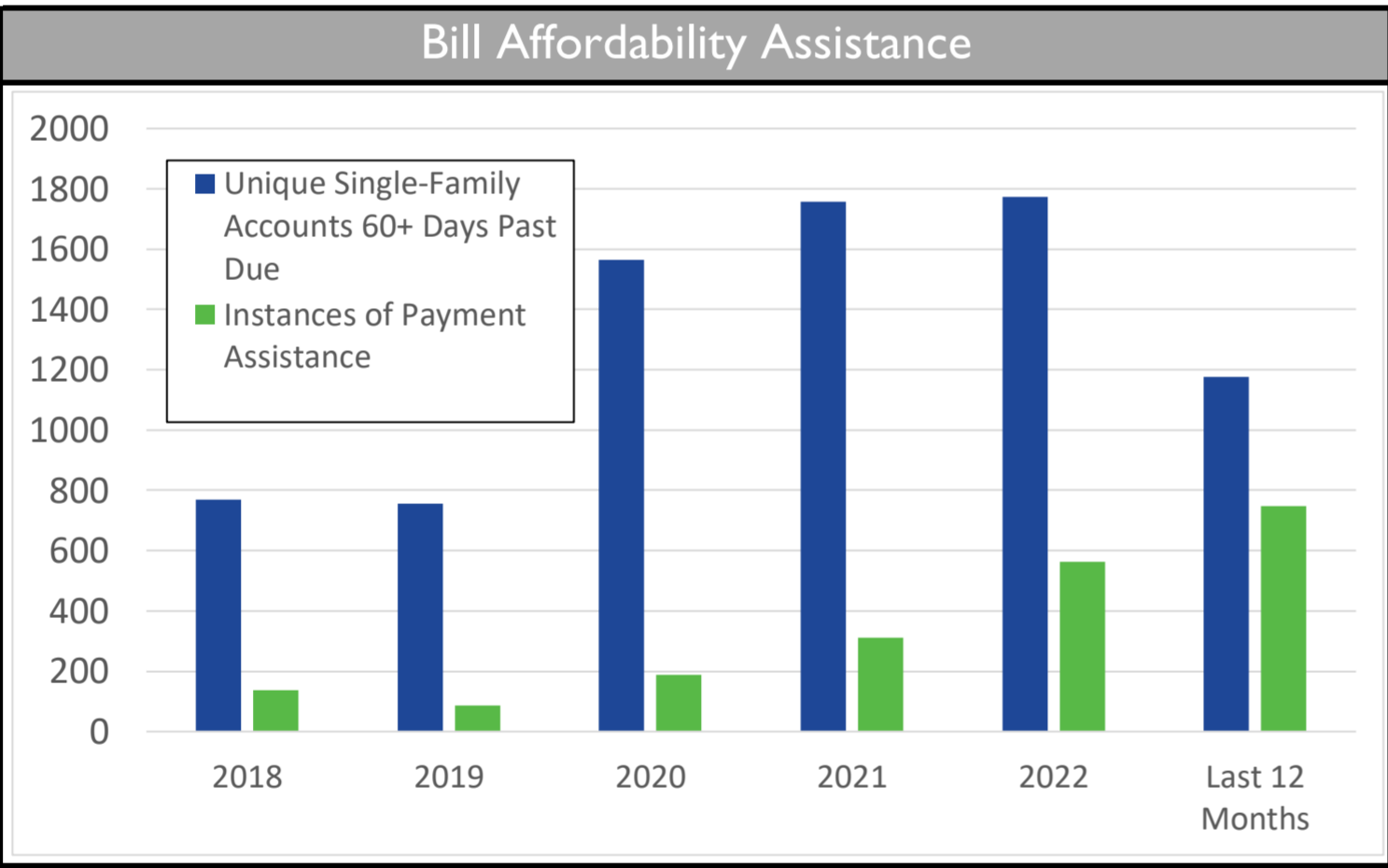
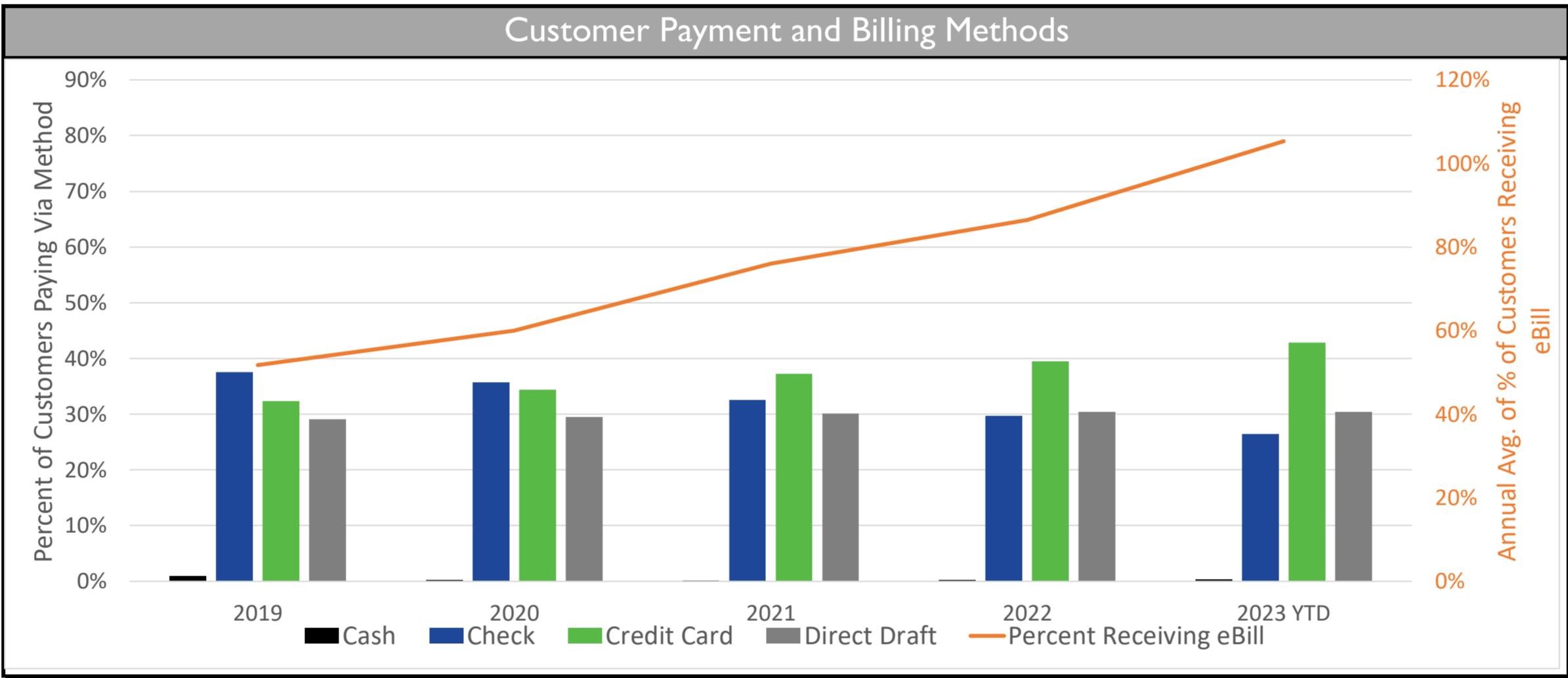
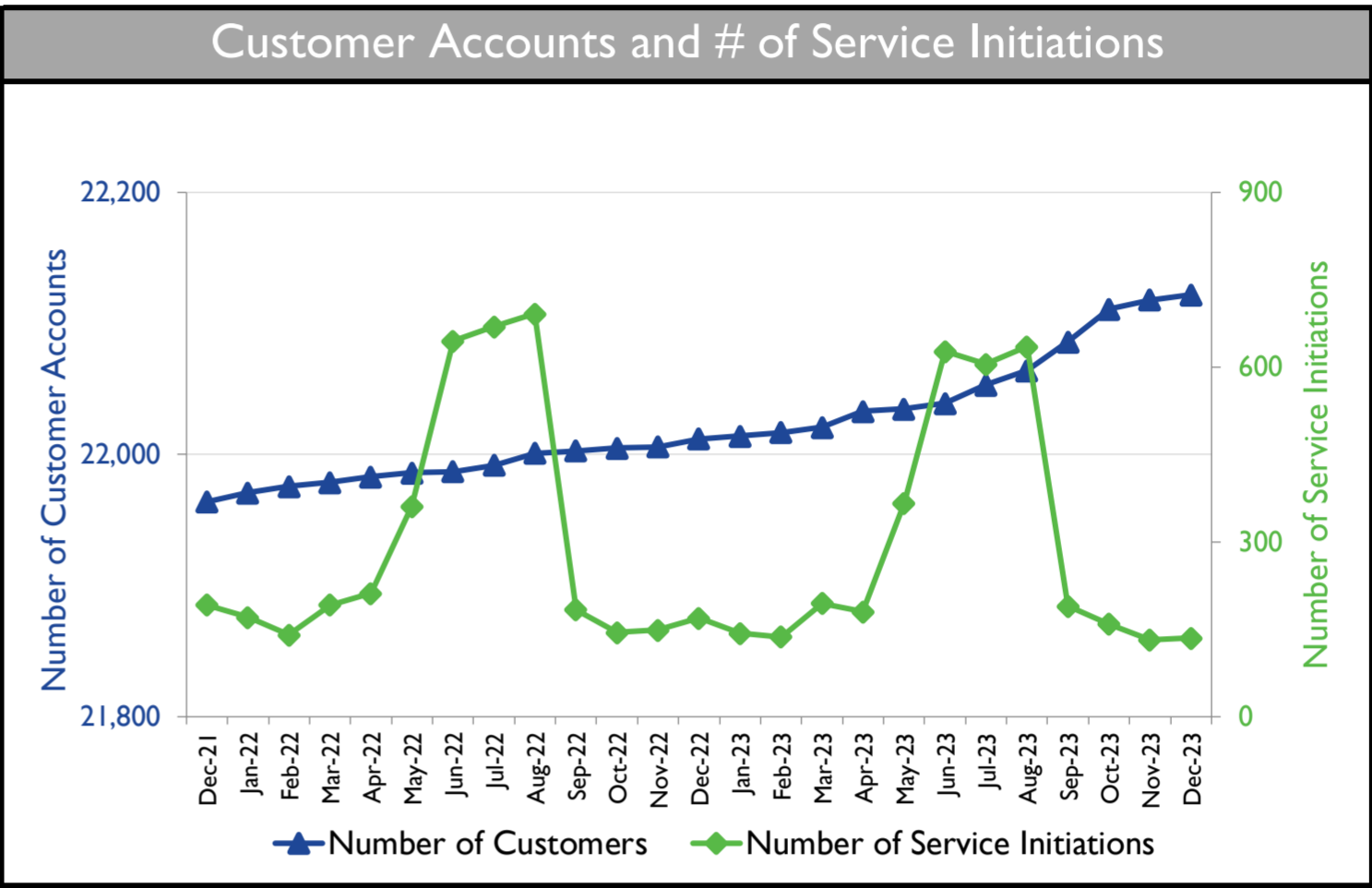
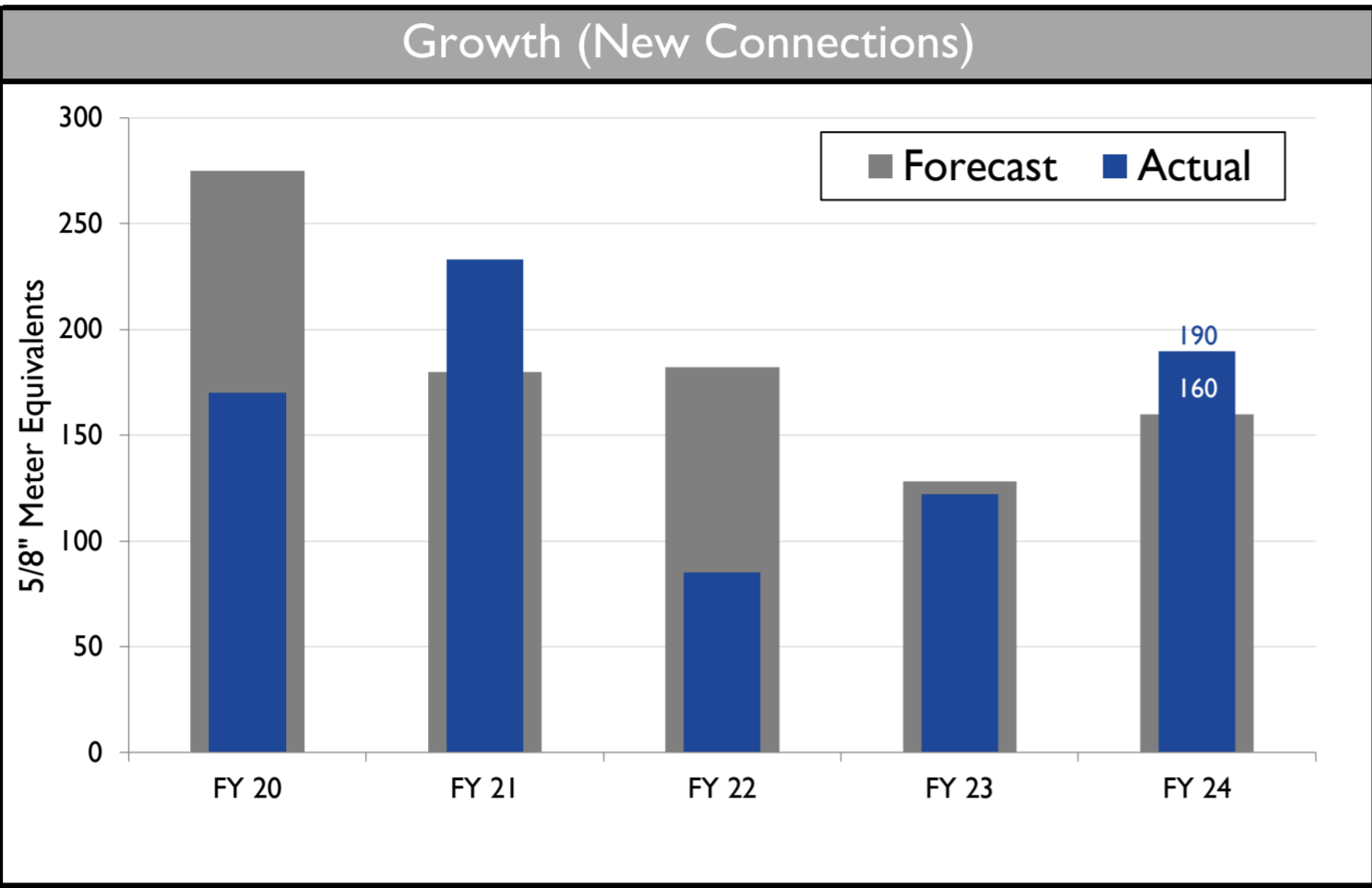
Reclaimed Water Reporting violation (February 2023)

FINANCE MANAGEMENT

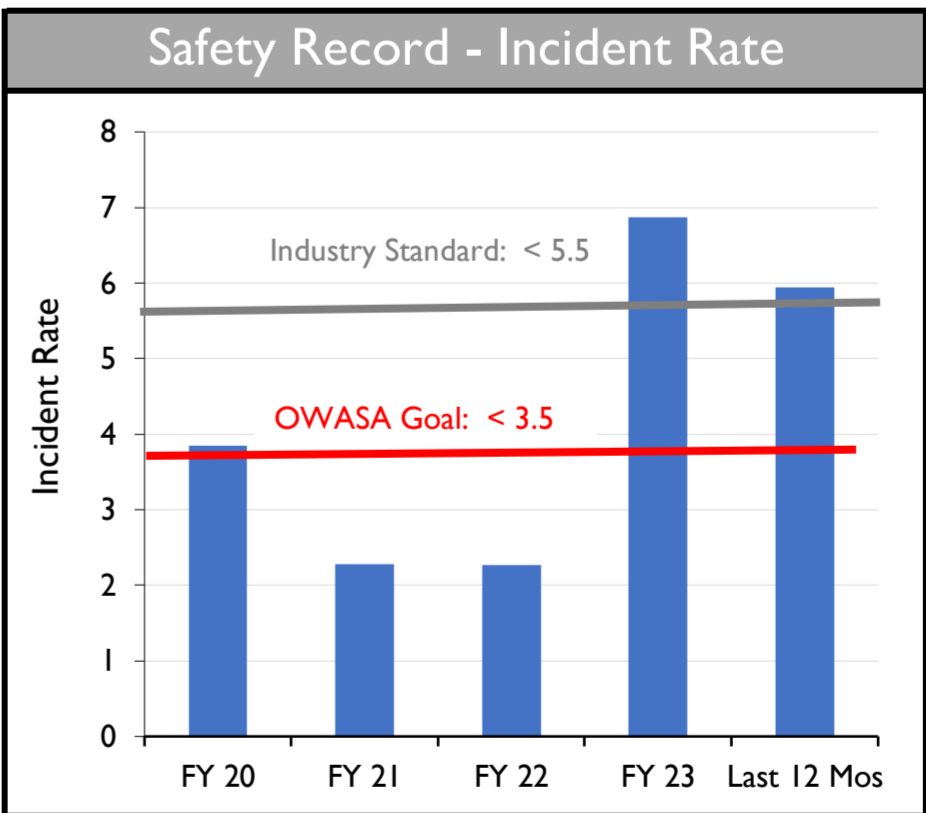
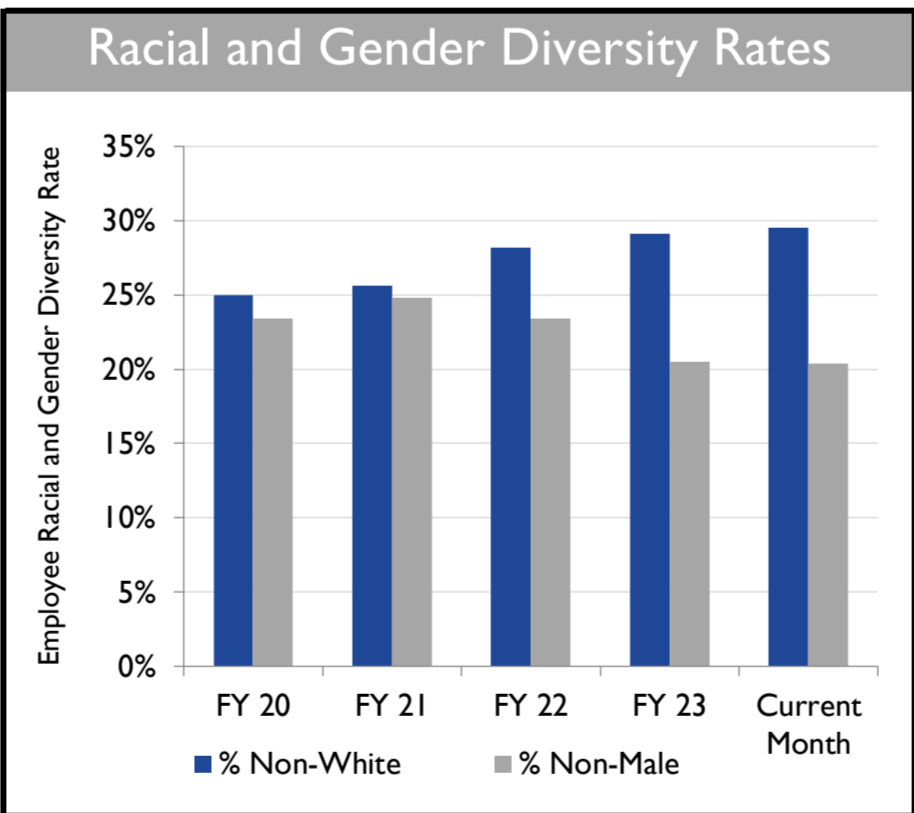
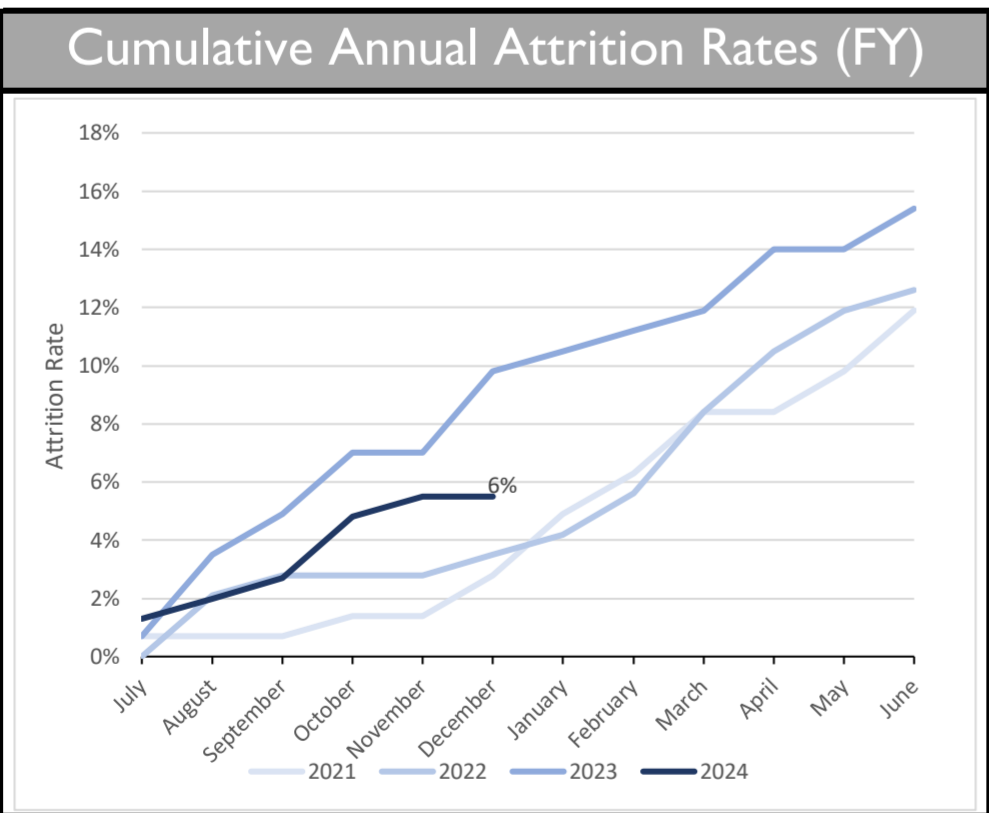




CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

