



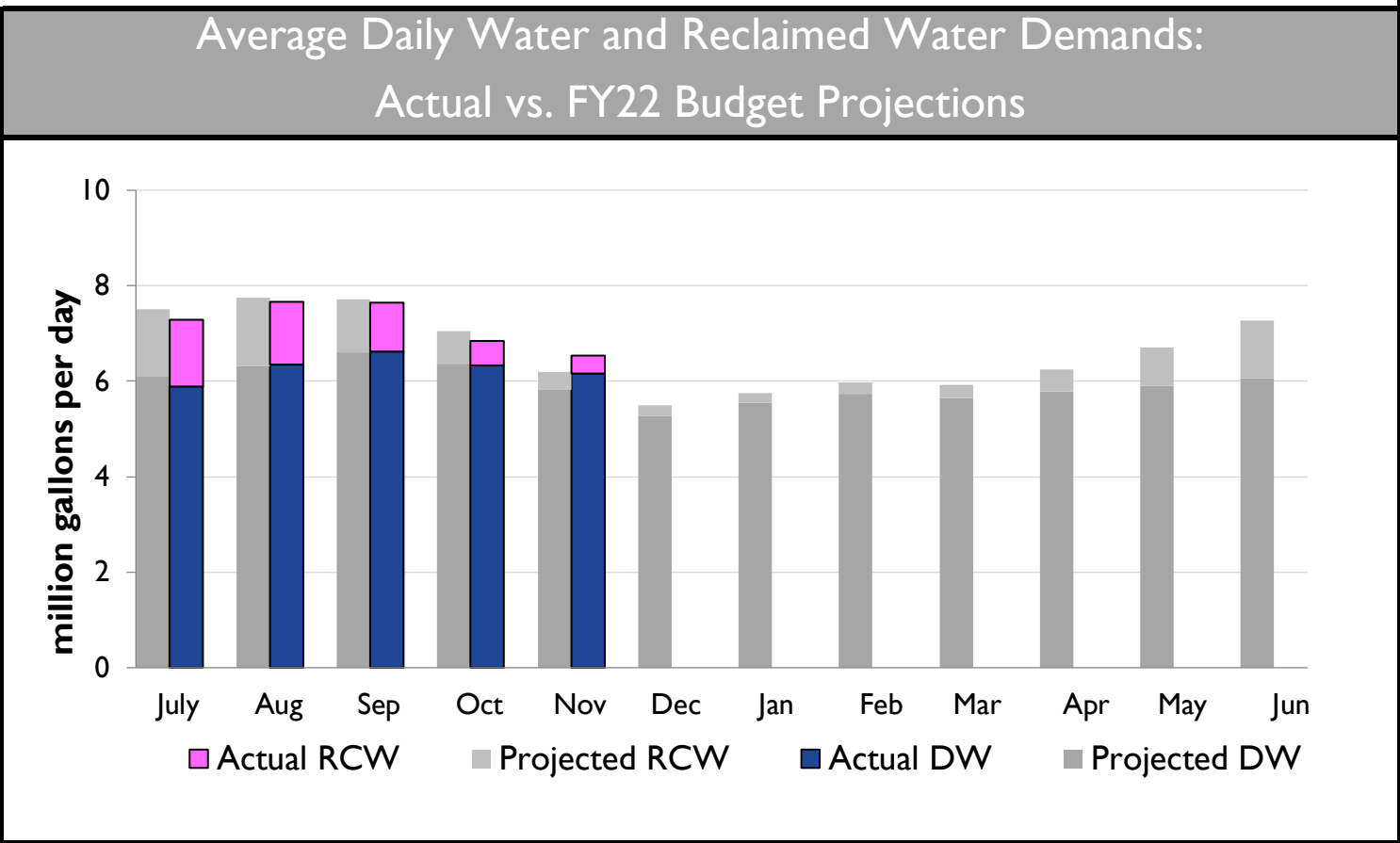
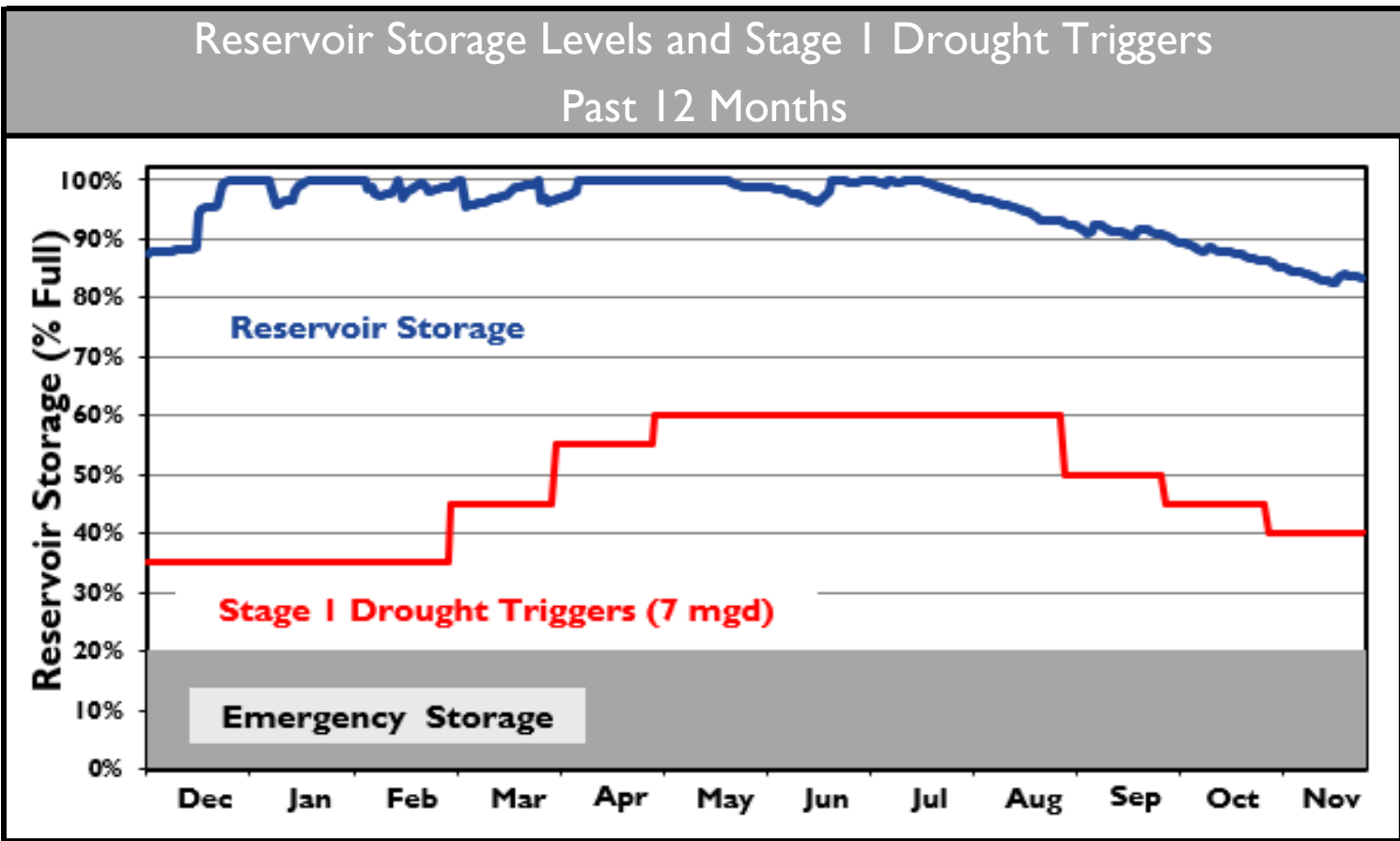
Key Performance Indicators

November 2023

WATER SUPPLY AND DEMAND

| Water Supply | |
|--|---|
| Reservoir Storage % of Capacity | 83.3% <small>(as of 11 / 30 / 2023)</small> |
| Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate) | Minimal |
| Water Use Restrictions Now in Effect | Year-Round |

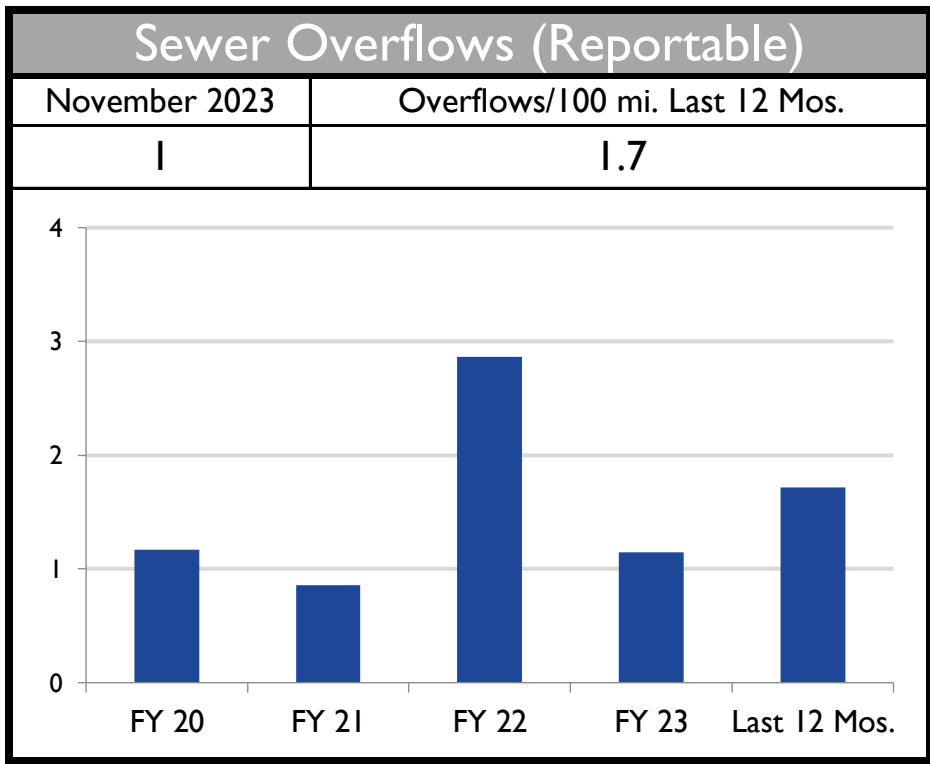
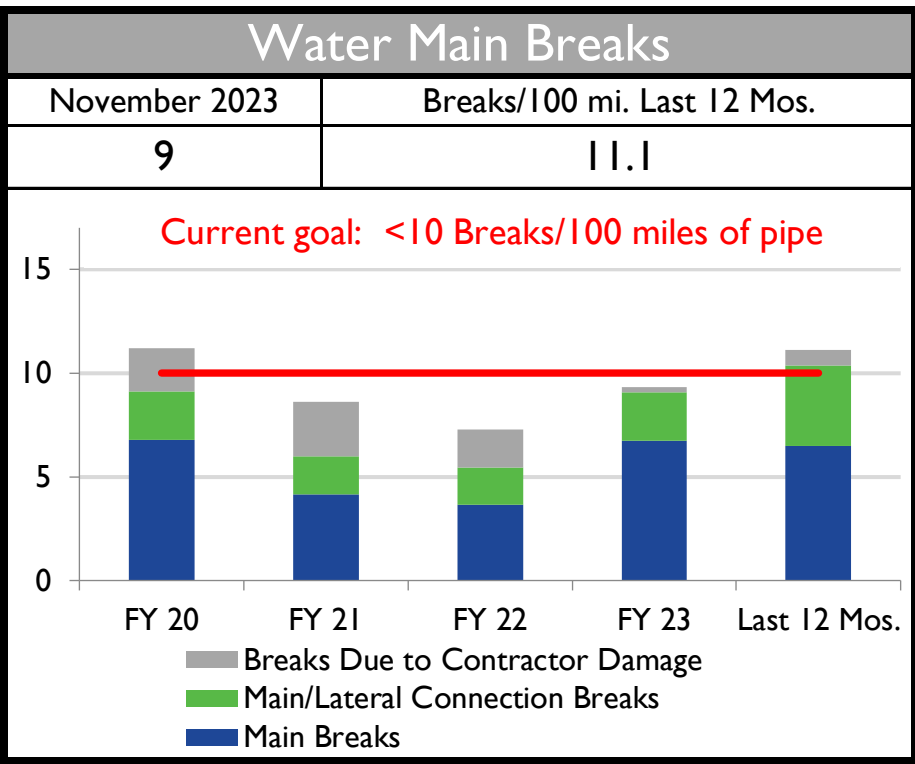
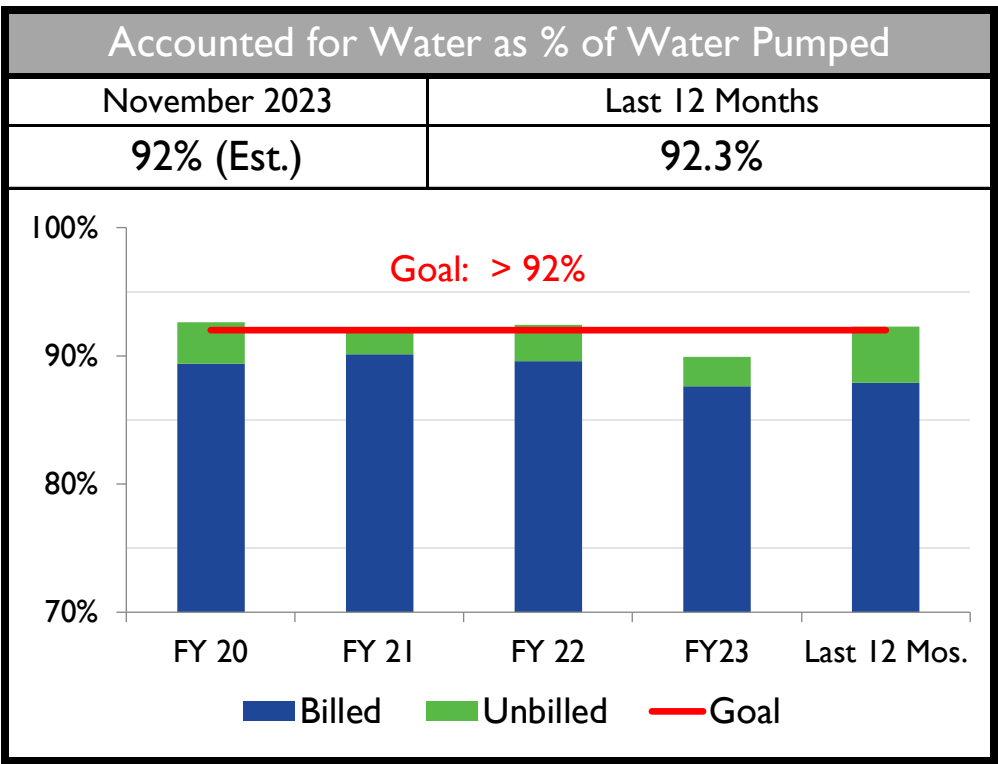
| Water Demand (Sales in Million Gallons per Day) | | | | |
|---|---------------|----------------|----------------------------|-----------------------------|
| | November 2023 | | FY 2023 (Avg Year to Date) | |
| | Est. | % of Projected | Estimated | % of Projected Year-to-Date |
| Drinking Water (DW) | 6.16 | 106% | 6.27 | 100% |
| Reclaimed Water (RCW) | 0.37 | 100% | 0.93 | 93% |
| Total | 6.53 | 105% | 7.20 | 99% |



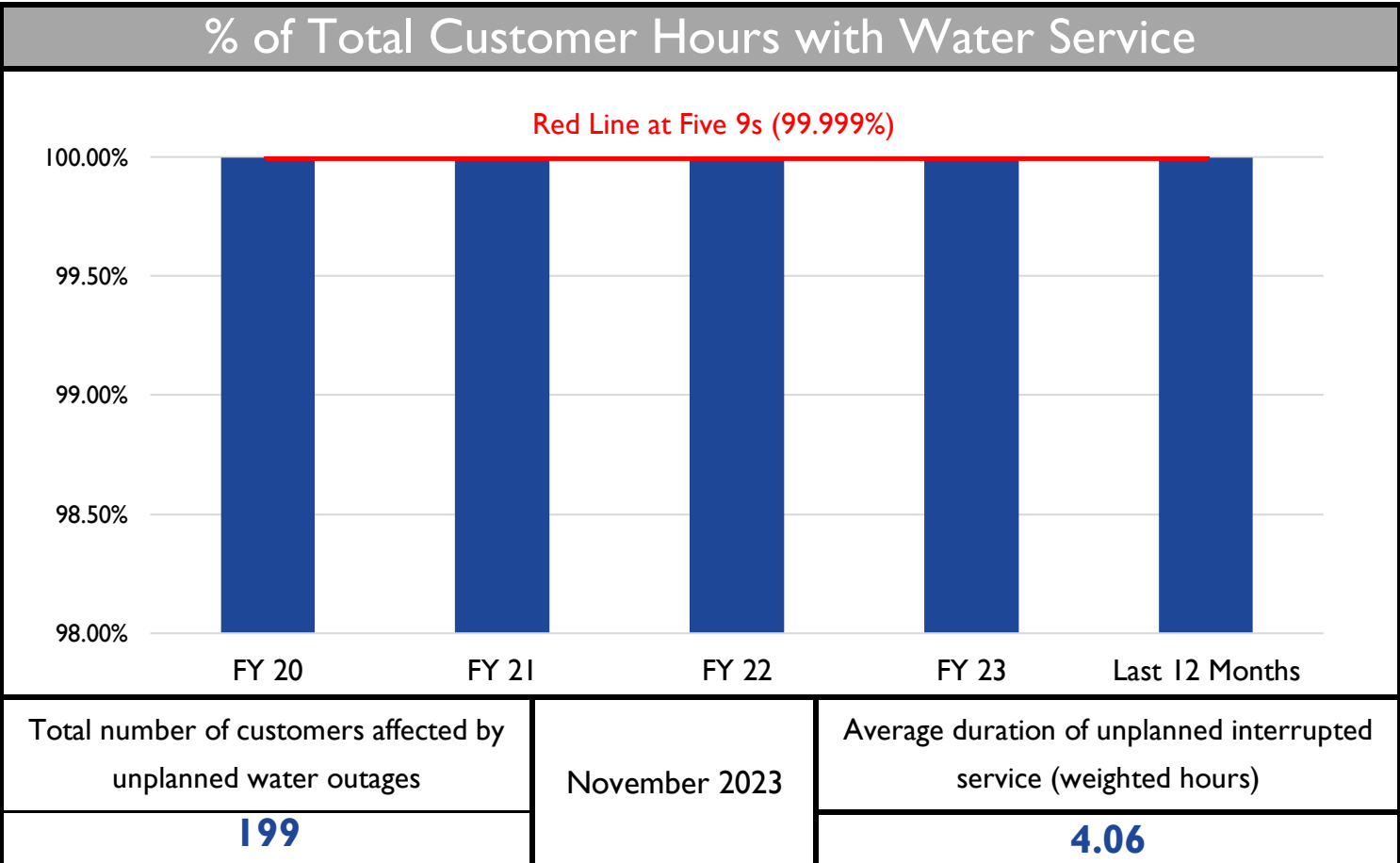
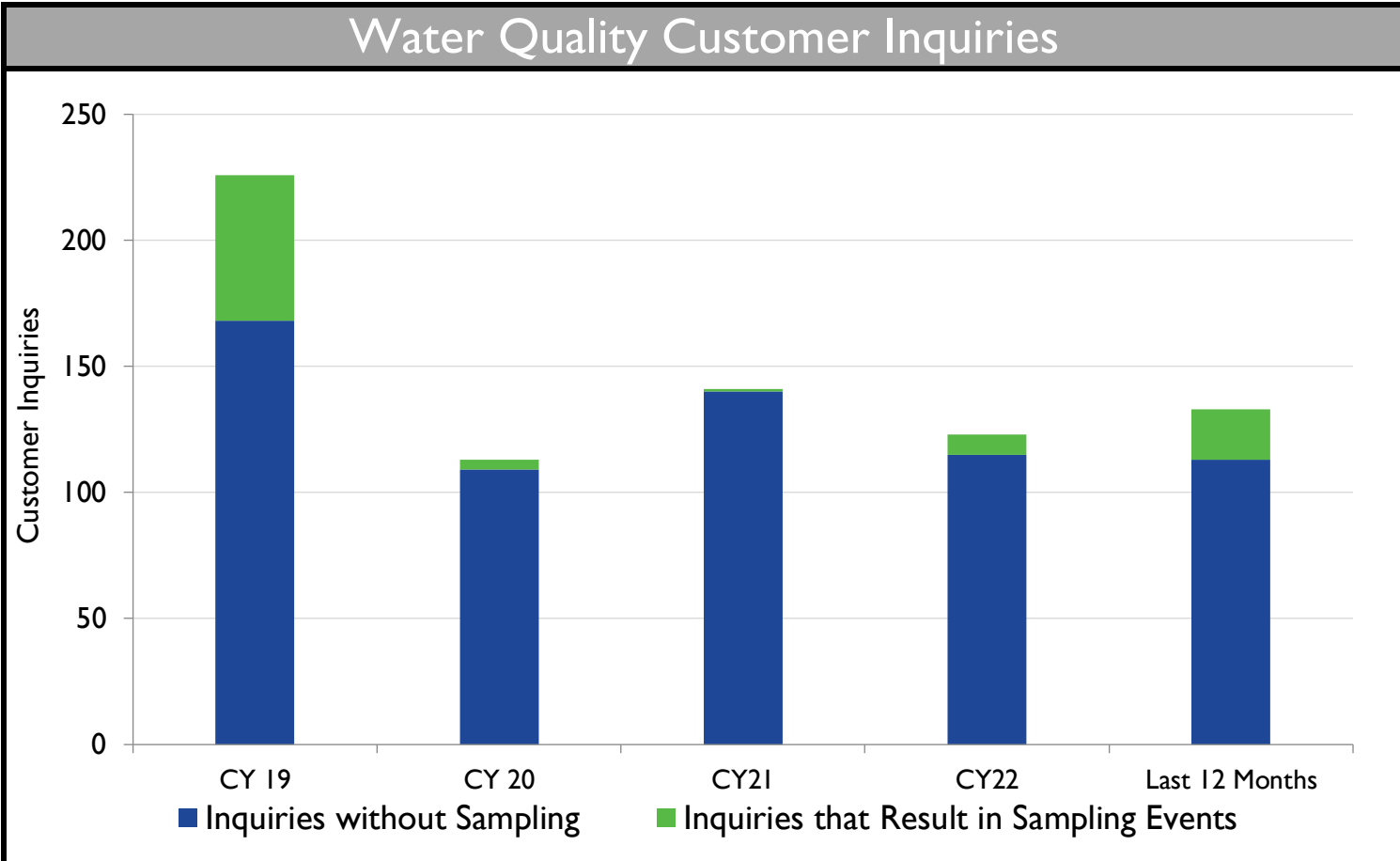
| Rainfall (inches) | | | | | | |
|------------------------|---------------|----------------------|---------------|----------------|---------------|---------------|
| | November 2023 | | | Last 12 Months | | |
| | Actual | Hist. Avg. for Month | Variance | Actual | Hist. Average | Variance |
| Water Plant (Carrboro) | 1.80 | 3.48 | (1.68) | 46.26 | 48.56 | (2.30) |
| Cane Creek Reservoir | 1.17 | 3.29 | (2.12) | 47.58 | 45.36 | 2.22 |

* 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

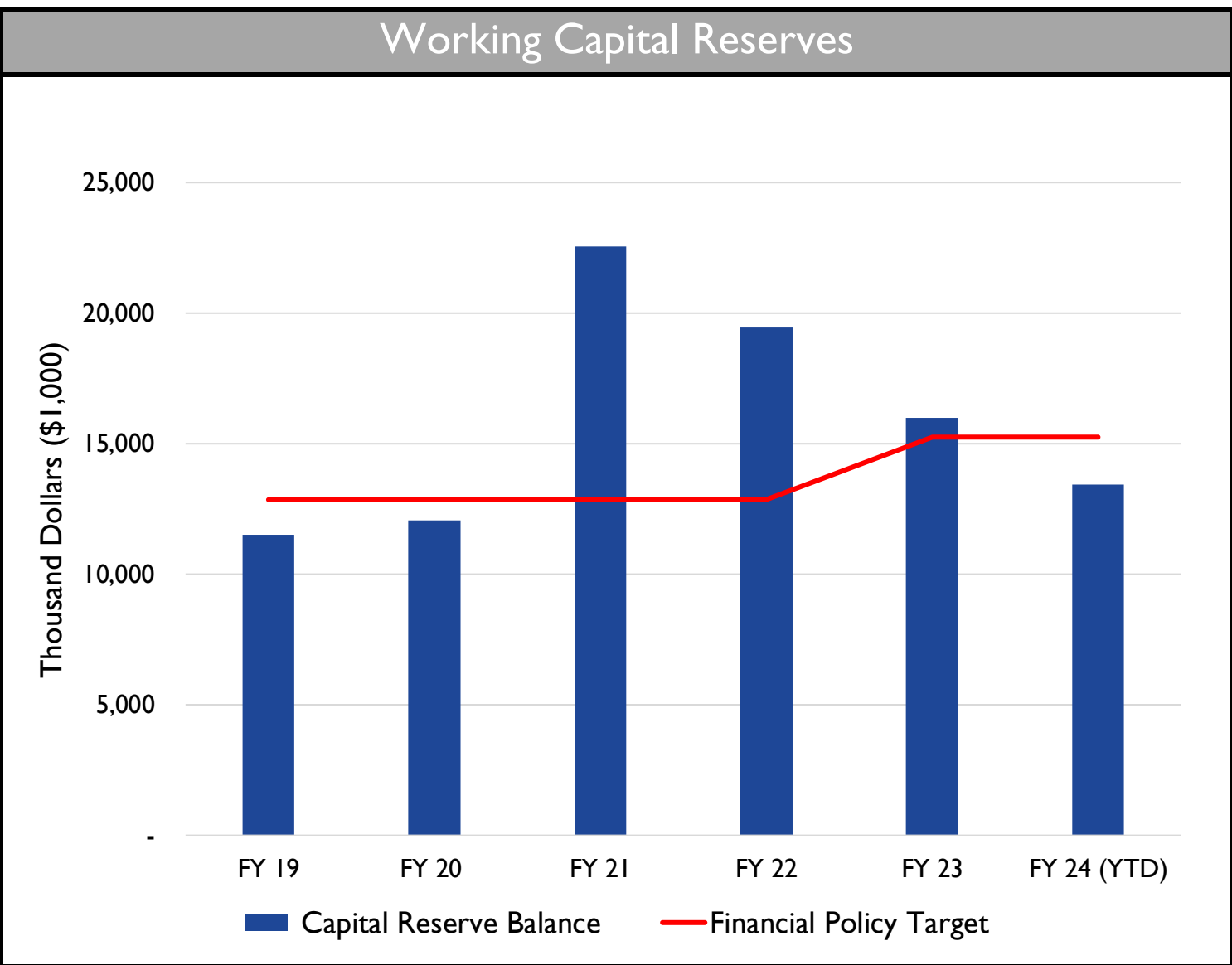
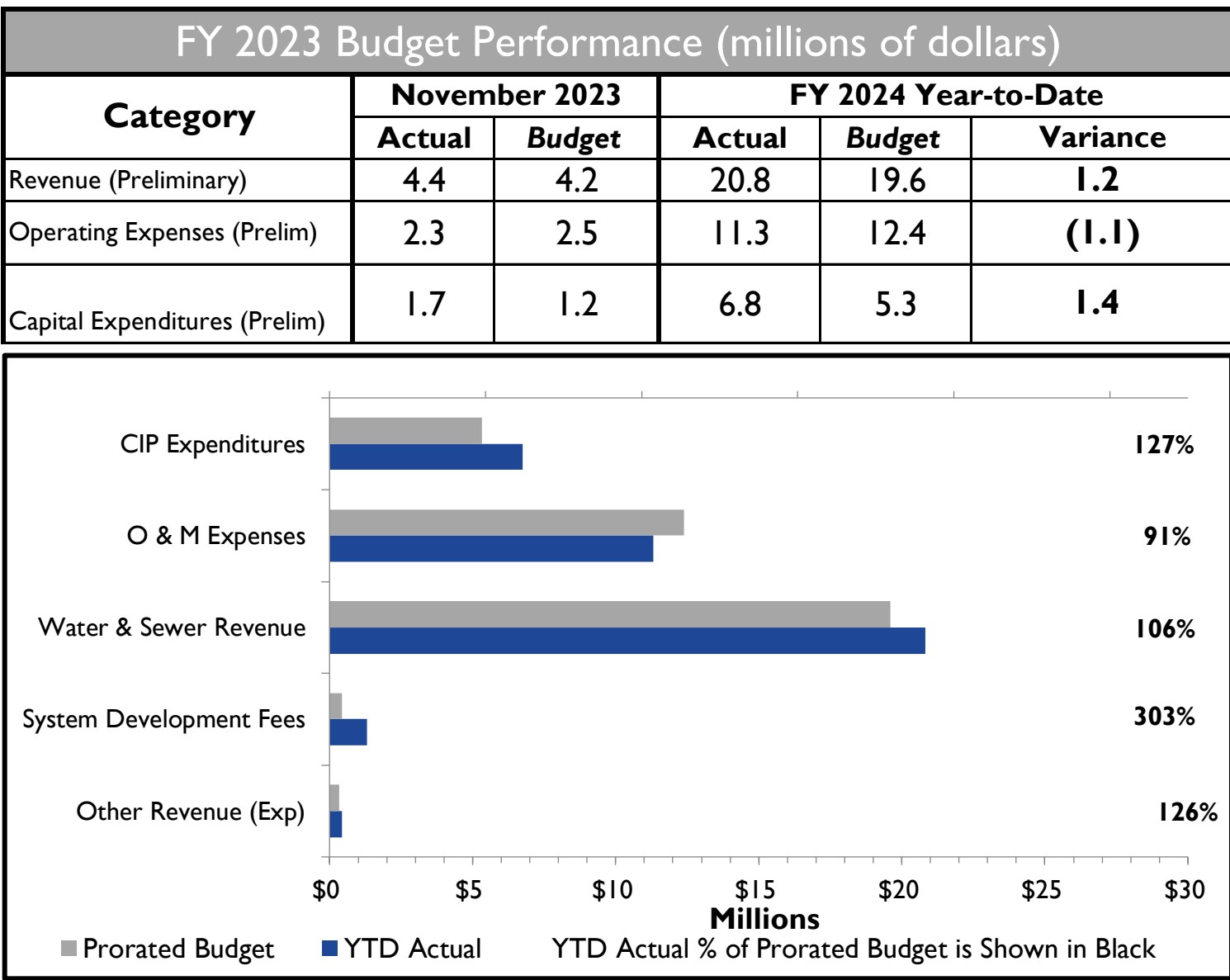


SYSTEM COMPLIANCE VIOLATIONS

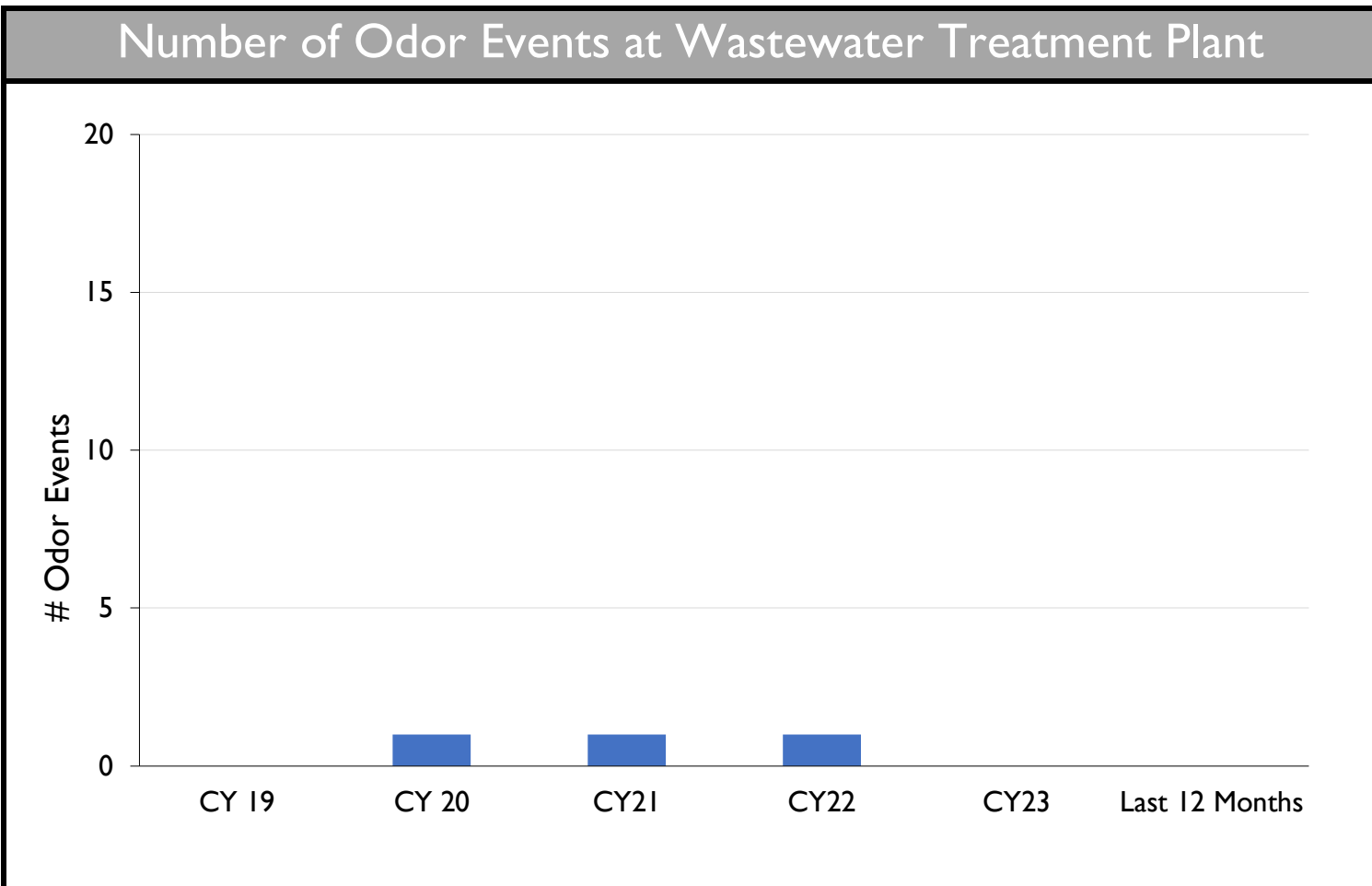
Within the last twelve months:

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

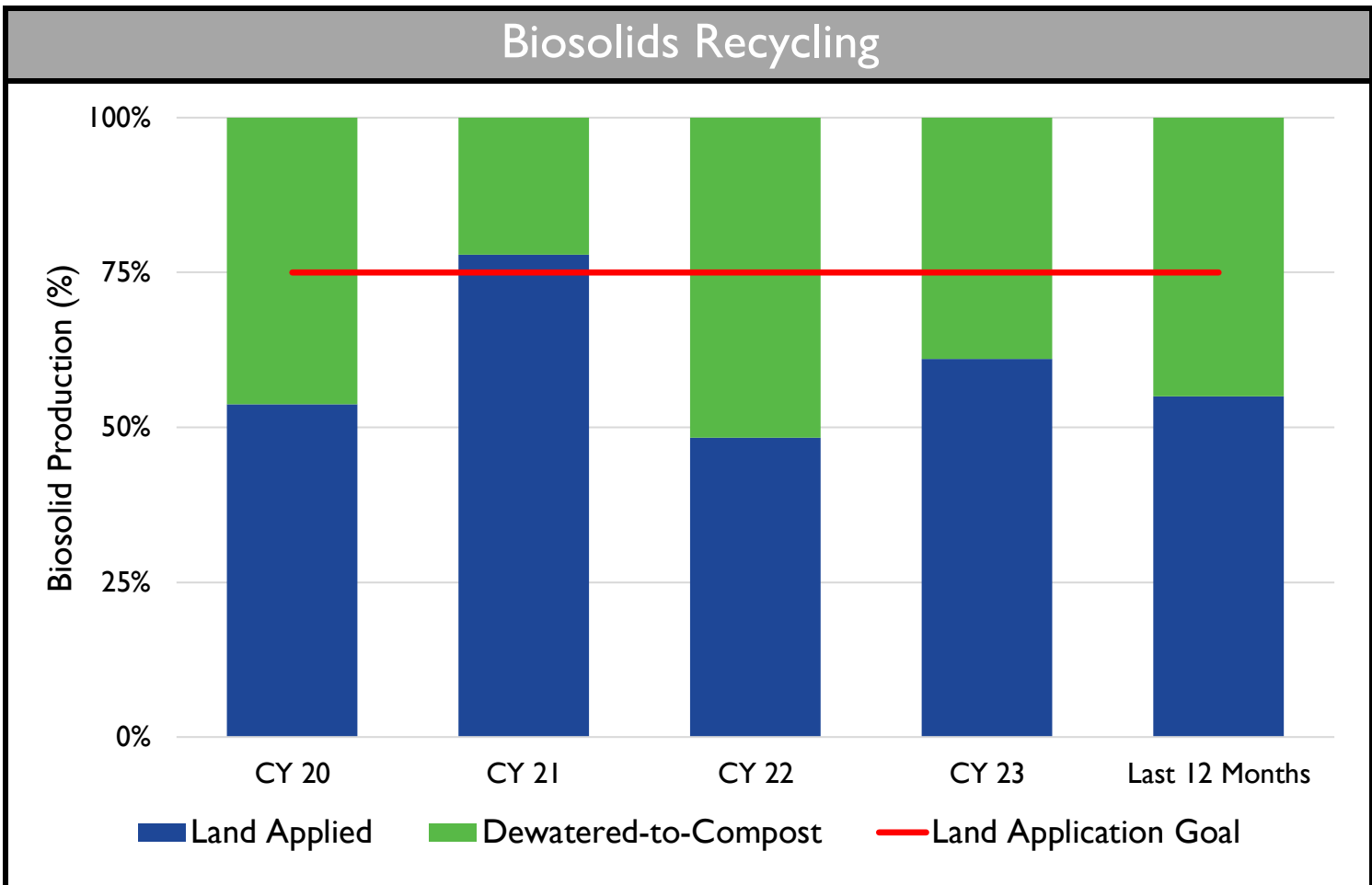
FINANCE MANAGEMENT



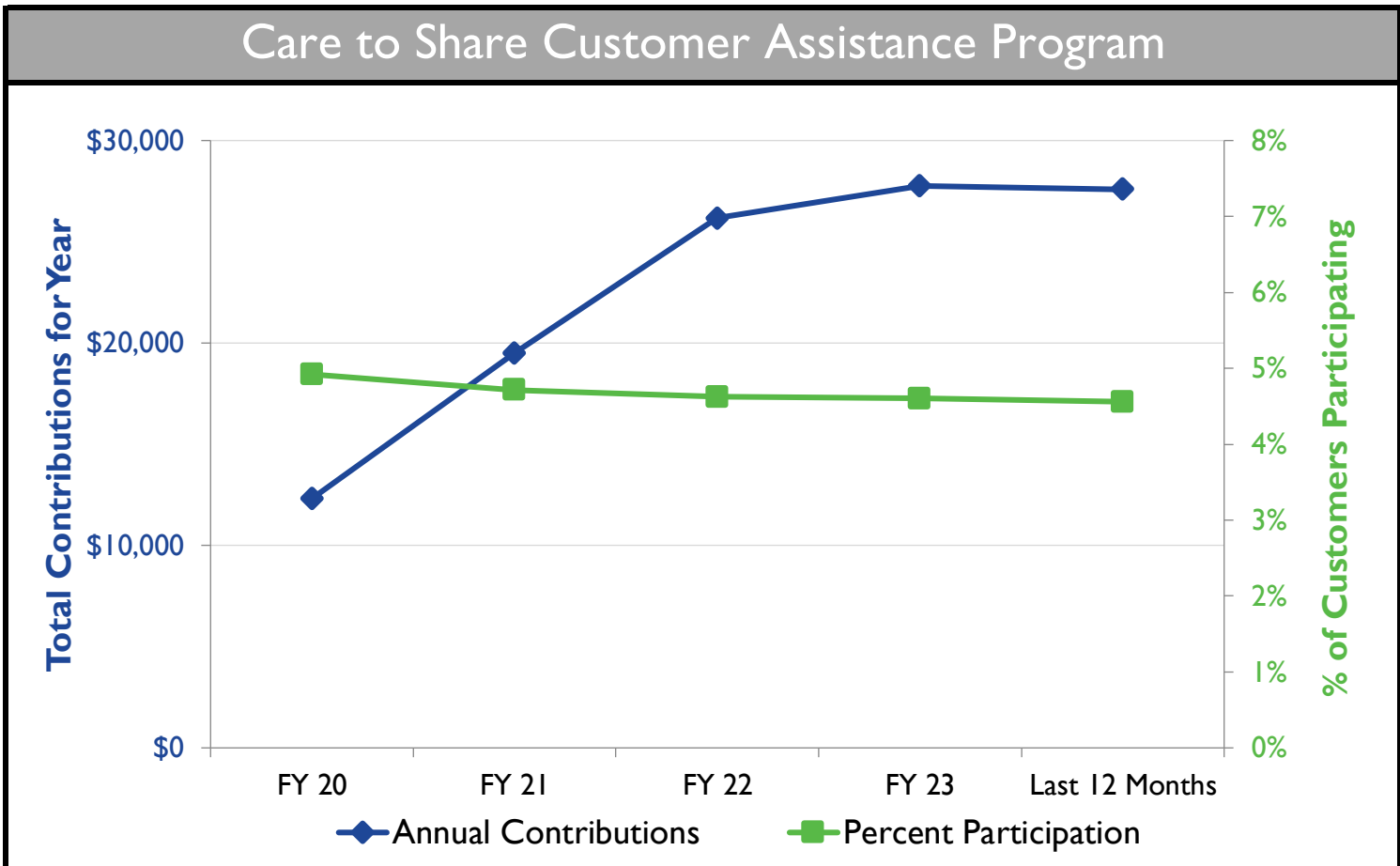
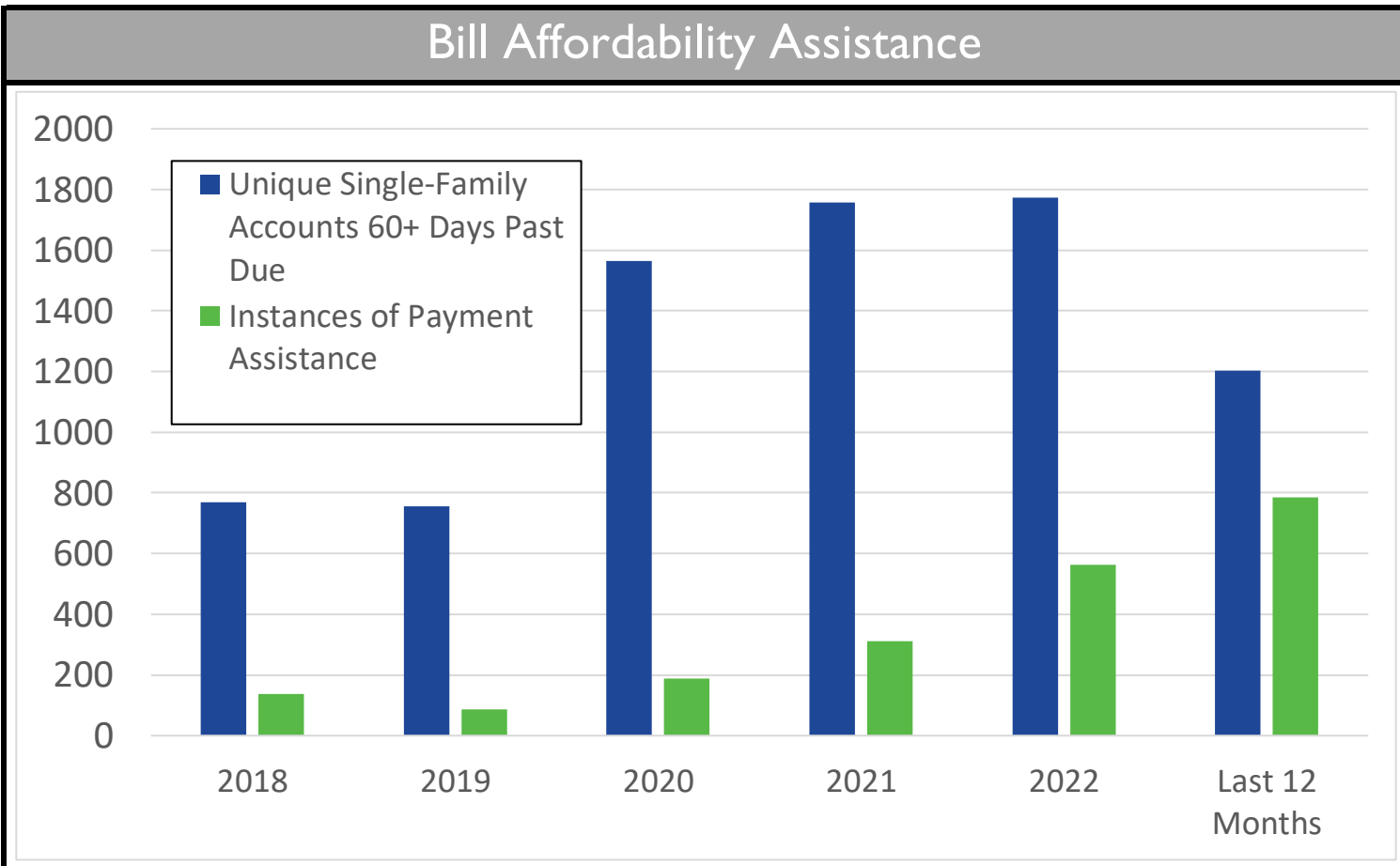
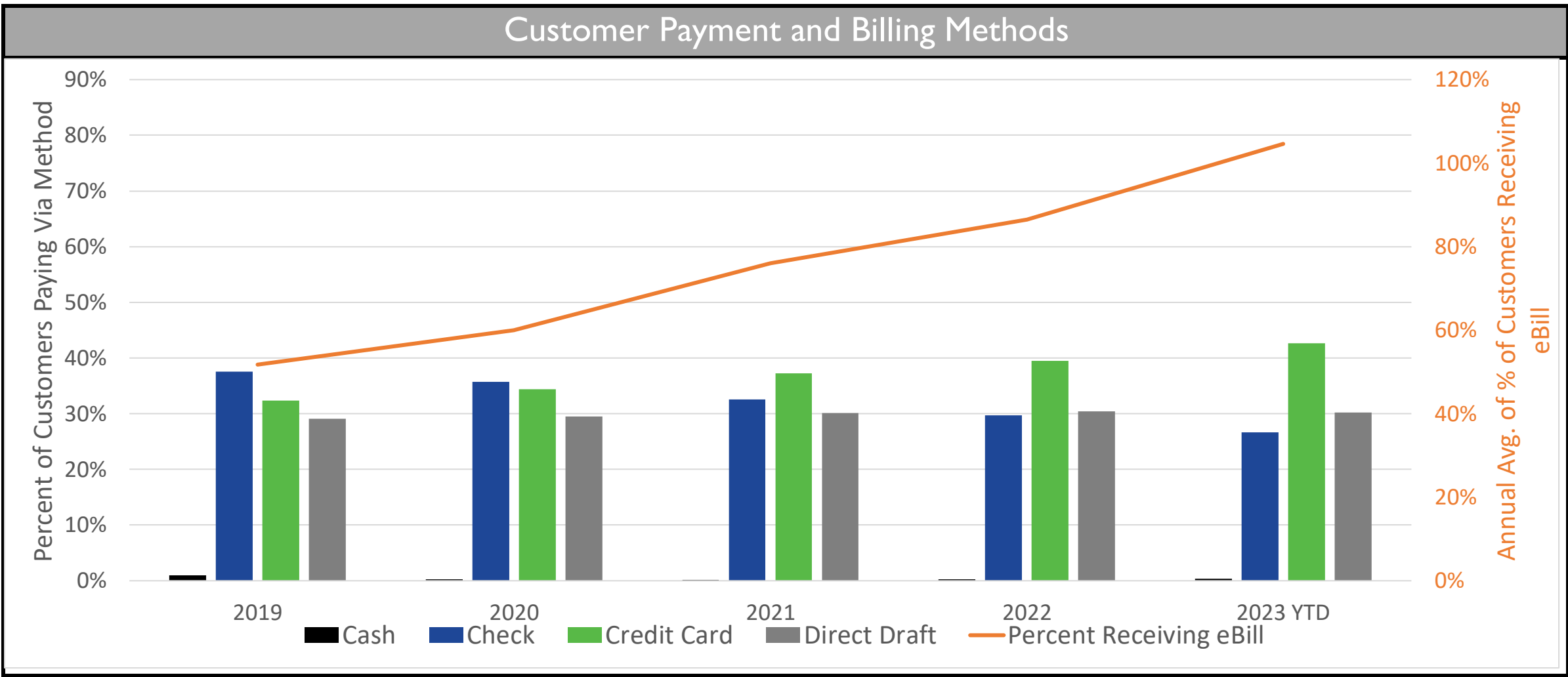
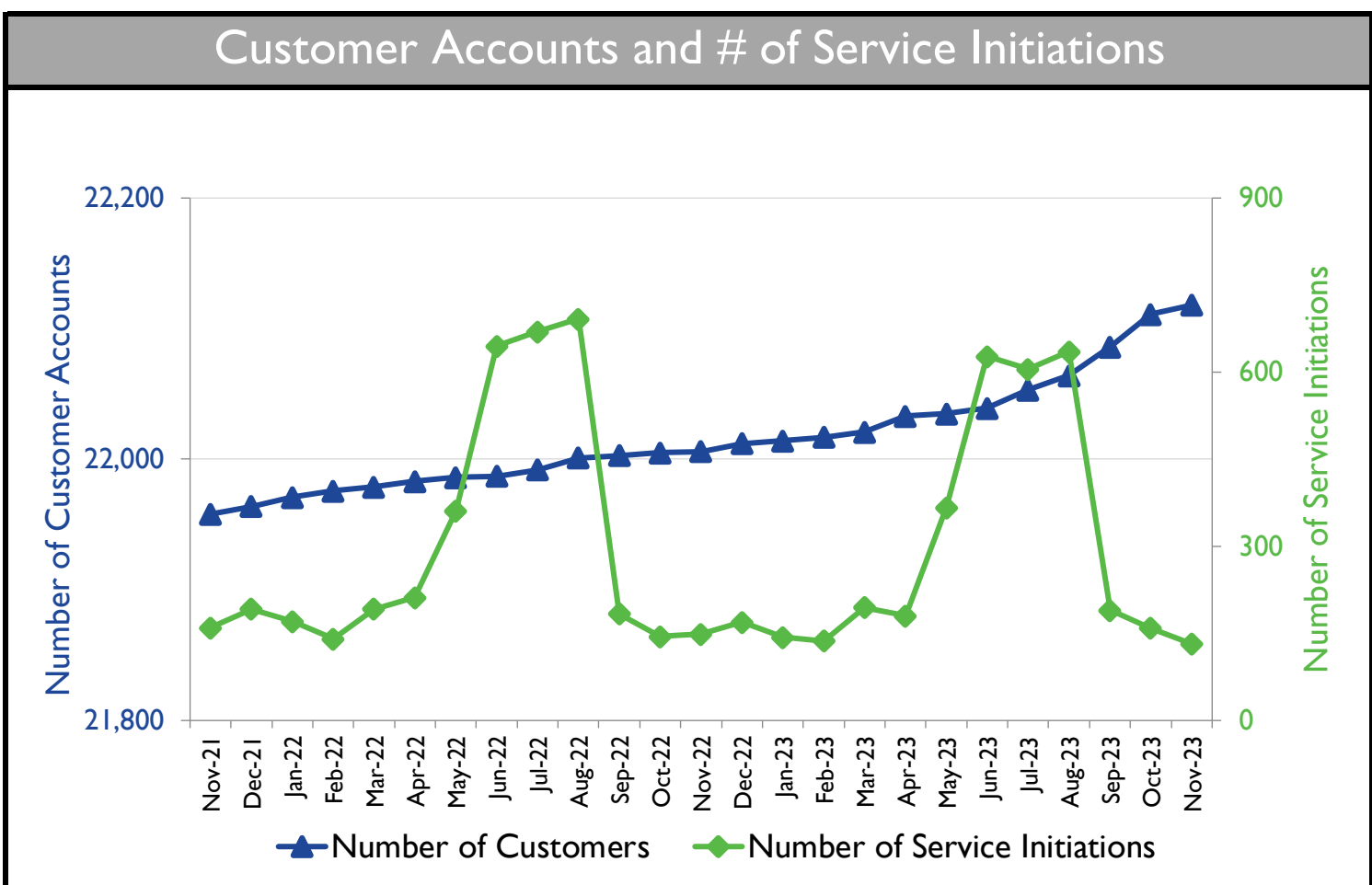
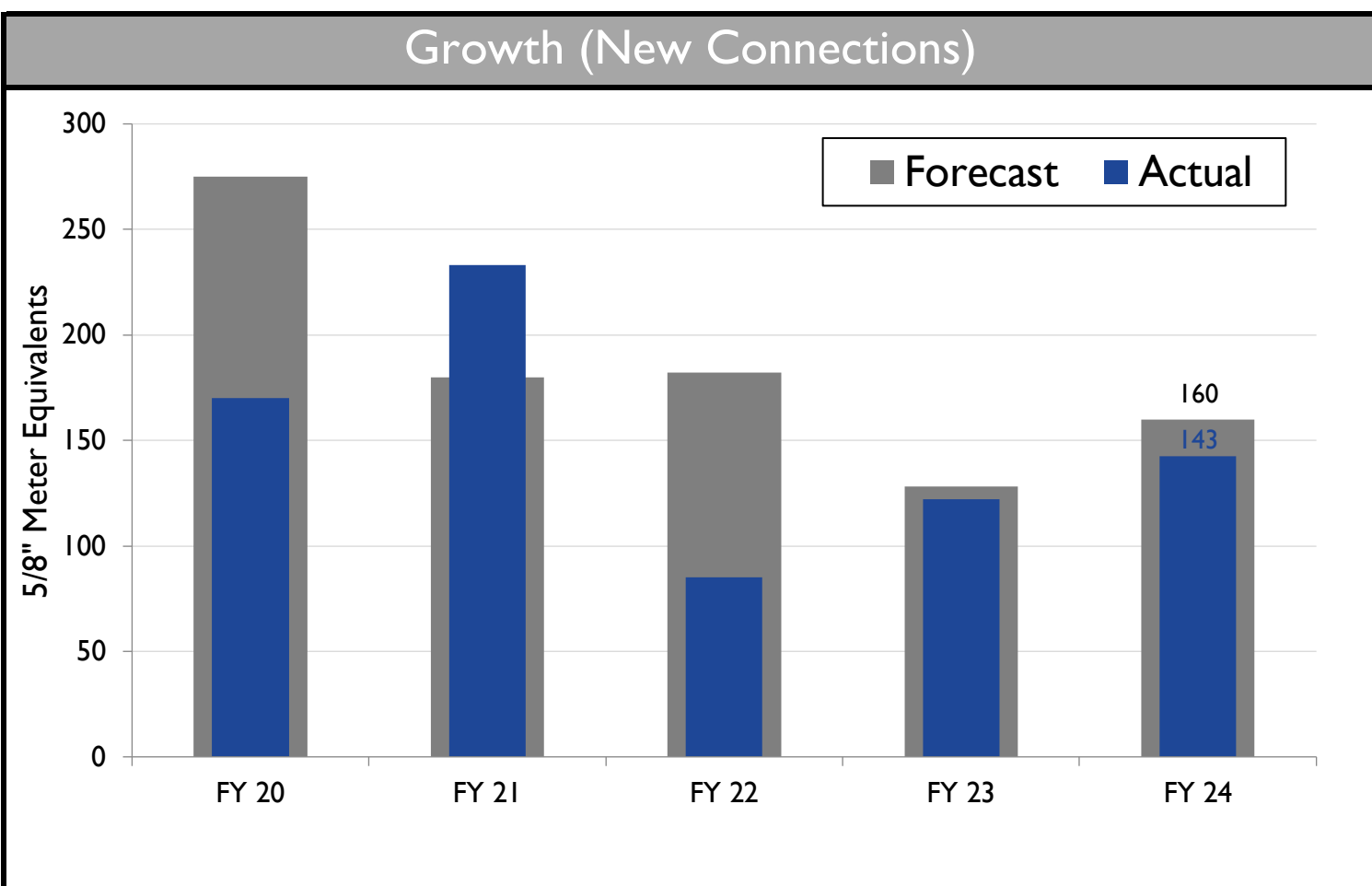
ODOR ELIMINATION



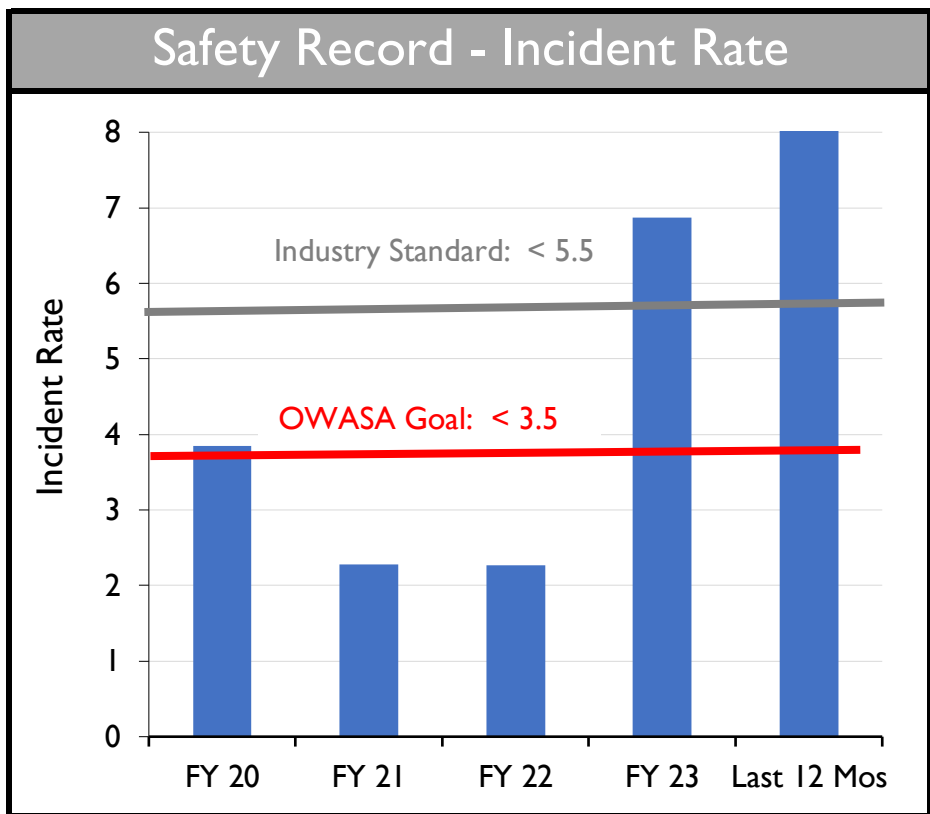
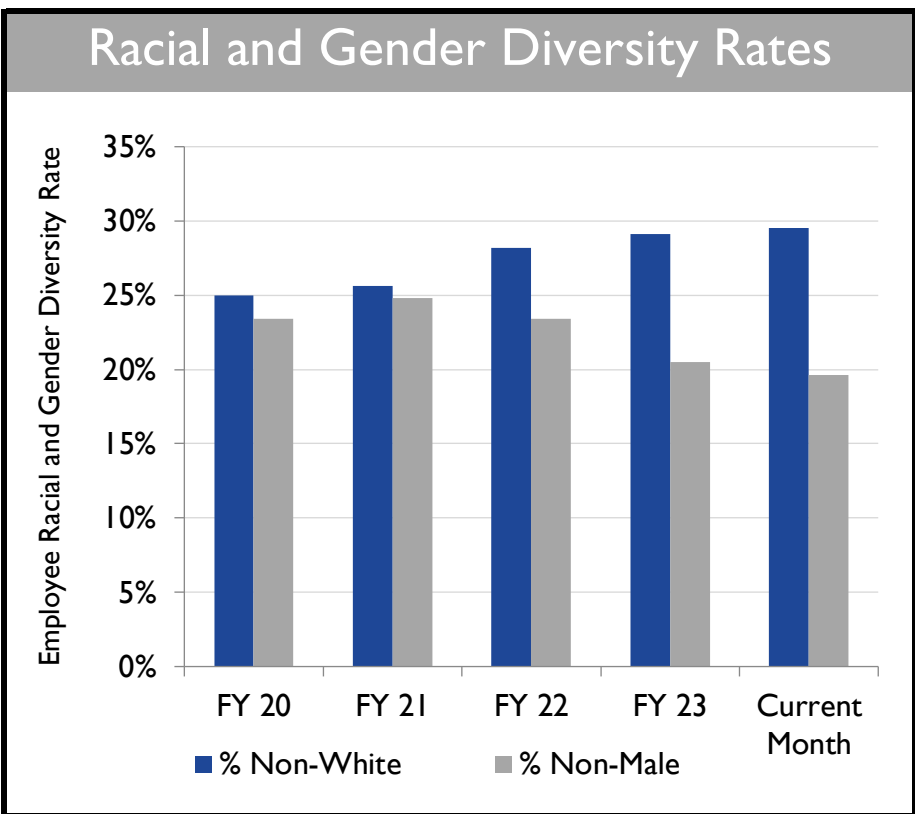
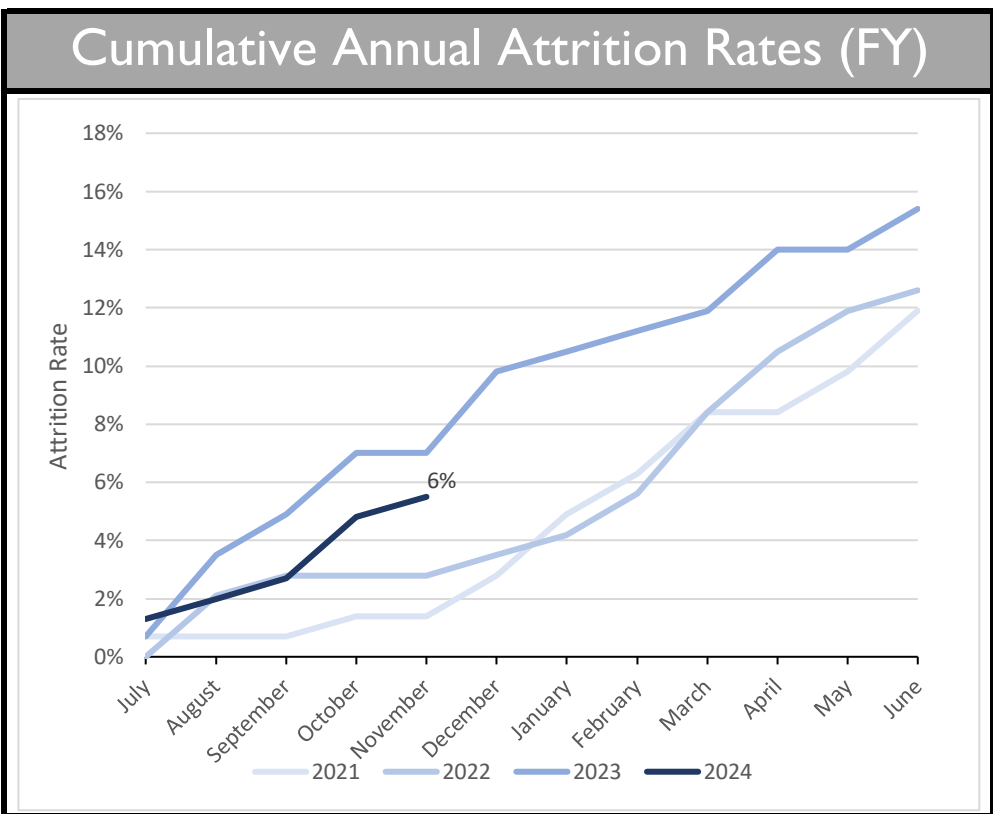
BIOSOLIDS MANAGEMENT



CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

