



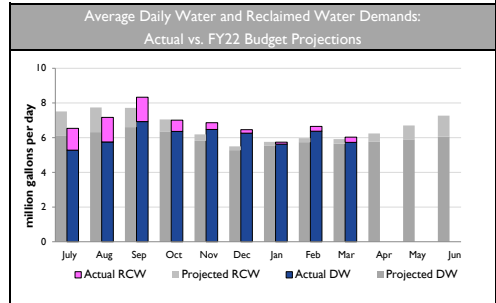
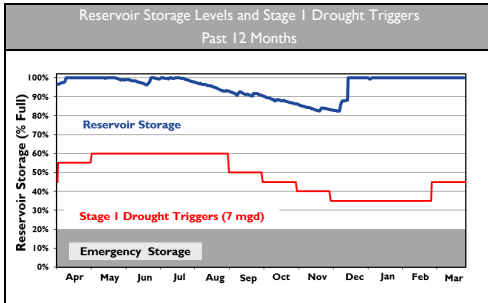
# Key Performance Indicators

## March 2024

### WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	<b>100.0%</b> <small>(as of 03 / 31 / 2024)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	<b>Minimal</b>
Water Use Restrictions Now in Effect	<b>Year-Round</b>

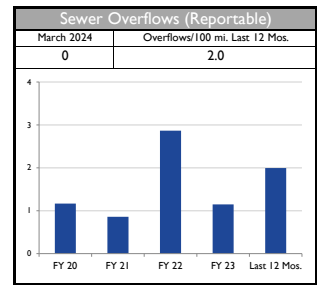
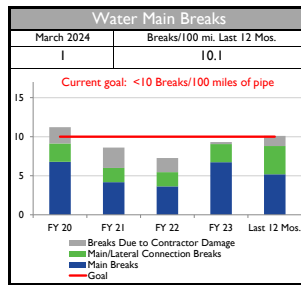
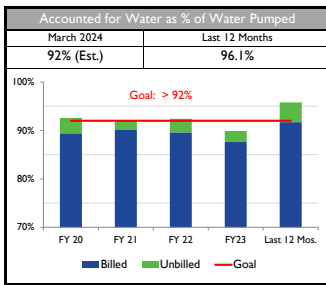
Water Demand (Sales in Million Gallons per Day)				
	March 2024		FY 2023 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.73	<b>101%</b>	6.09	<b>101%</b>
Reclaimed Water (RCW)	0.30	<b>111%</b>	0.67	<b>86%</b>
<b>Total</b>	<b>6.03</b>	<b>102%</b>	<b>6.75</b>	<b>99.6%</b>



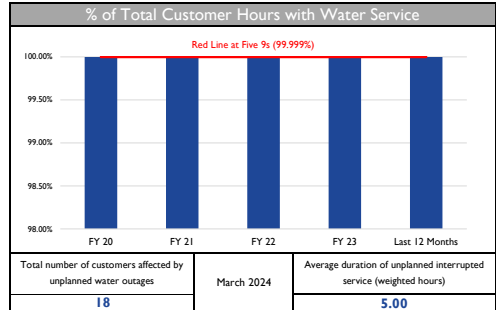
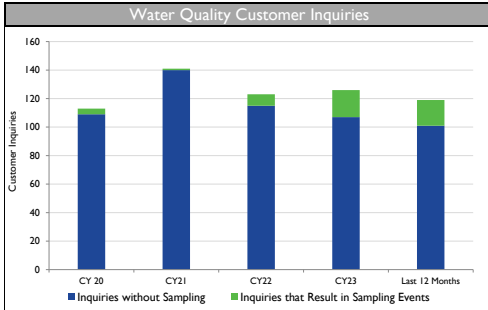
	March 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	<b>5.91</b>	4.34	<b>1.57</b>	<b>55.36</b>	48.91	<b>6.45</b>
Cane Creek Reservoir	<b>5.83</b>	4.03	<b>1.80</b>	<b>54.40</b>	45.40	<b>9.00</b>

<sup>1</sup> Water Plant historical average is based on most recent 35 year period.  
<sup>2</sup> Cane Creek Reservoir historical average is based on 30 years of record.

### WATER DISTRIBUTION AND WASTEWATER COLLECTION



### WATER SERVICE



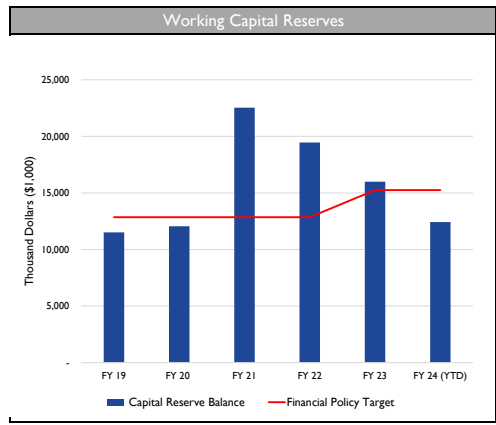
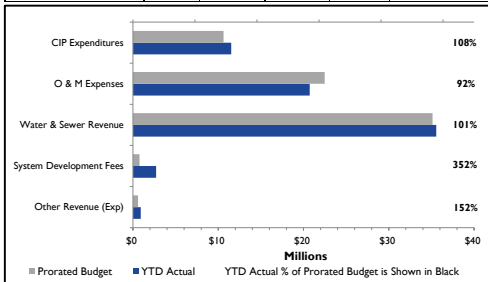
### SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due root growth (October 2023), contractor damage (July 2023), contractor error (November 2023), inflow and infiltration (January 2024), and pipe failure (February 2024).  
 Operating Permit Violations: System Bypass due to equipment failure during high flow event (February 2024).

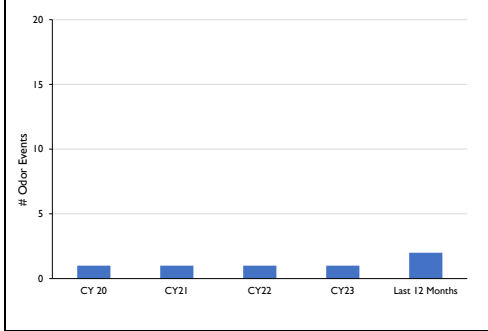
### FINANCE MANAGEMENT

Category	March 2024		FY 2024 Year-to-Date		Variance
	Actual	Budget	Actual	Budget	
Revenue (Preliminary)	3.8	4.1	35.6	35.1	<b>0.4</b>
Operating Expenses (Prelim)	2.8	2.8	20.7	22.5	<b>(1.7)</b>
Capital Expenditures (Prelim)	1.5	1.5	11.5	10.6	<b>0.9</b>



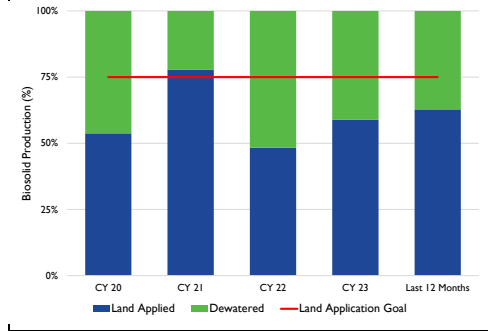
### ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



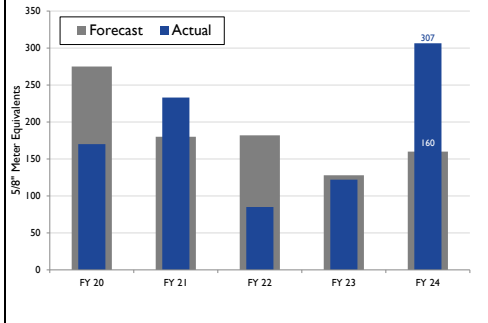
### BIOSOLIDS MANAGEMENT

Biosolids Recycling

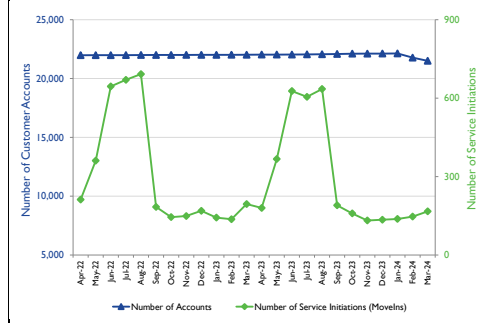


### CUSTOMER SERVICE AND CONNECTION ACTIVITY

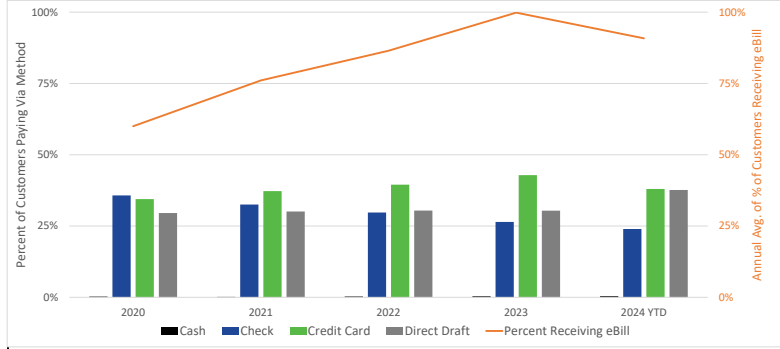
Growth (New Connections)



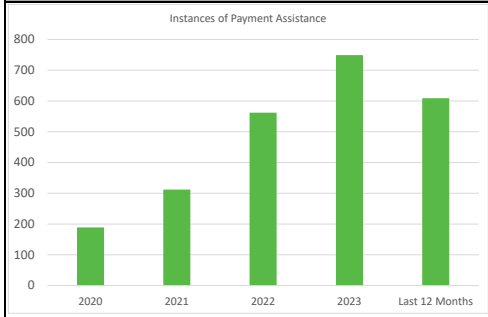
Customer Accounts and # of Service Initiations



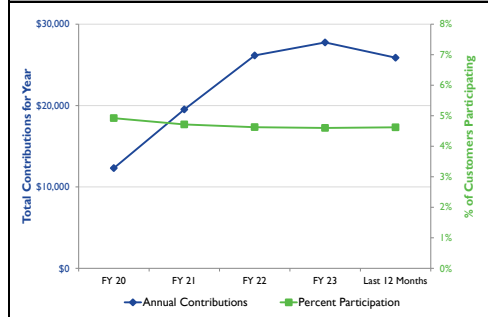
Customer Payment and Billing Methods



Utility Bill Assistance

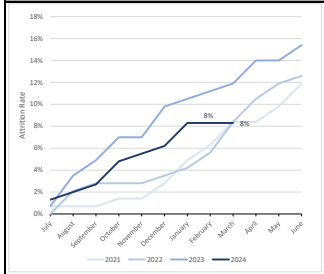


Care to Share Customer Assistance Program

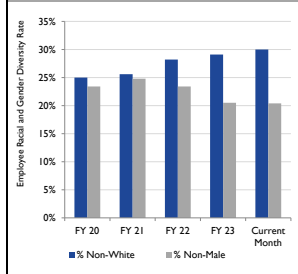


### HUMAN RESOURCES AND SAFETY

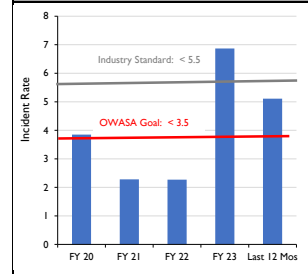
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

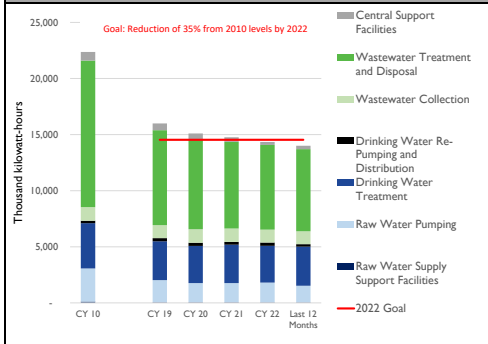


Safety Record - Incident Rate



### ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

