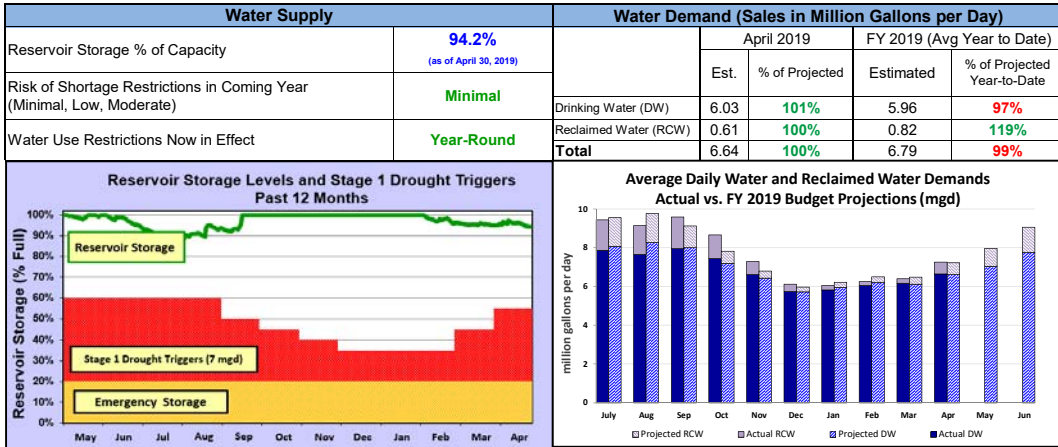




Key Performance Indicators

April 2019

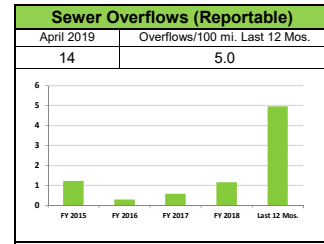
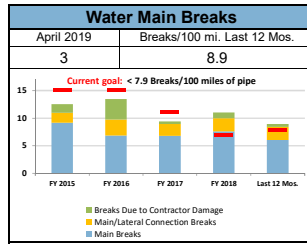
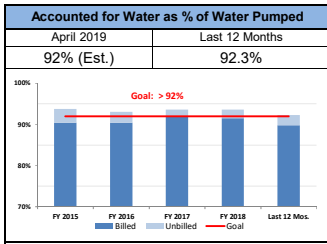
WATER SUPPLY AND DEMAND



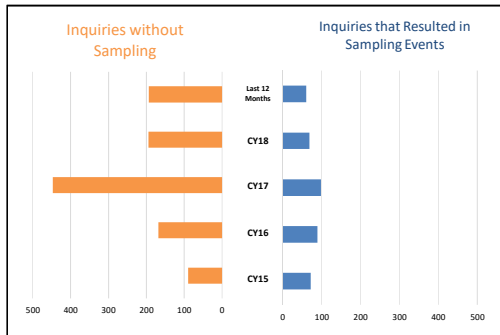
	April 2019			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant	6.36	3.66	2.70	77.22	48.97	28.25
Cane Creek Reservoir	8.88	3.80	5.08	73.98	44.91	29.07

* Water Plant historical average is based on most recent 30 year period.
* Cane Creek Reservoir historical average is based on 25 years of record.

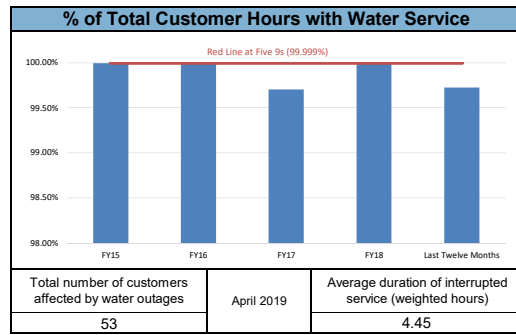
WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER QUALITY CUSTOMER INQUIRIES



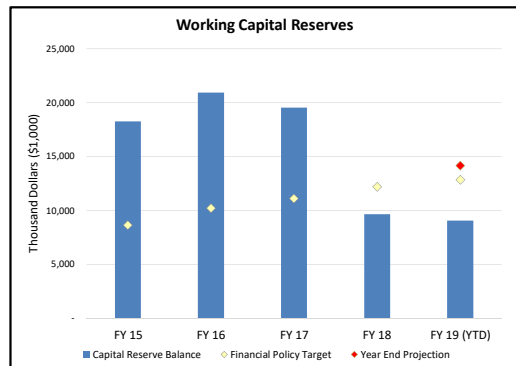
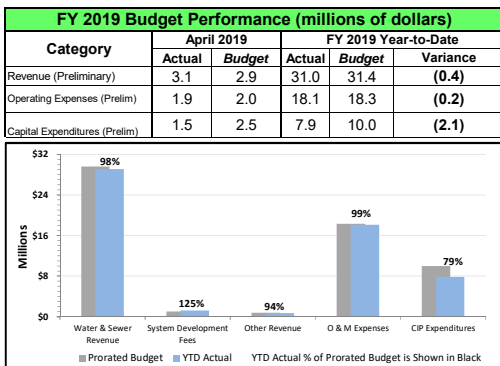
WATER SERVICE RELIABILITY



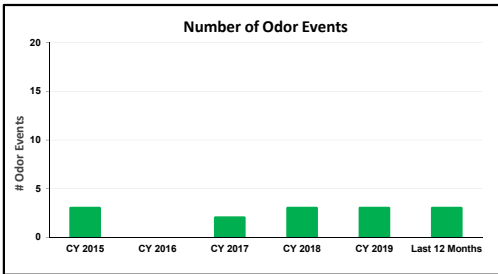
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:
Operating Permit Violations: Sanitary Sewer System Overflows due to grease buildup (May 2018), due to significant rainfall from Hurricane Florence (September 2018), due to sewer line obstruction (November 2018), and 14 SSOs due to broken force main (April 2019)

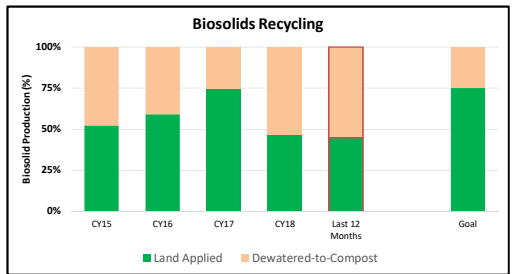
FINANCE MANAGEMENT



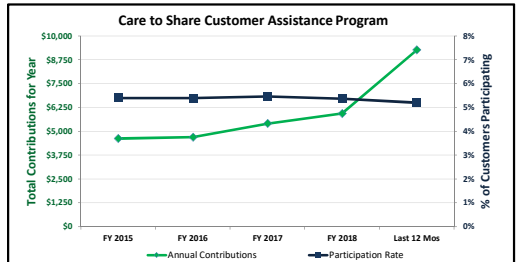
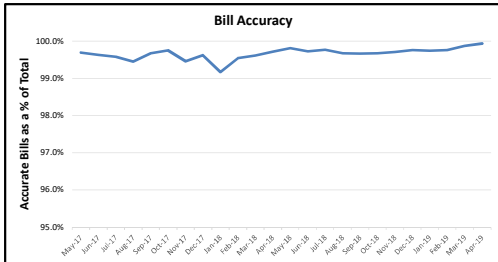
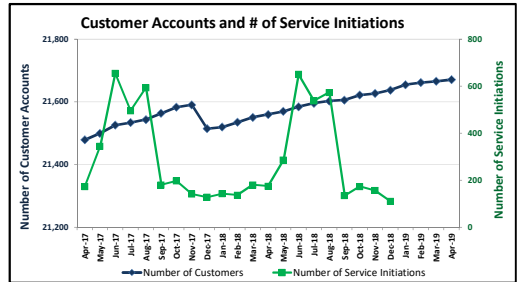
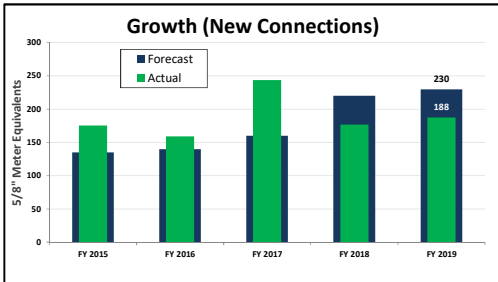
ODOR ELIMINATION AT MASON FARM WASTEWATER TREATMENT PLANT



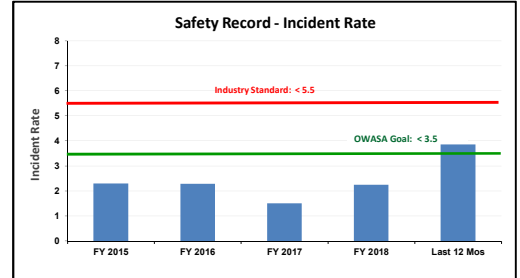
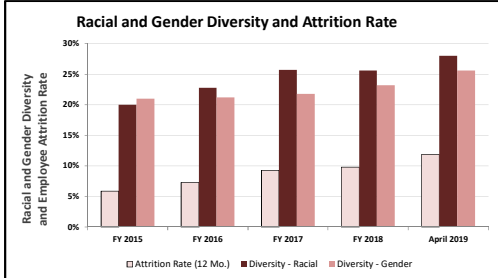
BIOSOLIDS MANAGEMENT



CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

