



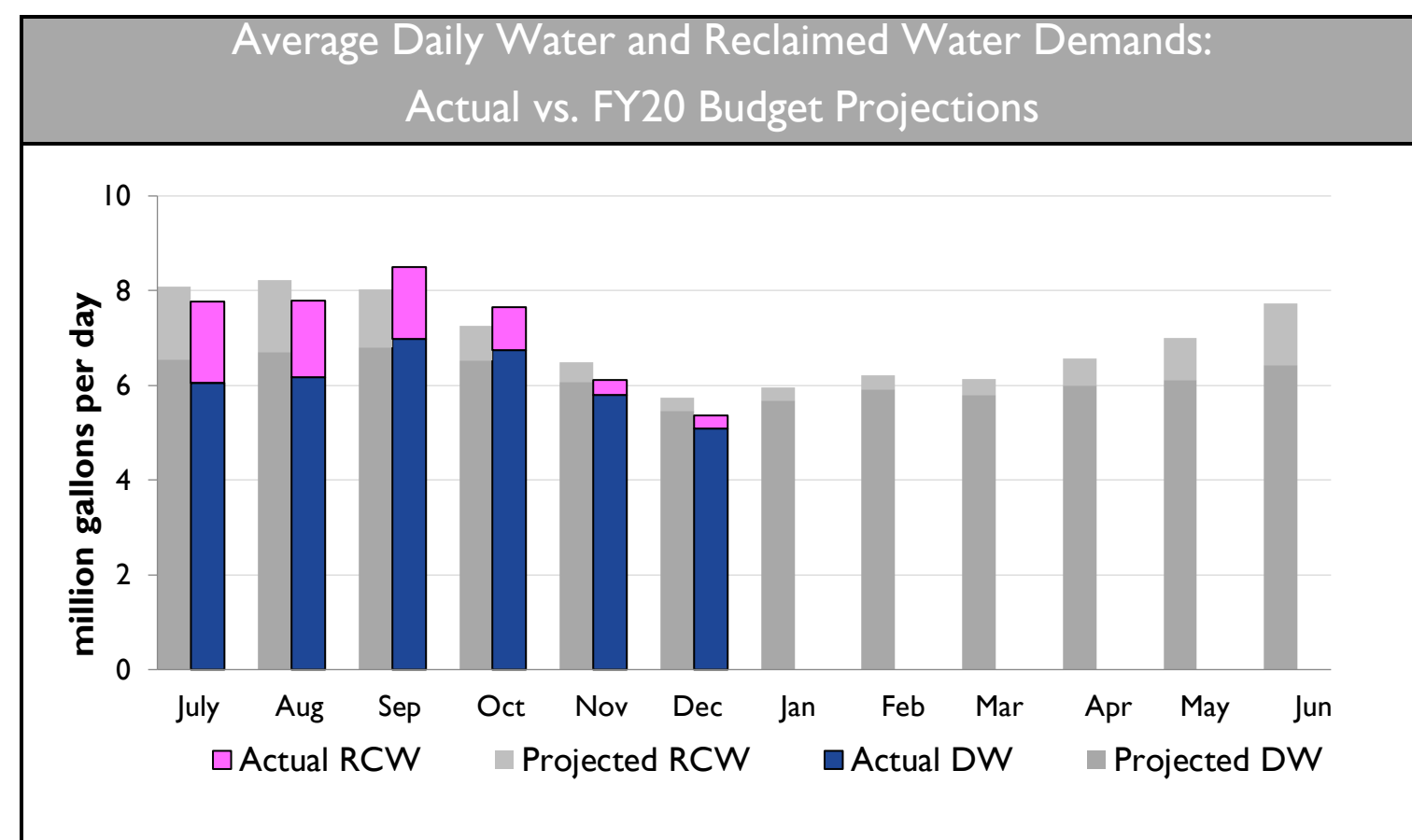
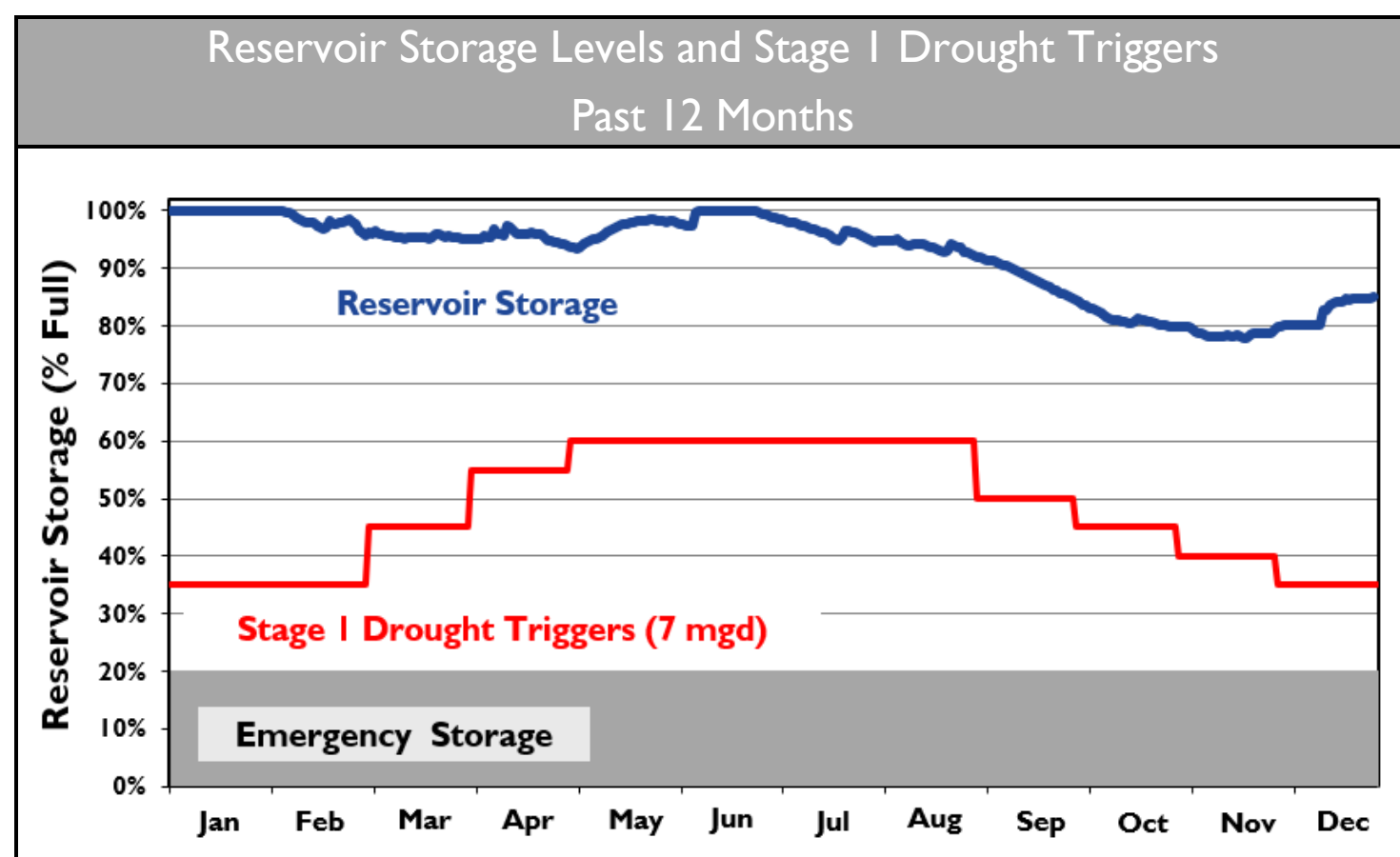
Key Performance Indicators

December 2019

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	84.9% <small>(as of 12/31/2019)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

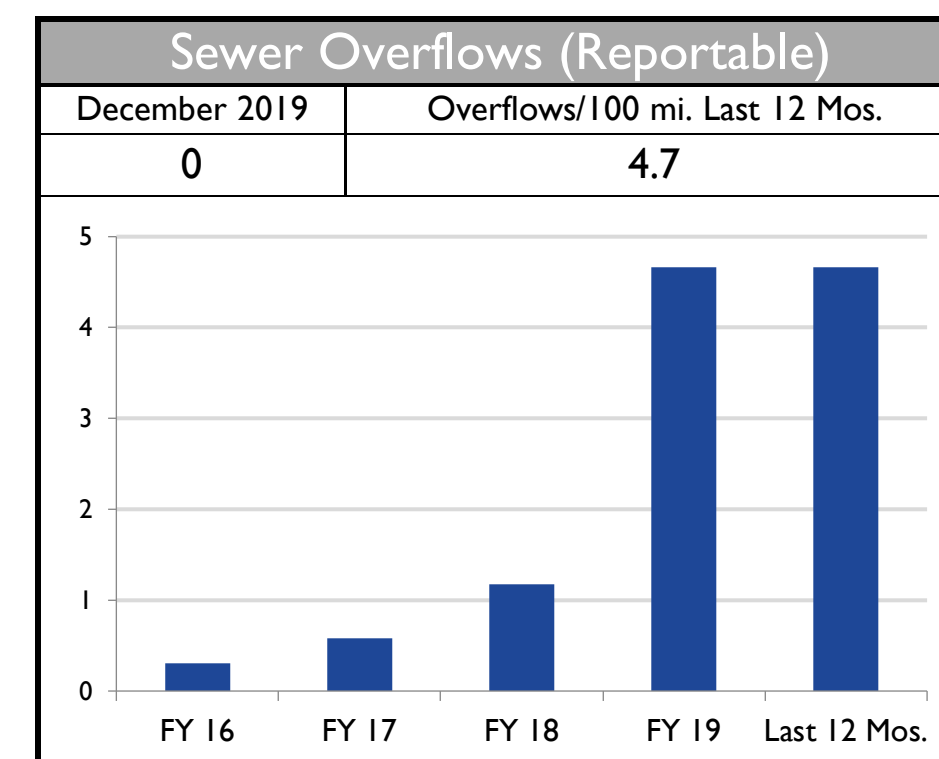
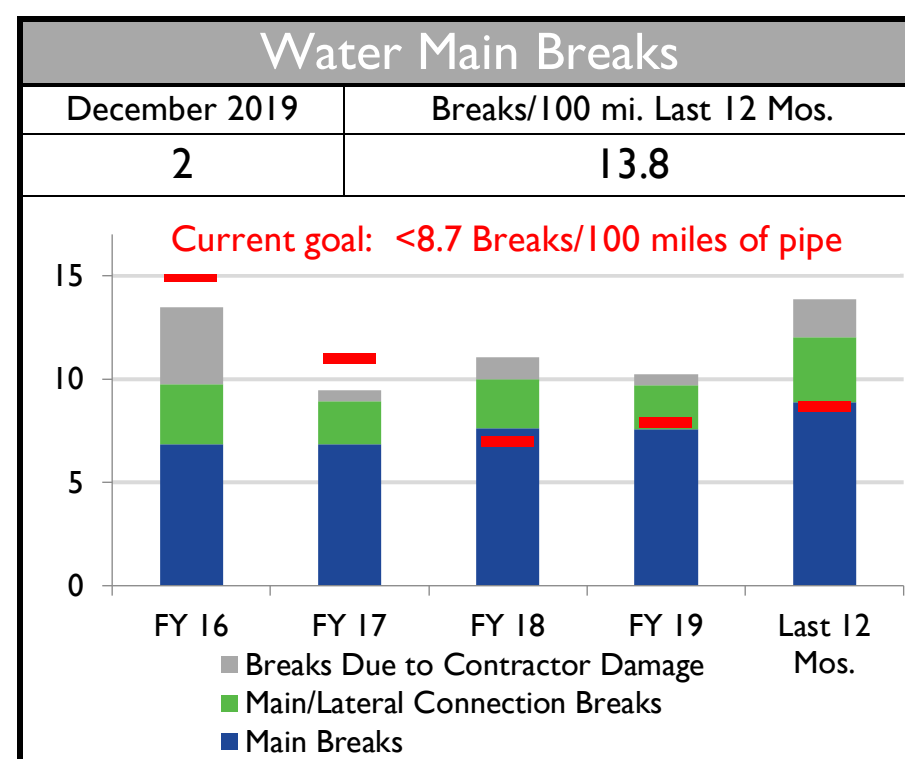
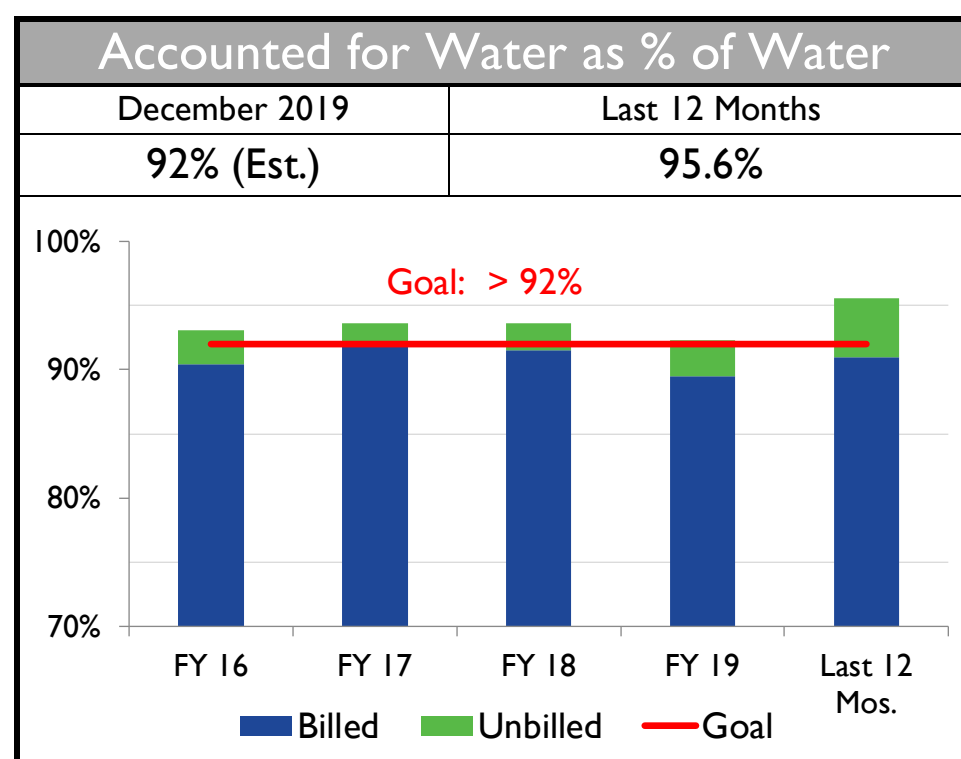
	December 2019		FY 2020 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.09	93%	6.14	97%
Reclaimed Water (RCW)	0.28	100%	1.06	112%
Total	5.37	94%	7.20	99%



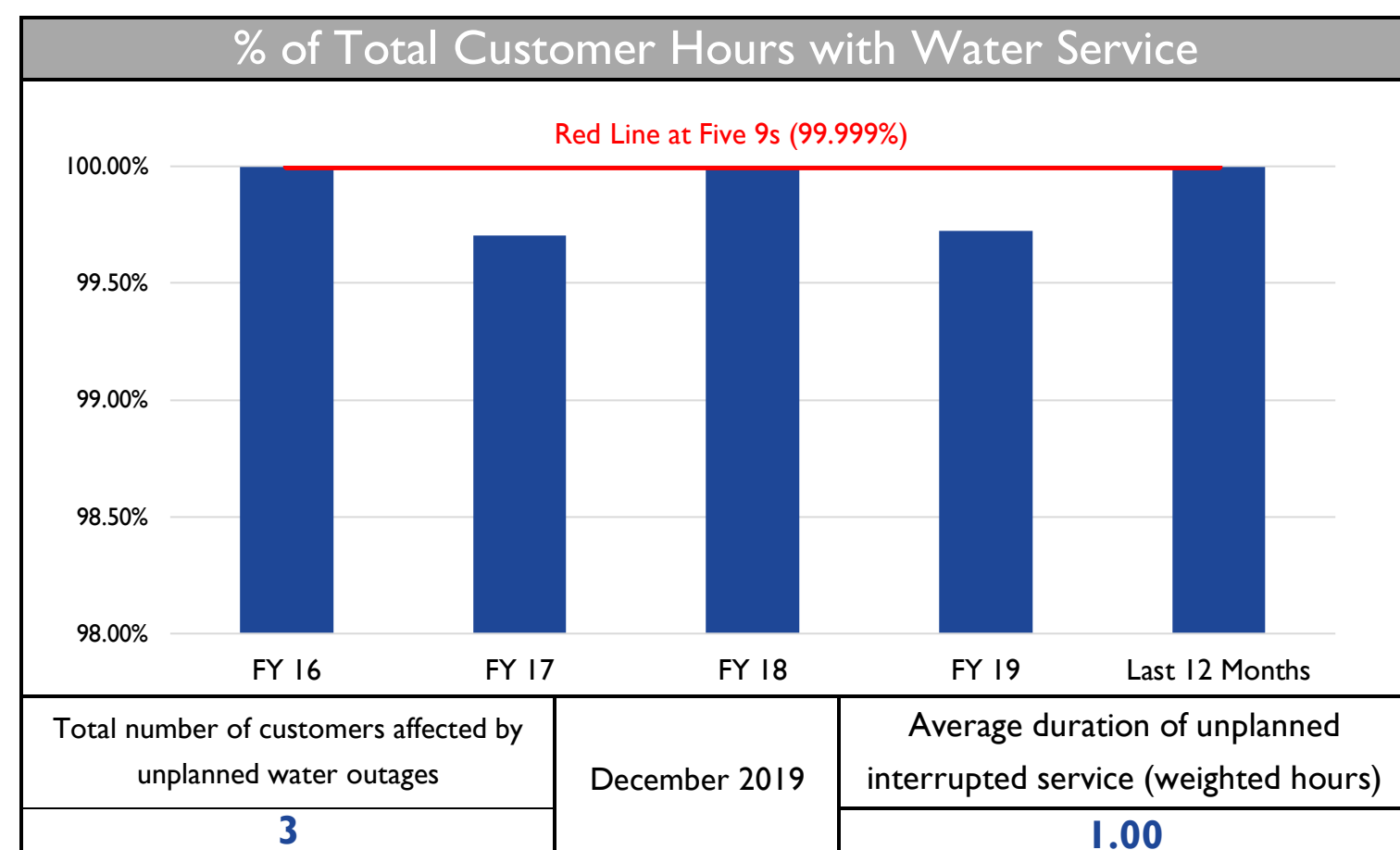
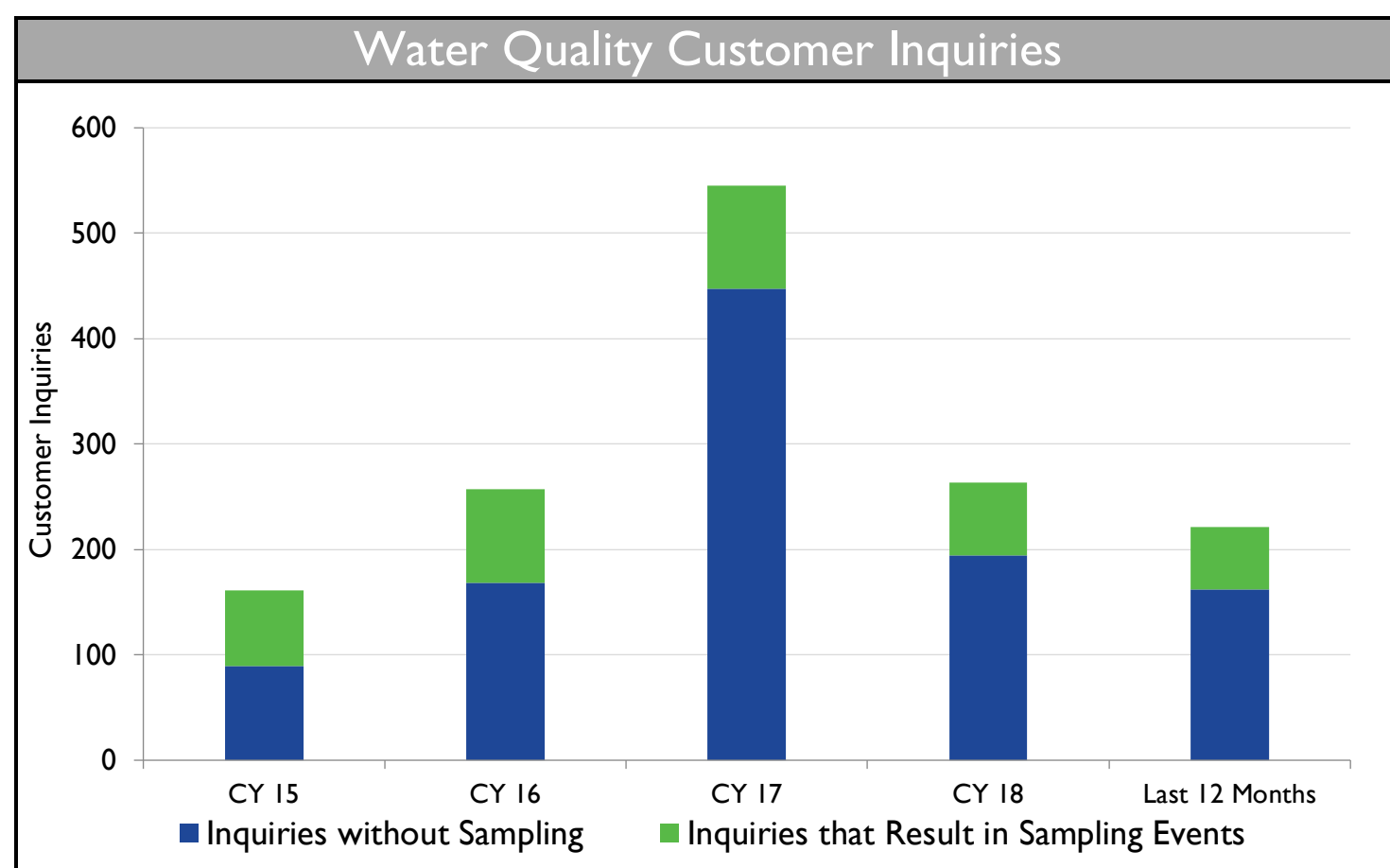
	December 2019			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
	Water Plant (Carrboro)	3.95	3.62	0.33	46.85	48.62
Cane Creek Reservoir	3.46	3.54	(0.08)	48.77	44.68	4.09

* Water Plant historical average is based on most recent 35 year period.
* Cane Creek Reservoir historical average is based on 28 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER SERVICE

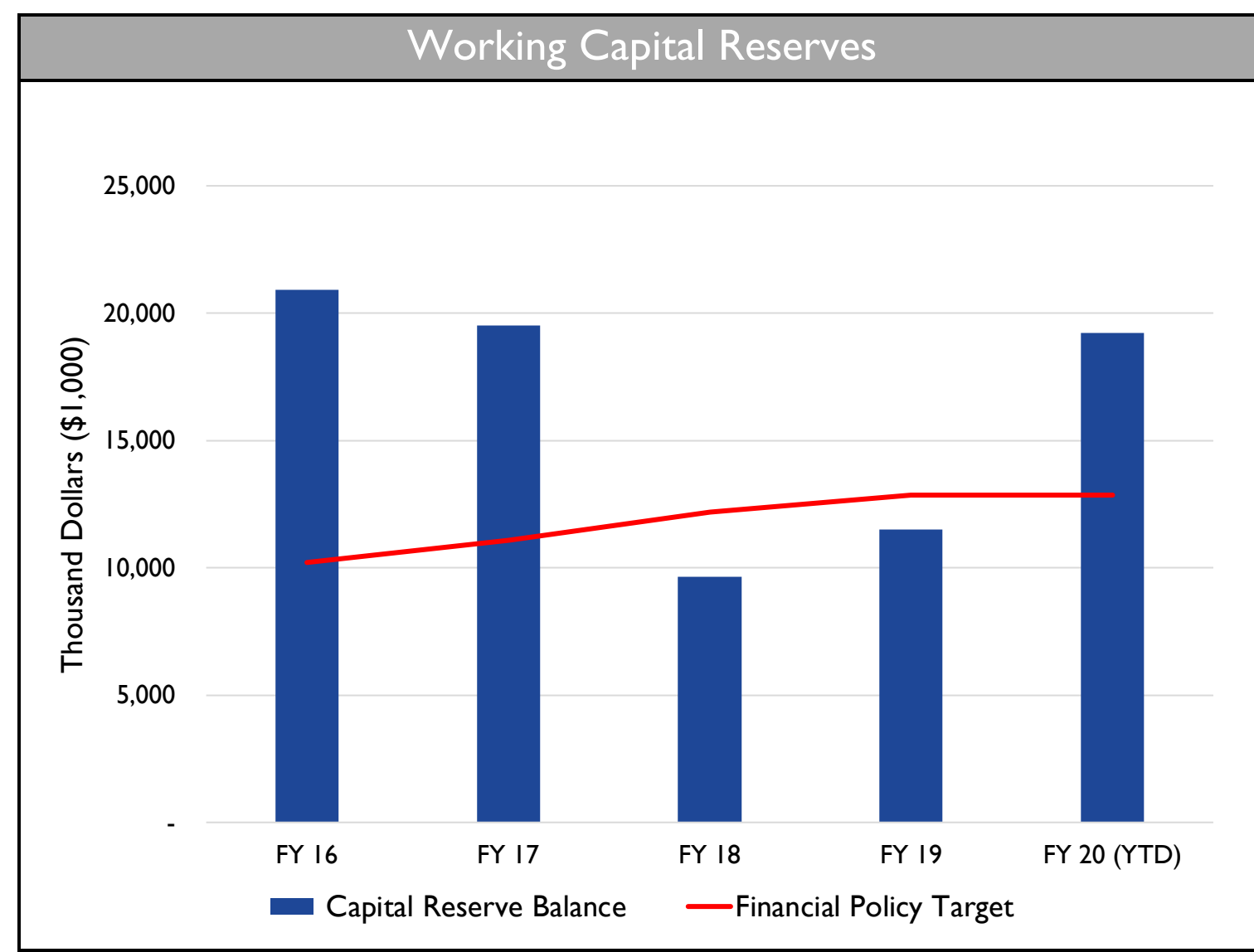
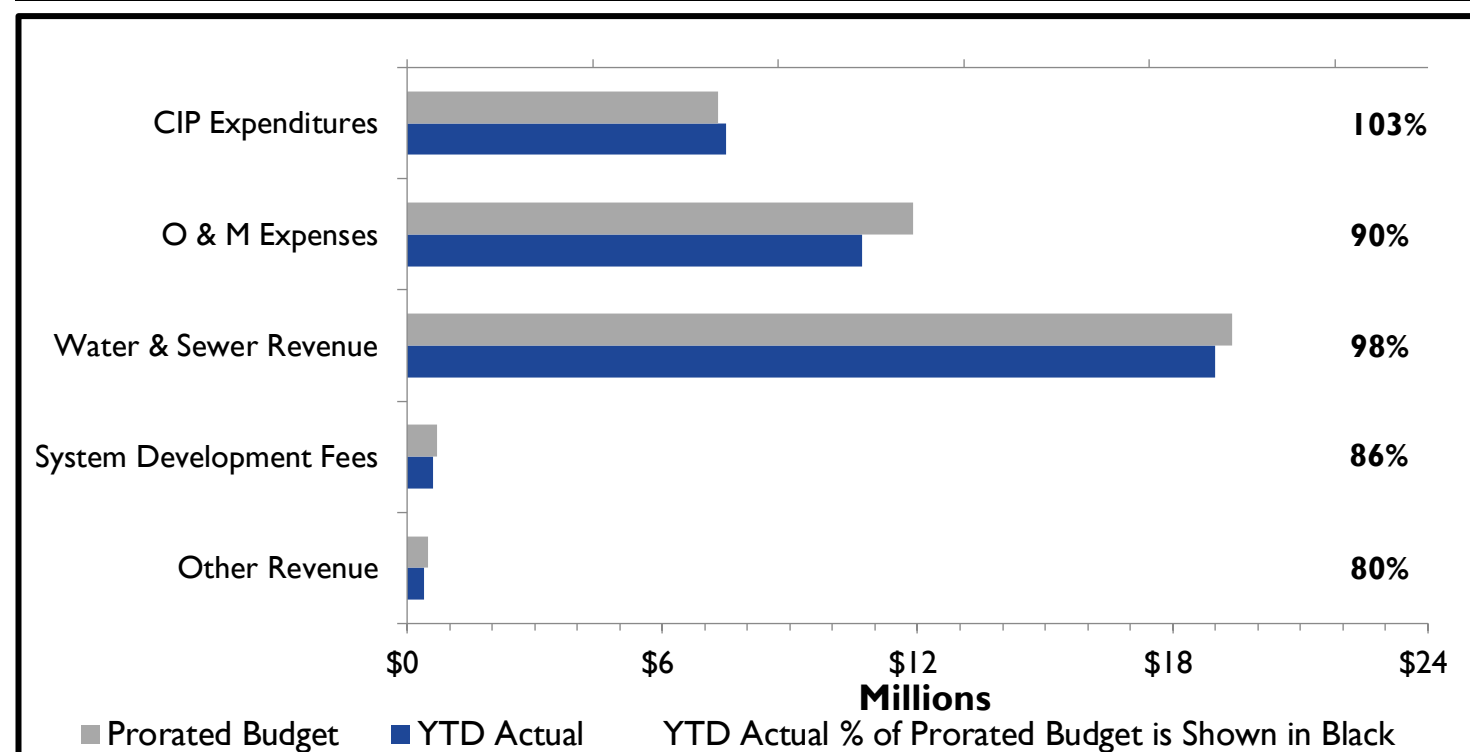


SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:
Operating Permit Violations: Sanitary Sewer System Overflows due to broken force main (April 2019), debris in line (September 2019), and failure maintaining power to sewer bypass pumps (September 2019).

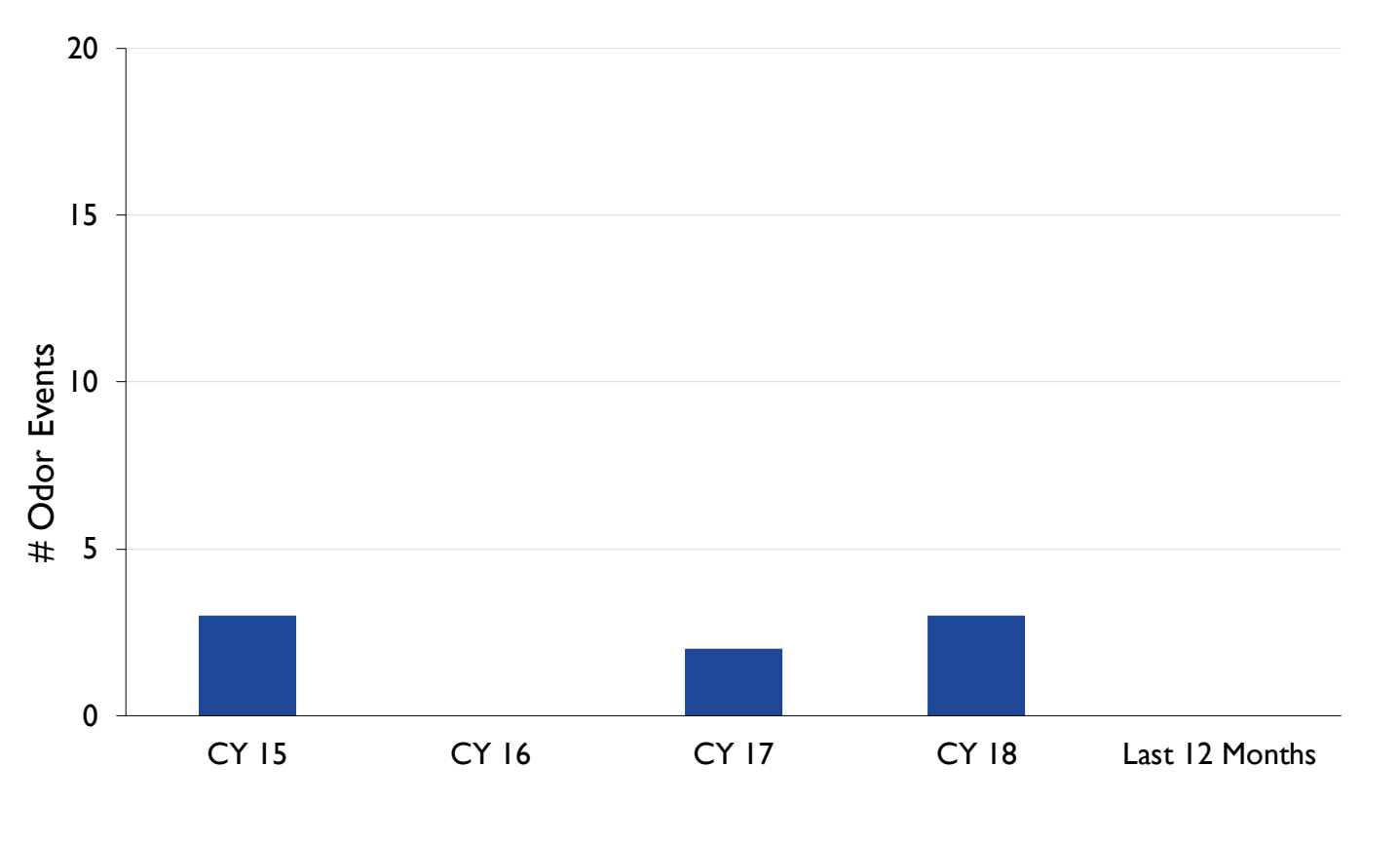
FINANCE MANAGEMENT

Category	December 2019		FY 2020 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	2.7	3.0	19.0	19.4	(0.4)
Operating Expenses (Prelim)	1.8	1.8	10.7	11.9	(1.2)
Capital Expenditures (Prelim)	3.5	2.9	7.5	7.3	0.2



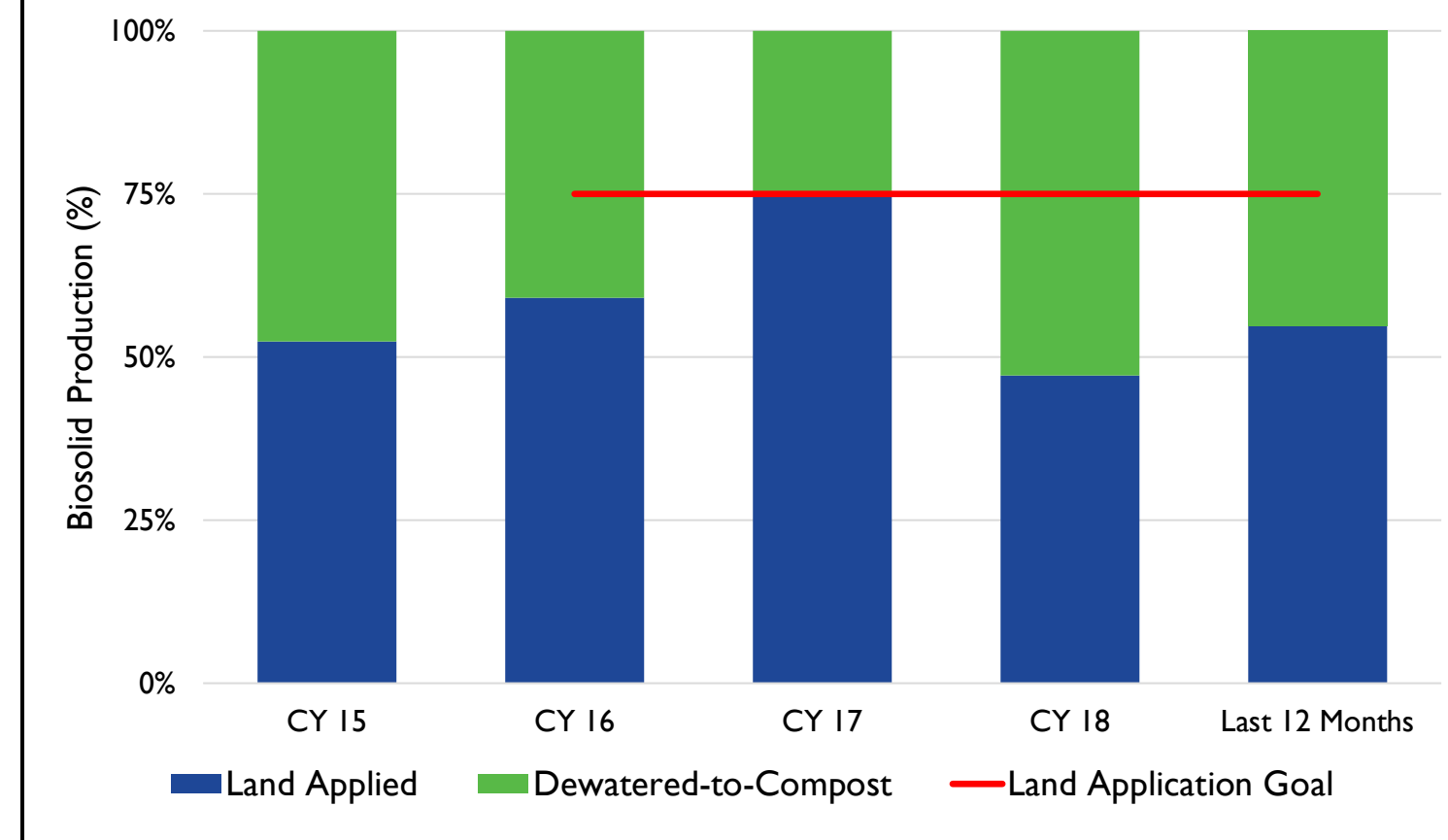
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



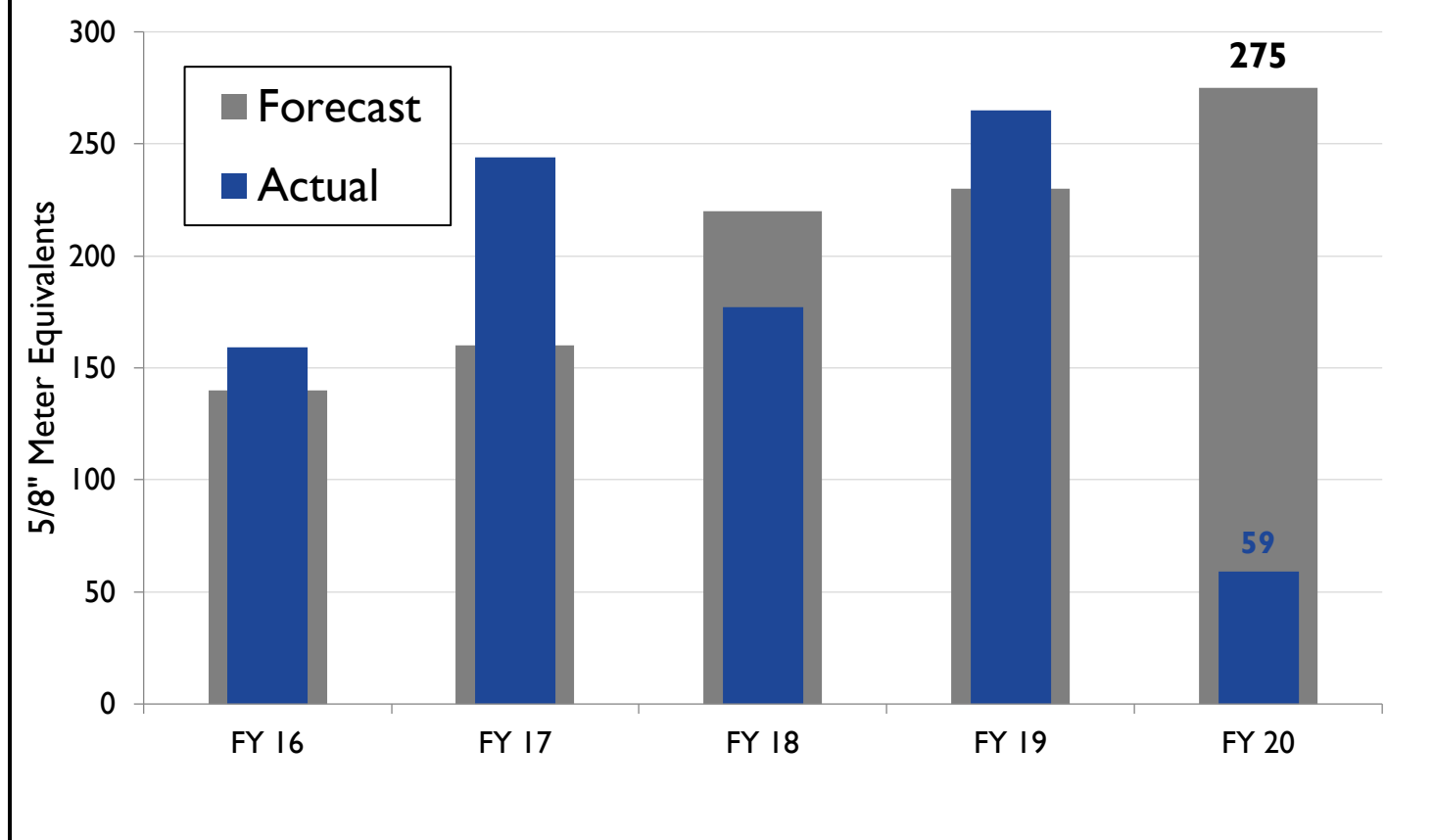
BIOSOLIDS MANAGEMENT

Biosolids Recycling

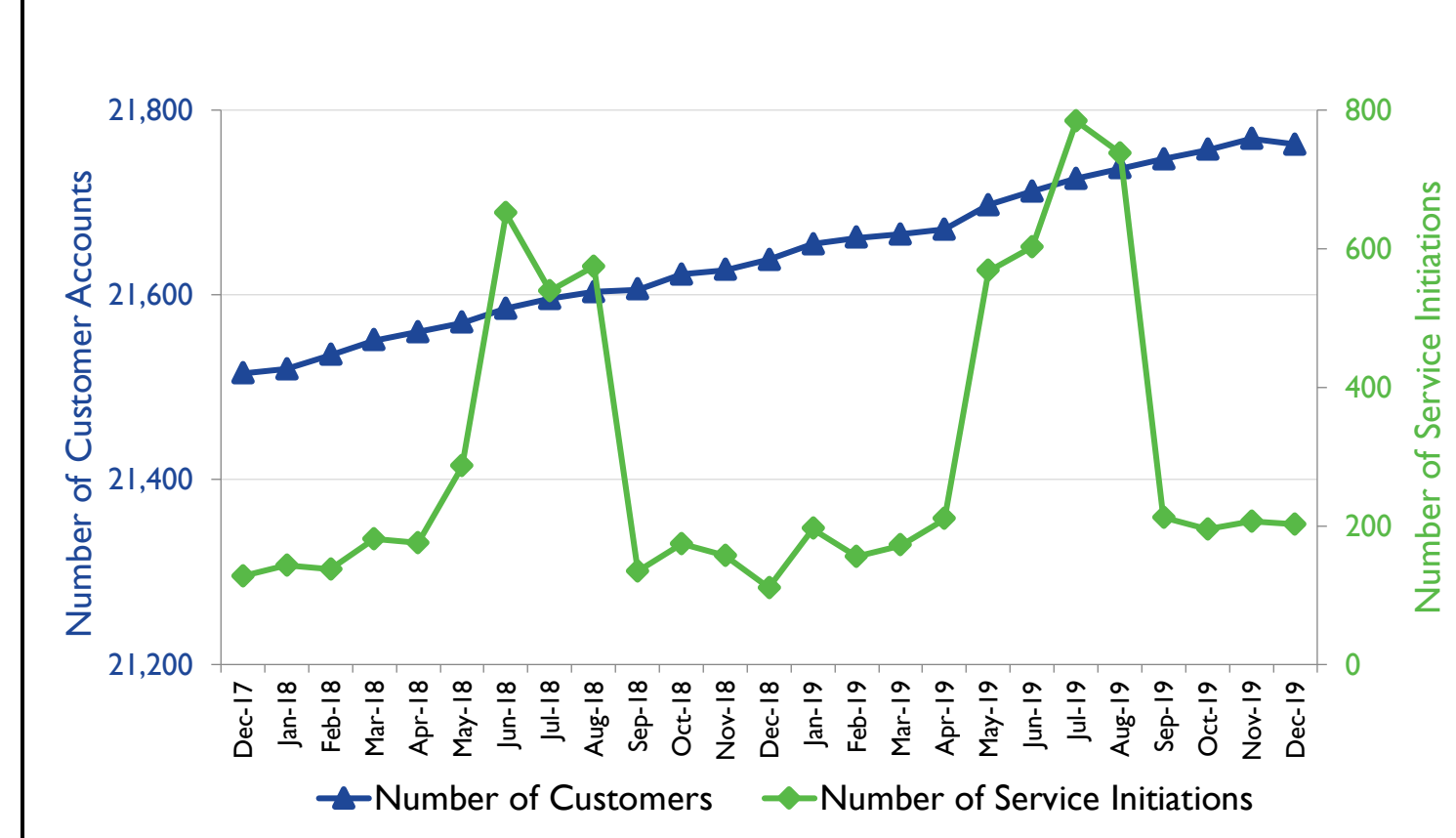


CUSTOMER SERVICE AND CONNECTION ACTIVITY

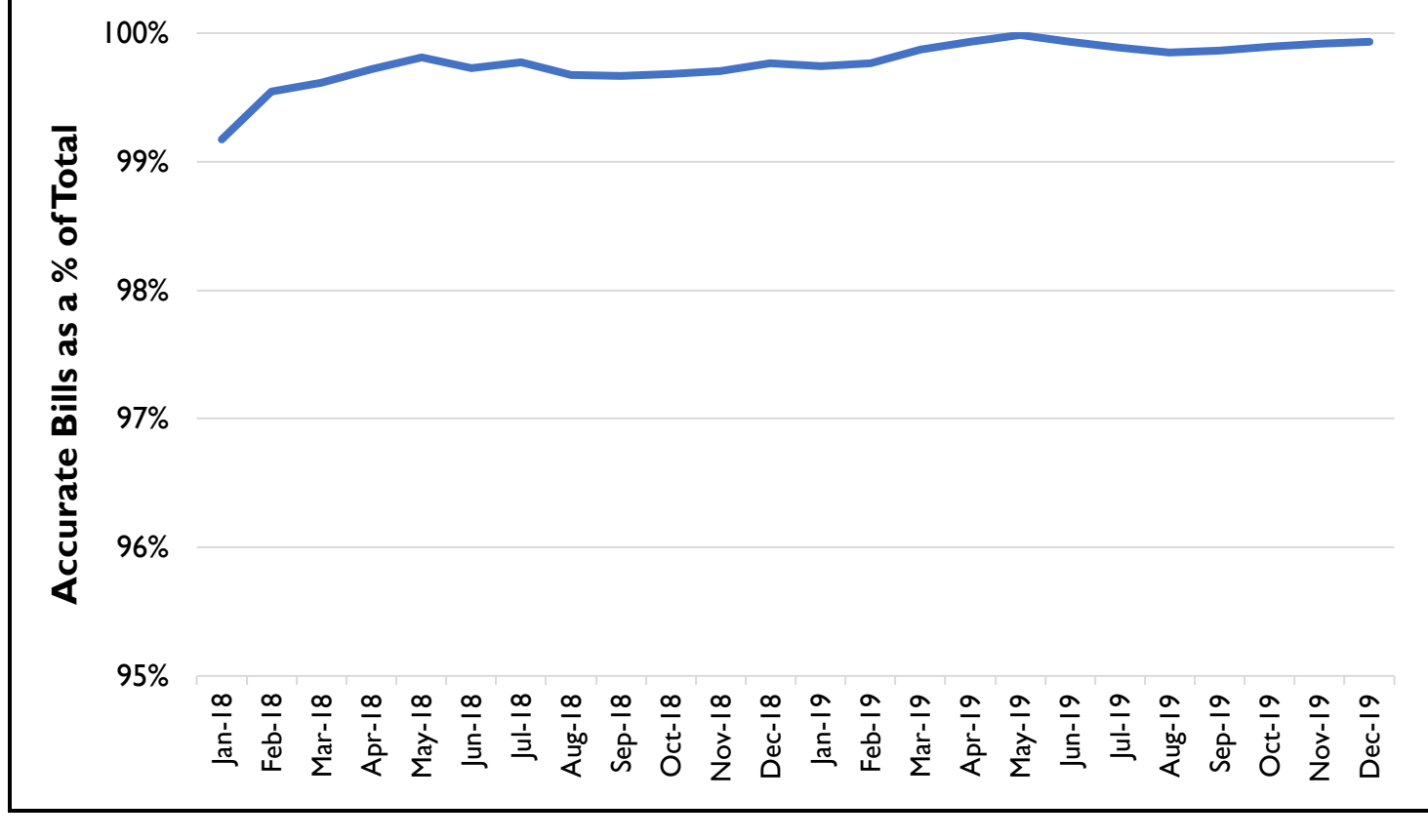
Growth (New Connections)



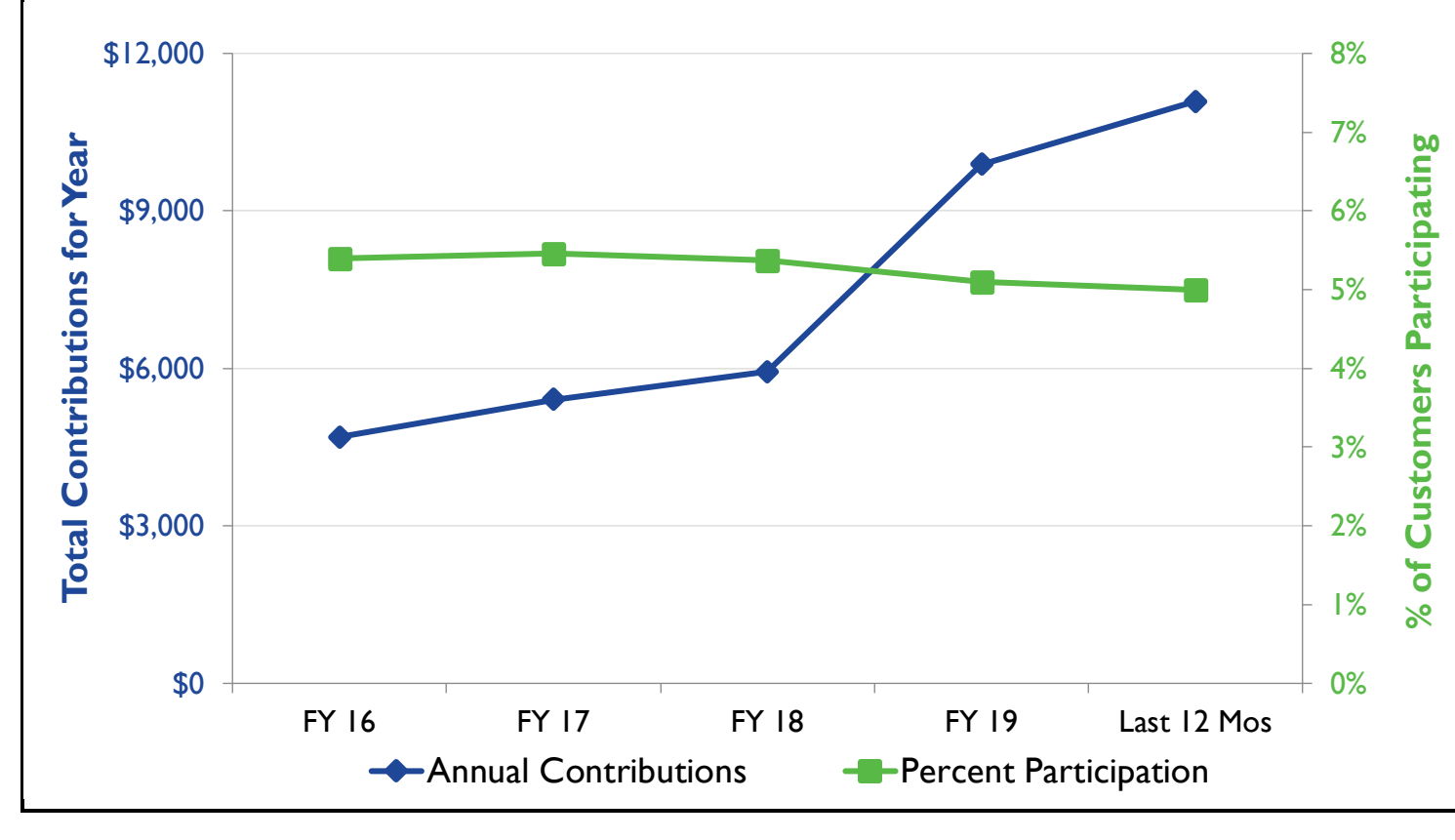
Customer Accounts and # of Service Initiations



Bill Accuracy

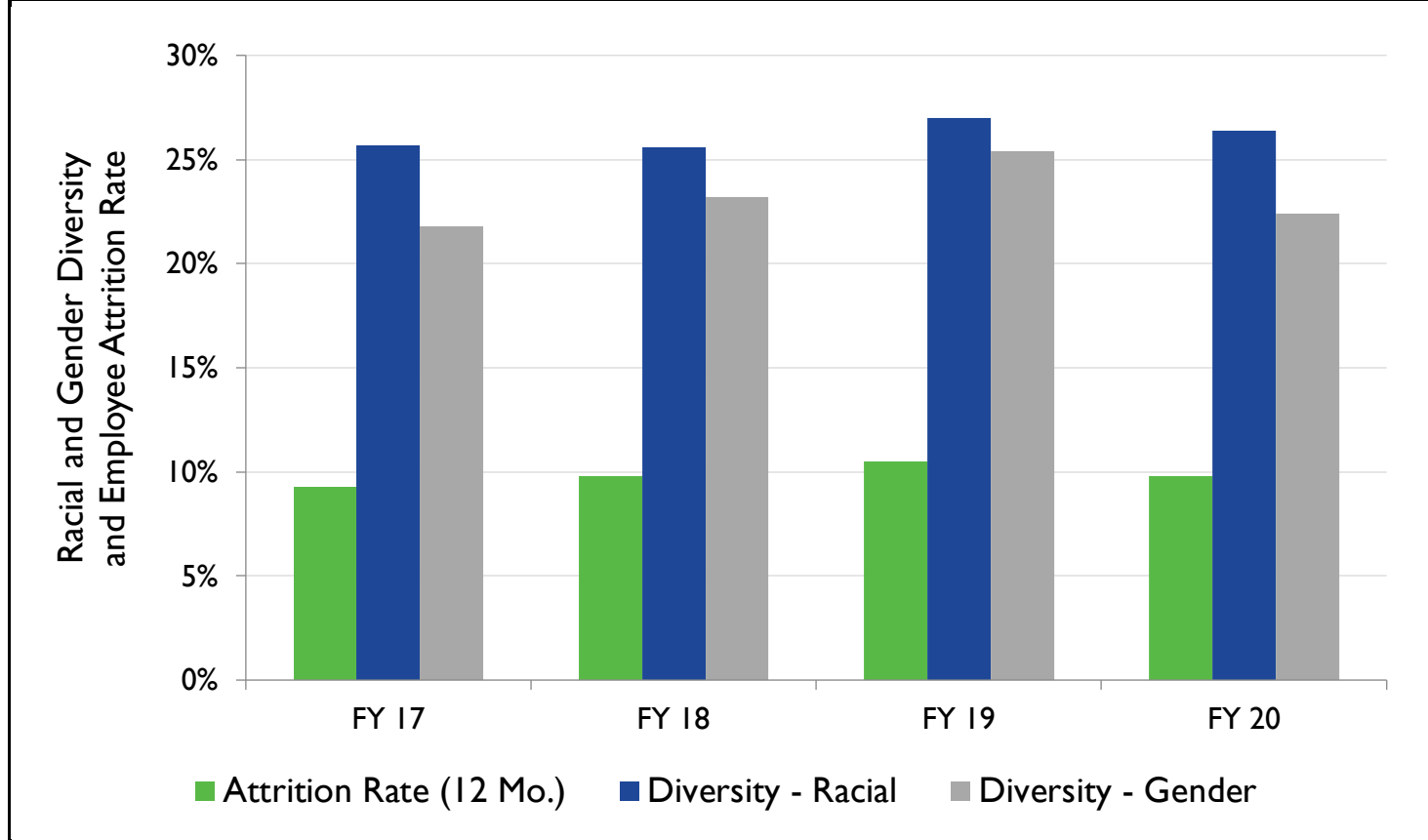


Care to Share Customer Assistance Program

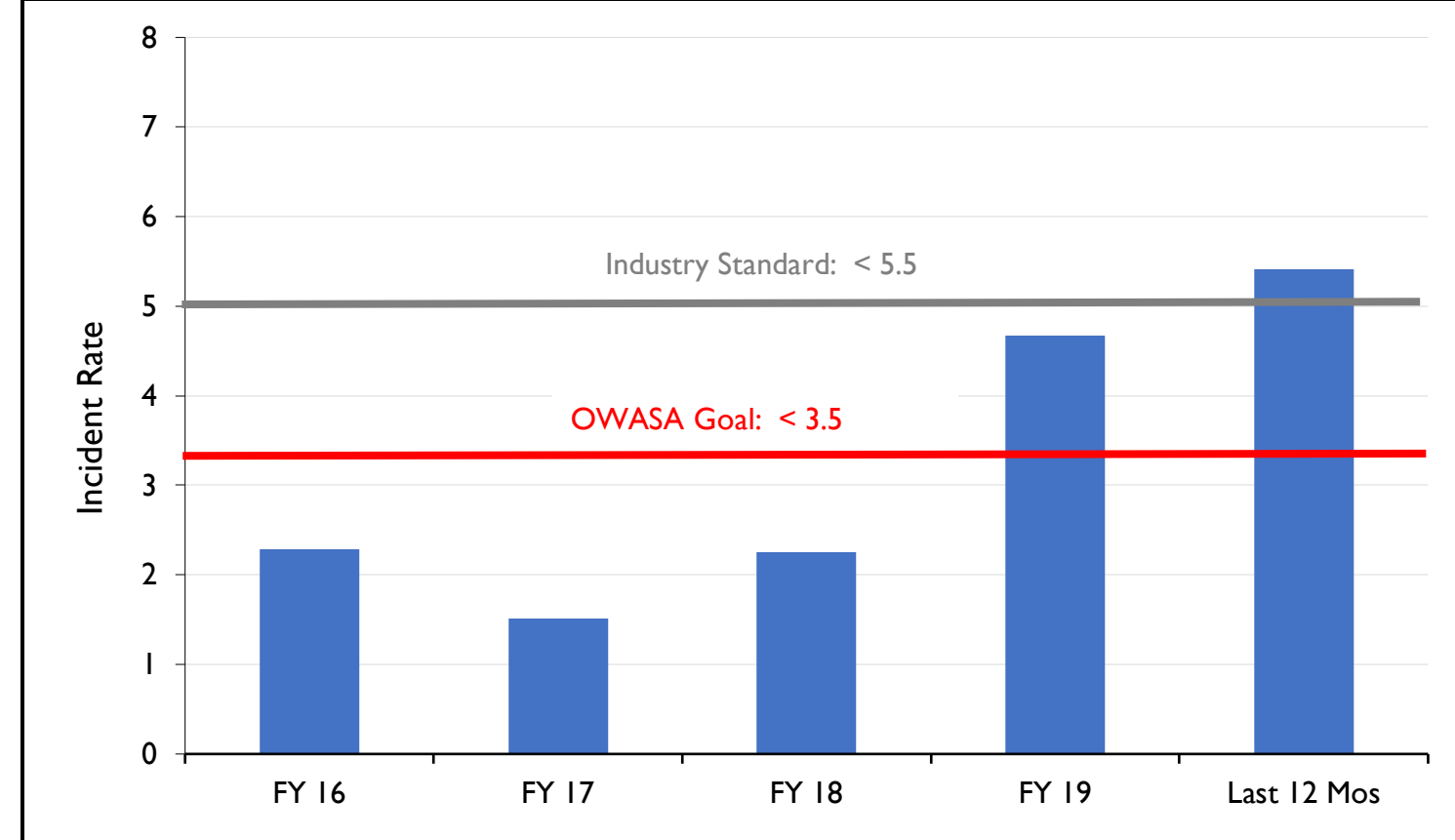


HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates



Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

