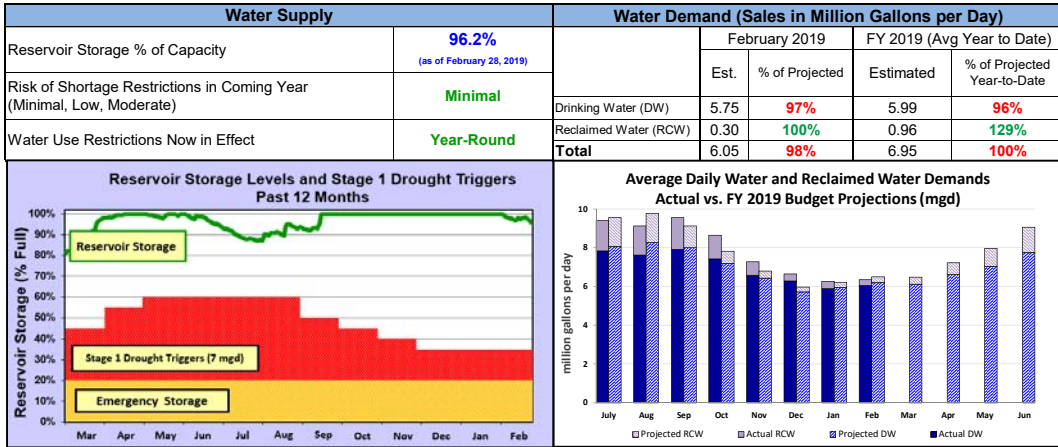




Key Performance Indicators

February 2019

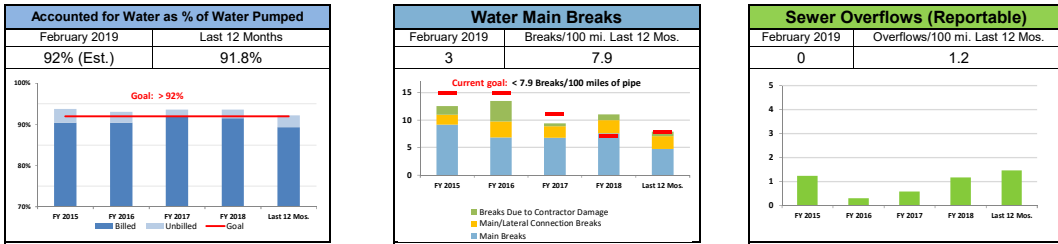
WATER SUPPLY AND DEMAND



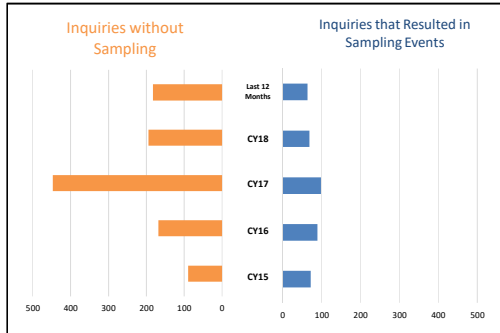
Rainfall (inches)					
	February 2019			Last 12 Months	
	Actual	Hist. Avg. for Month	Variance	Actual	Variance
Water Plant	5.34	3.16	2.18	77.13	28.09
Cane Creek Reservoir	5.50	2.91	2.59	70.76	26.02

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

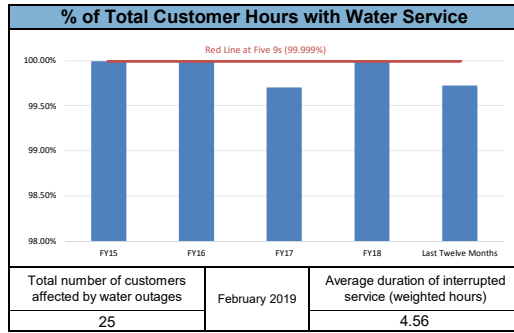
WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER QUALITY CUSTOMER INQUIRIES



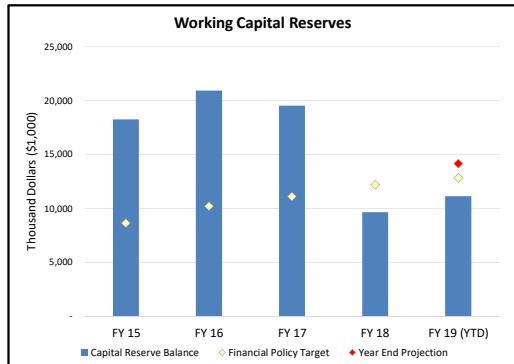
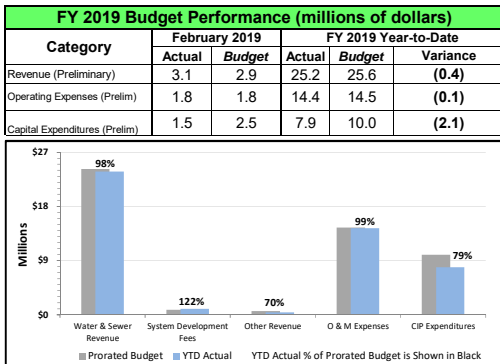
WATER SERVICE RELIABILITY



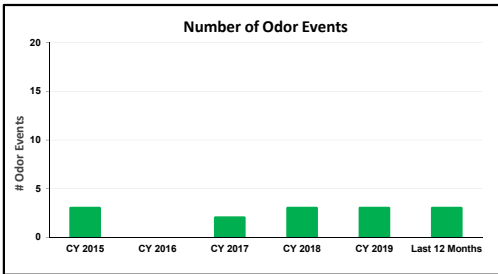
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:
 Operating Permit Violations: Sanitary Sewer System Overflows due to contractor error (March 2018), to root intrusion (April 2018), to grease buildup (May 2018), to significant rainfall from Hurricane Florence (September 2018), and to sewer line obstruction (November 2018).

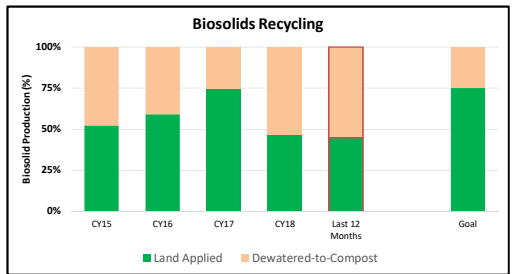
FINANCE MANAGEMENT



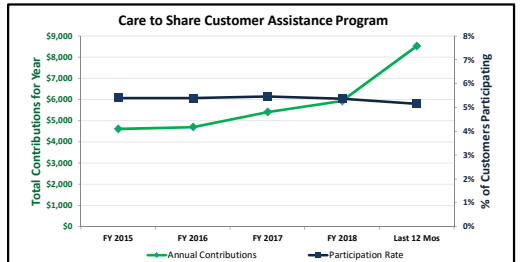
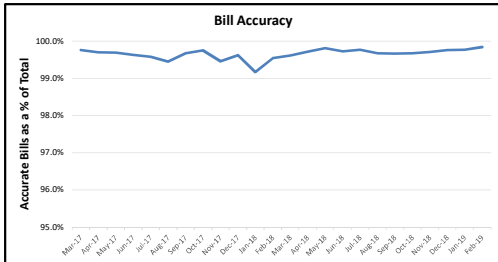
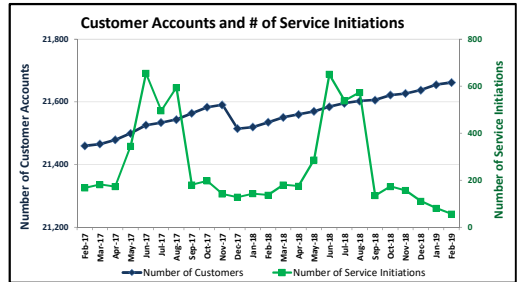
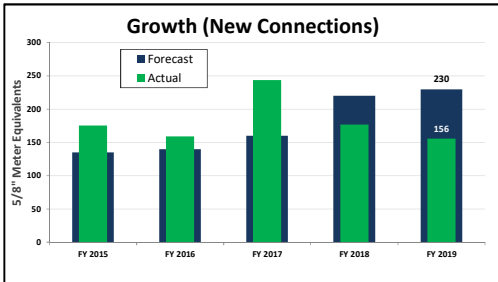
ODOR ELIMINATION AT MASON FARM WASTEWATER TREATMENT PLANT



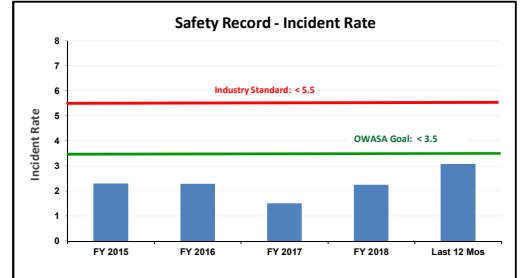
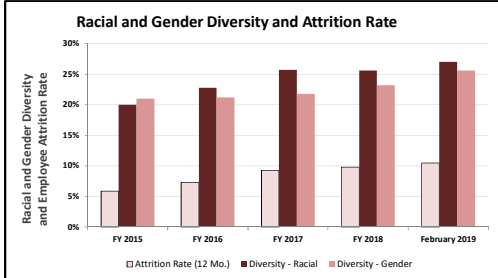
BIOSOLIDS MANAGEMENT



CUSTOMER SERVICE AND CONNECTION ACTIVITY



HUMAN RESOURCES AND SAFETY



ENERGY MANAGEMENT

