



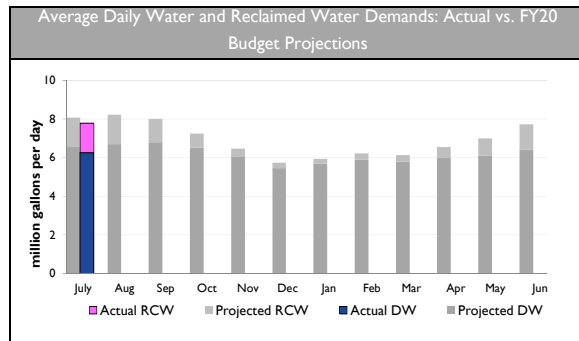
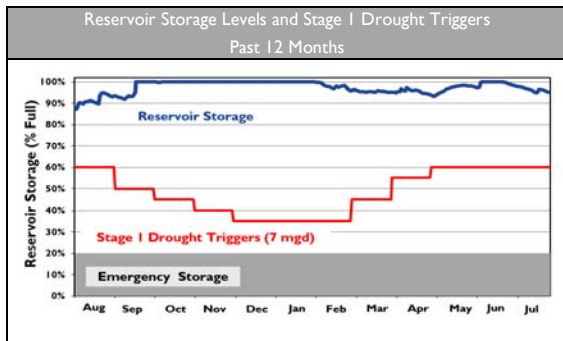
# Key Performance Indicators

## July 2019

### WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	<b>95.1%</b> <small>(as of 07/31, 2019)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	<b>Minimal</b>
Water Use Restrictions Now in Effect	<b>Year-Round</b>

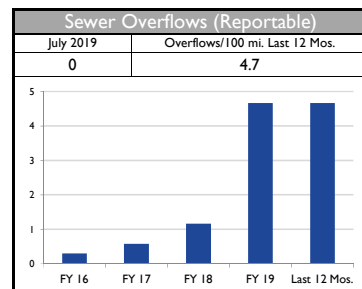
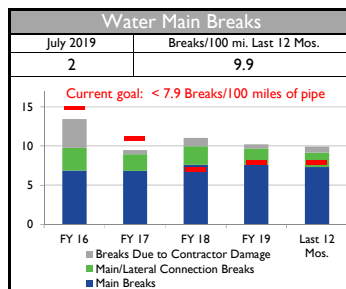
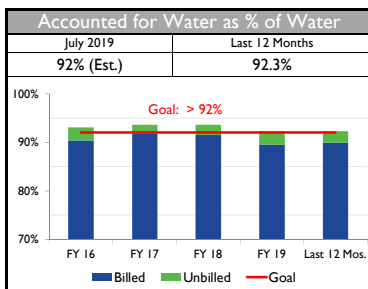
Water Demand (Sales in Million Gallons per Day)				
	July 2019		FY 2020 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.26	<b>96%</b>	6.26	<b>101%</b>
Reclaimed Water (RCW)	1.53	<b>100%</b>	1.53	<b>196%</b>
<b>Total</b>	<b>7.79</b>	<b>96%</b>	<b>7.79</b>	<b>112%</b>



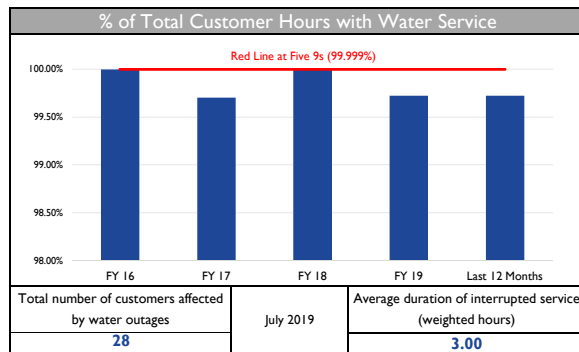
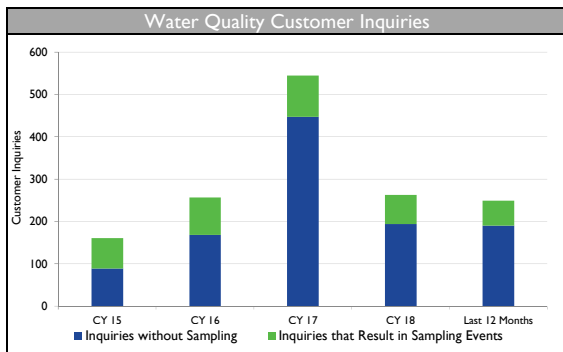
	Rainfall (inches)					
	July 2019			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	3.95	4.45	<b>(0.50)</b>	76.44	47.97	<b>28.47</b>
Cane Creek Reservoir	4.43	3.99	<b>0.44</b>	72.54	44.80	<b>27.74</b>

\* 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

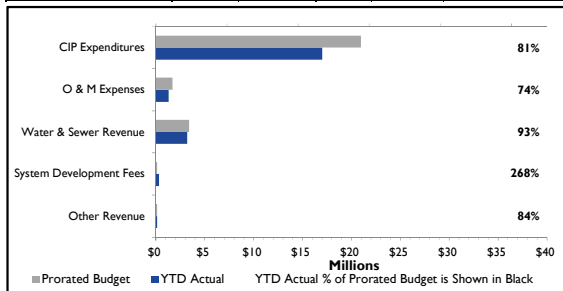
Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due to significant rainfall from Hurricane Florence (September 2018), to sewer line obstruction (November 2018), and to broken force main (14 SSOs in April 2019)

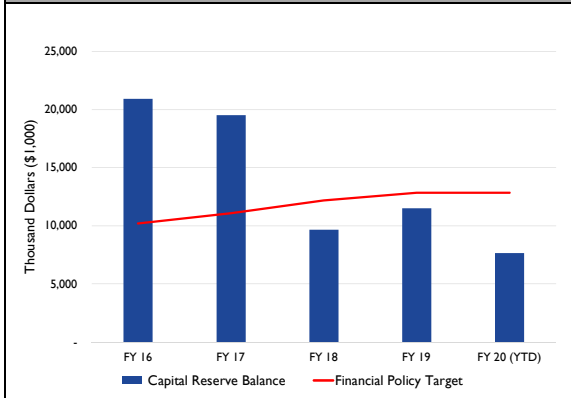
## FINANCE MANAGEMENT

FY 2020 Budget Performance (millions of dollars)

Category	July 2019		FY 2020 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	3.6	3.6	3.2	3.4	(0.2)
Operating Expenses (Prelim)	1.8	2.2	1.3	1.7	(0.4)
Capital Expenditures (Prelim)	4.8	3.3	17.0	21.0	(4.0)

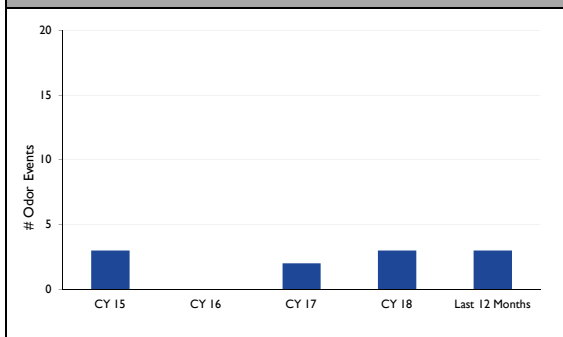


Working Capital Reserves



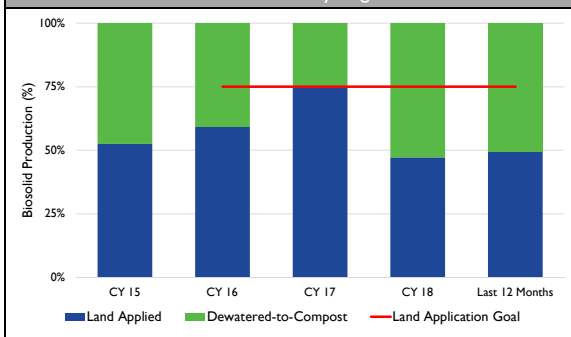
## ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



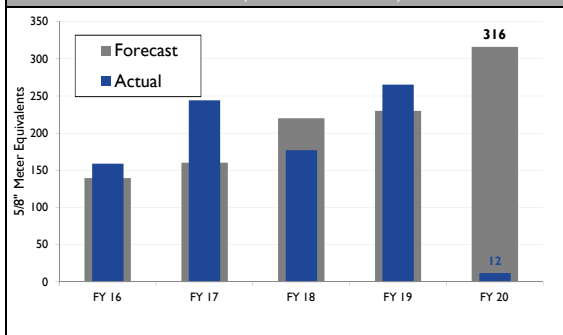
## BIOSOLIDS MANAGEMENT

Biosolids Recycling

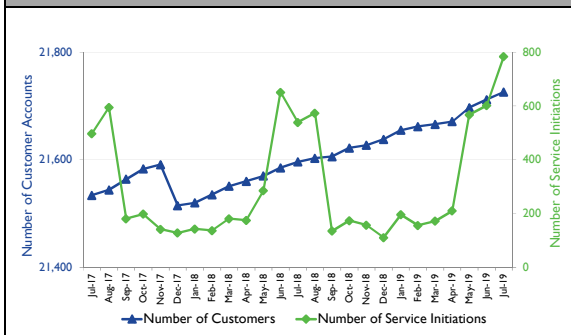


## CUSTOMER SERVICE AND CONNECTION ACTIVITY

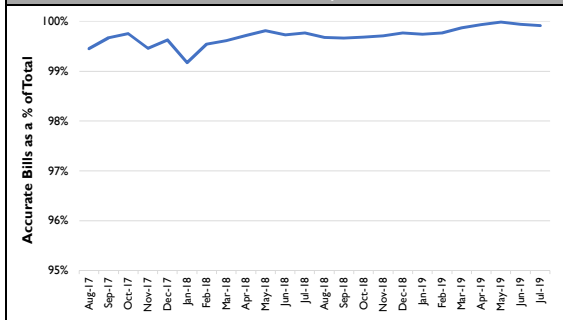
Growth (New Connections)



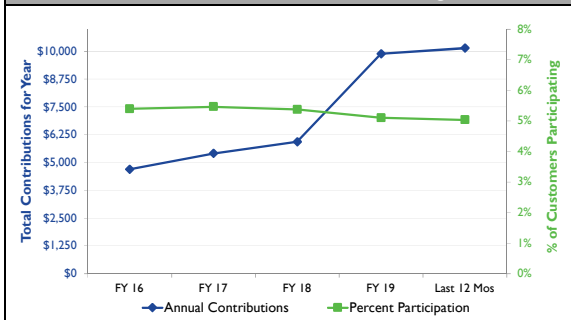
Customer Accounts and # of Service Initiations



Bill Accuracy

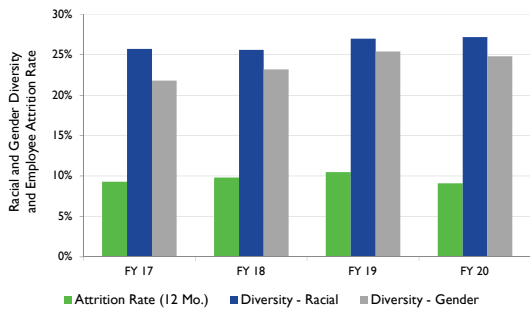


Care to Share Customer Assistance Program

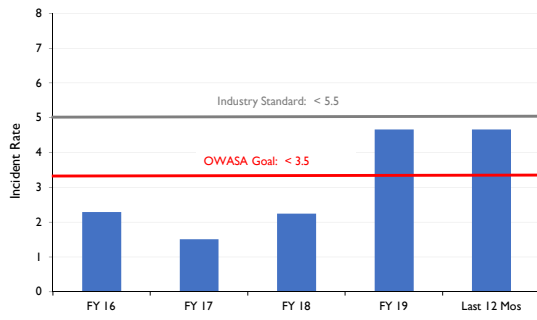


## HUMAN RESOURCES AND SAFETY

### Racial and Gender Diversity and Attrition Rates

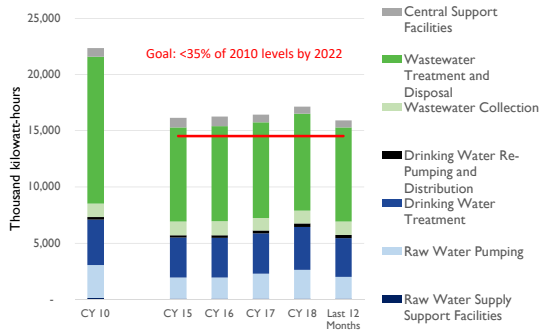


### Safety Record - Incident Rate



## ENERGY MANAGEMENT

### Electricity Use



### Natural Gas Use

