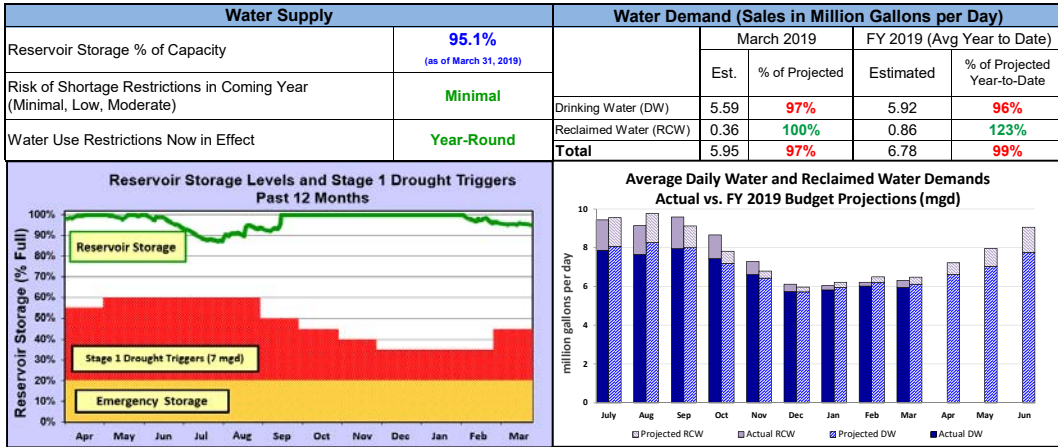




# Key Performance Indicators

March 2019

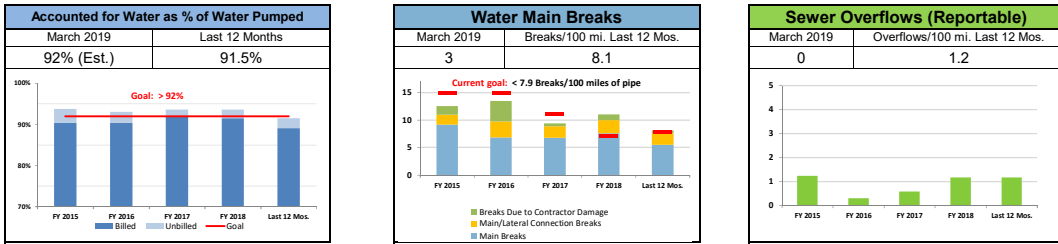
## WATER SUPPLY AND DEMAND



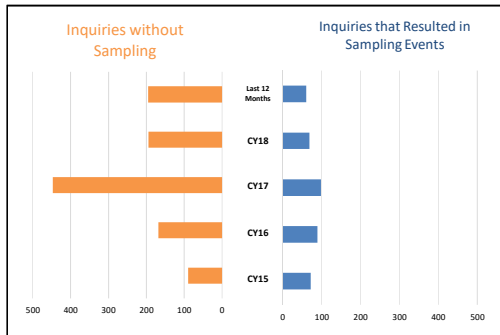
	Rainfall (inches)			Rainfall (inches)		
	March 2019			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant	4.20	4.47	<b>(0.27)</b>	76.69	48.95	<b>27.74</b>
Cane Creek Reservoir	3.73	4.22	<b>(0.49)</b>	70.09	44.73	<b>25.36</b>

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

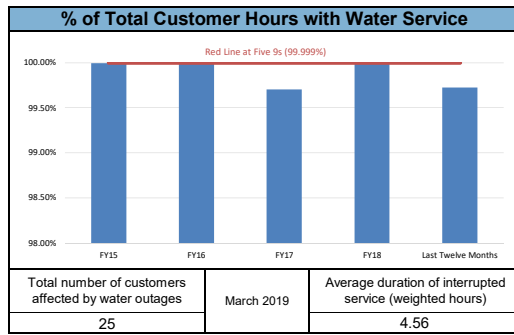
## WATER DISTRIBUTION AND WASTEWATER COLLECTION



## WATER QUALITY CUSTOMER INQUIRIES



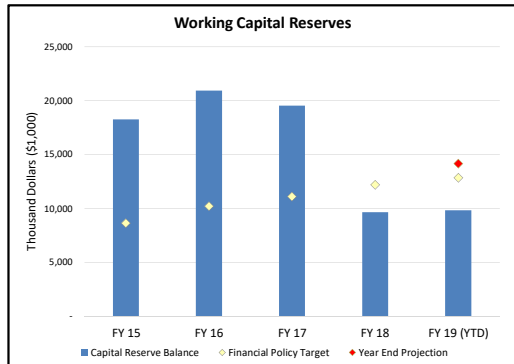
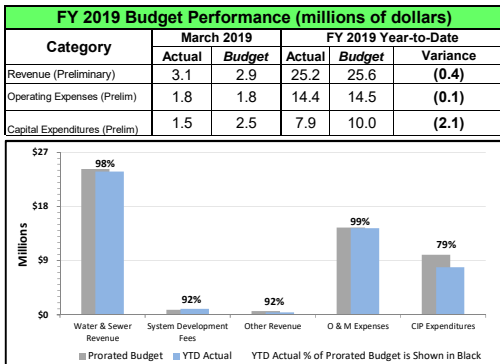
## WATER SERVICE RELIABILITY



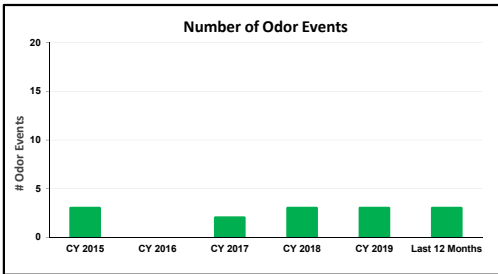
## SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:  
Operating Permit Violations: Sanitary Sewer System Overflows 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).

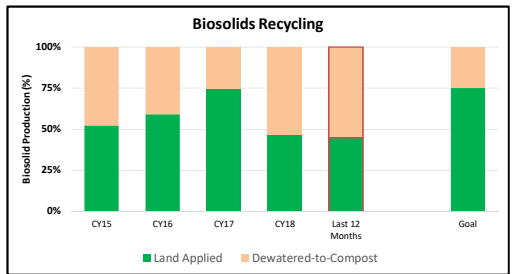
## FINANCE MANAGEMENT



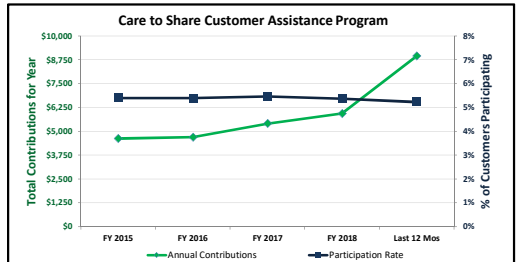
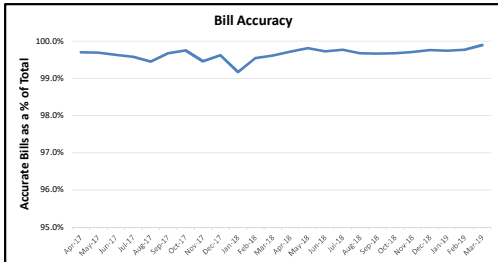
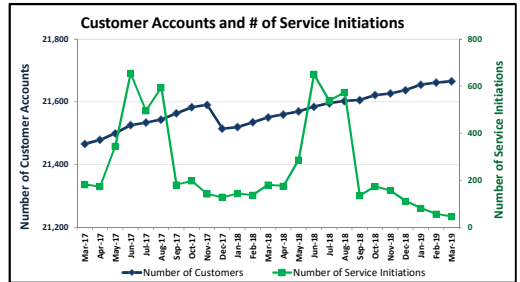
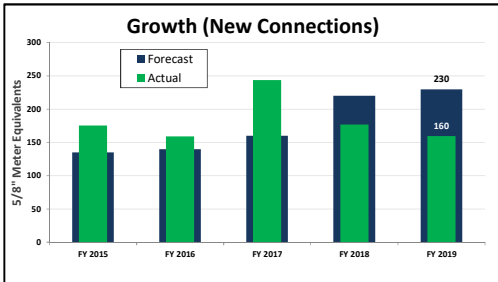
**ODOR ELIMINATION AT MASON FARM WASTEWATER TREATMENT PLANT**



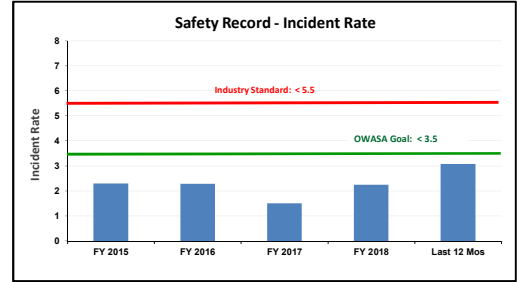
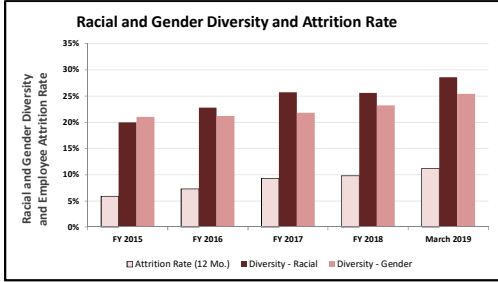
**BIOSOLIDS MANAGEMENT**



**CUSTOMER SERVICE AND CONNECTION ACTIVITY**



**HUMAN RESOURCES AND SAFETY**



**ENERGY MANAGEMENT**

