



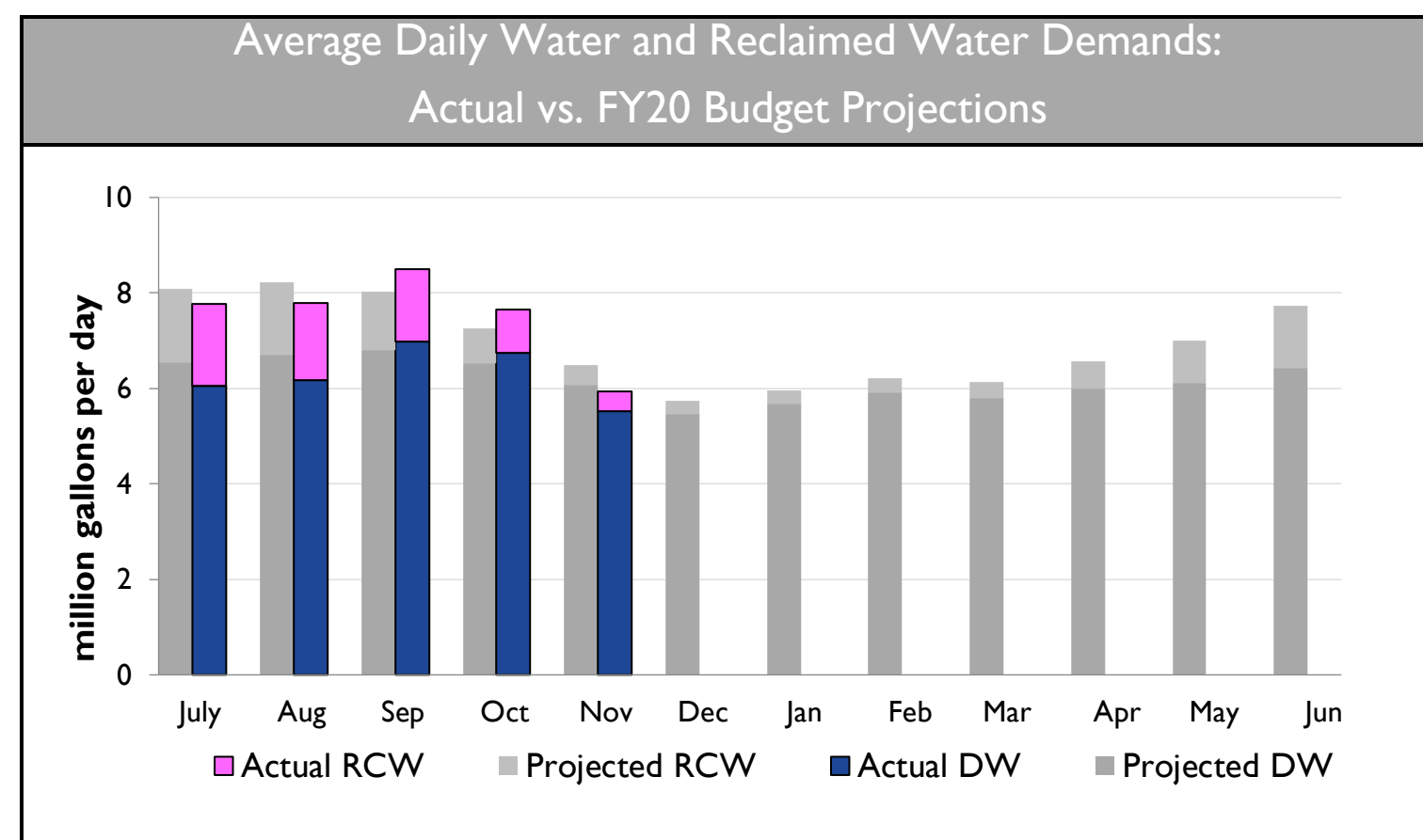
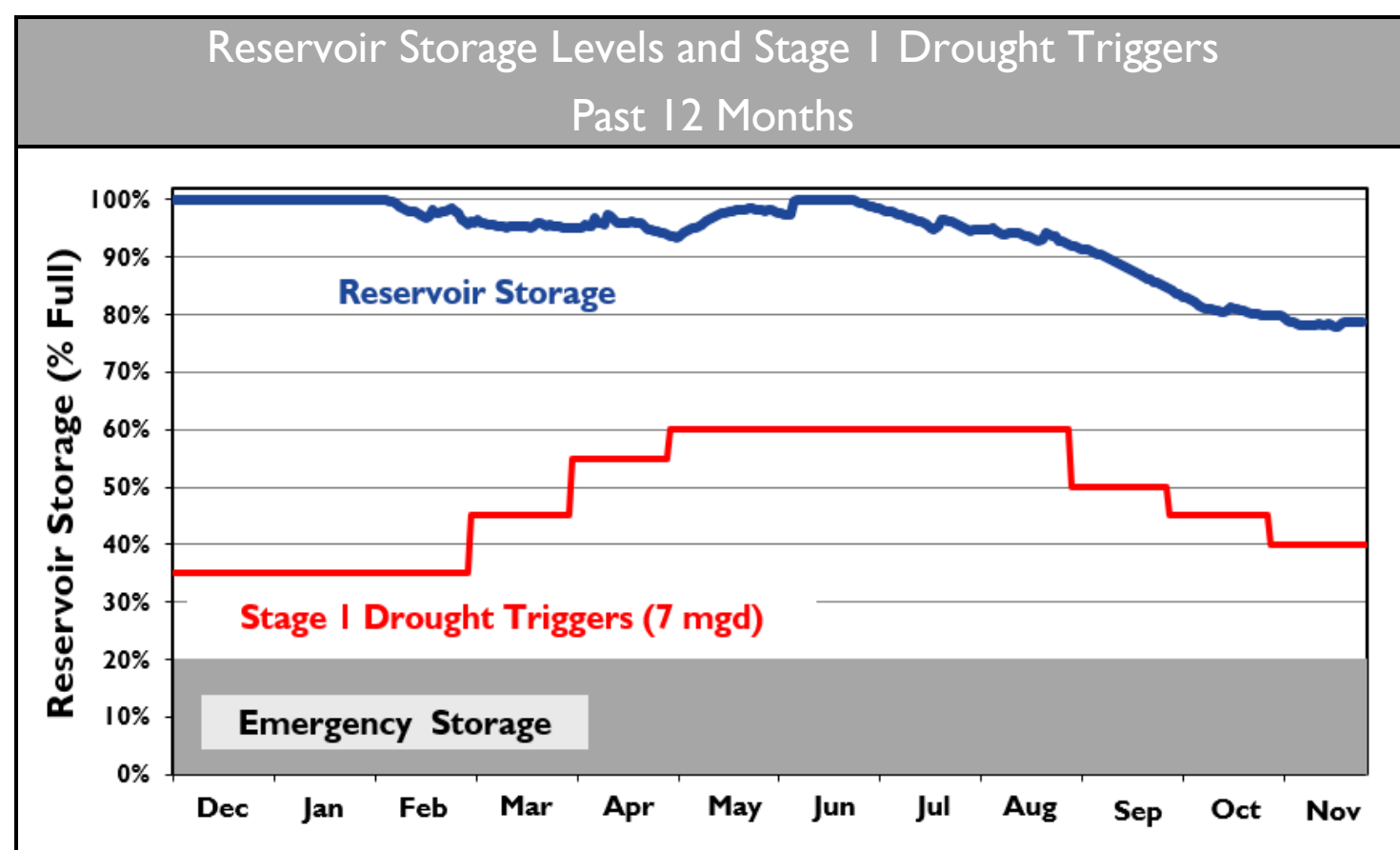
# Key Performance Indicators

## November 2019

### WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	<b>78.8%</b> <small>(as of 11 / 30 / 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>

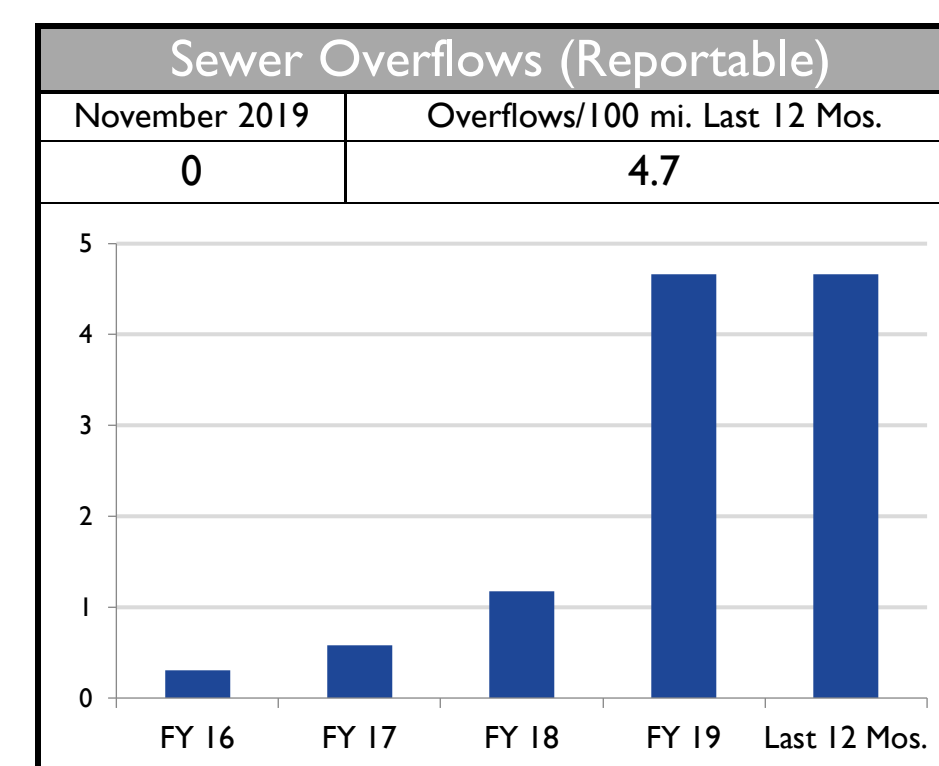
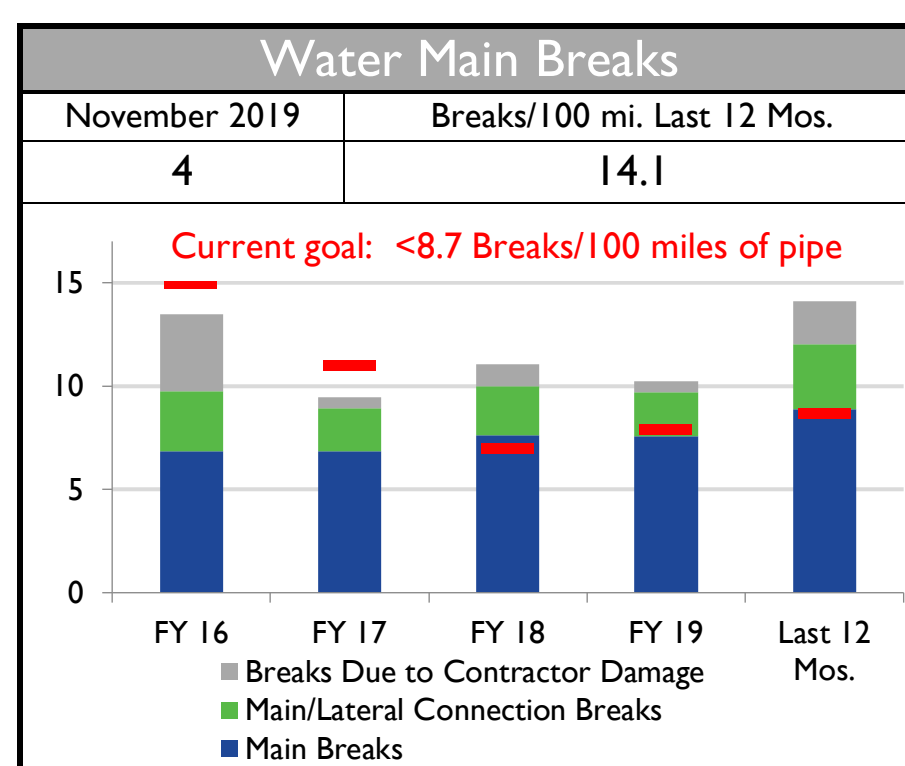
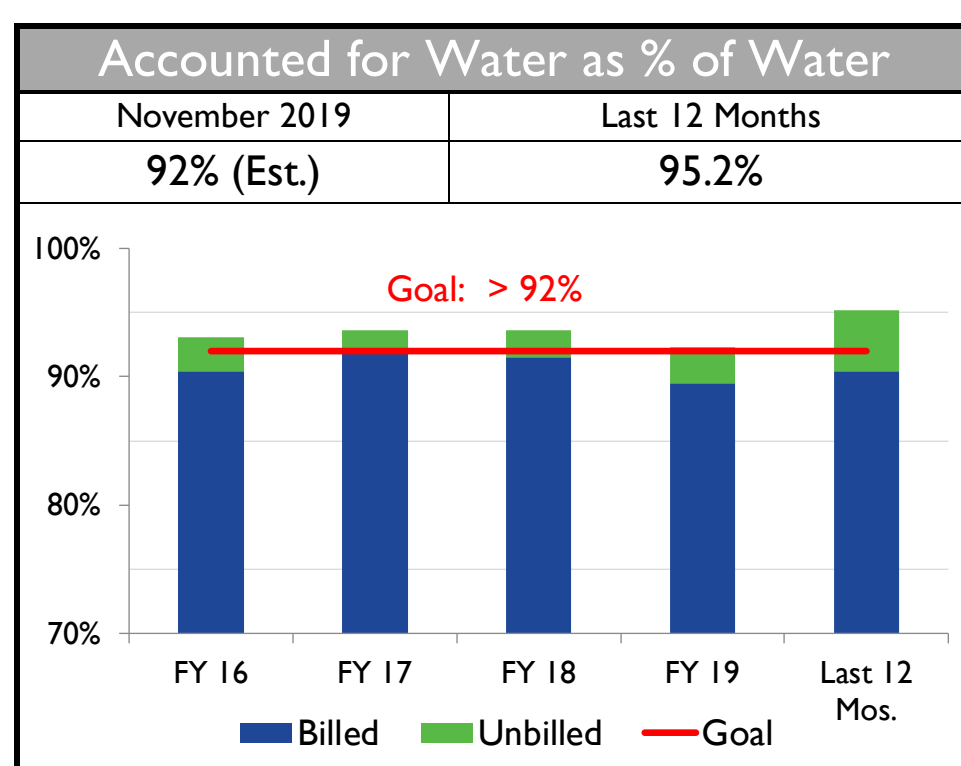
	November 2019		FY 2020 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.52	<b>91%</b>	6.29	<b>96%</b>
Reclaimed Water (RCW)	0.41	<b>100%</b>	1.23	<b>114%</b>
<b>Total</b>	<b>5.93</b>	<b>92%</b>	<b>7.52</b>	<b>99%</b>



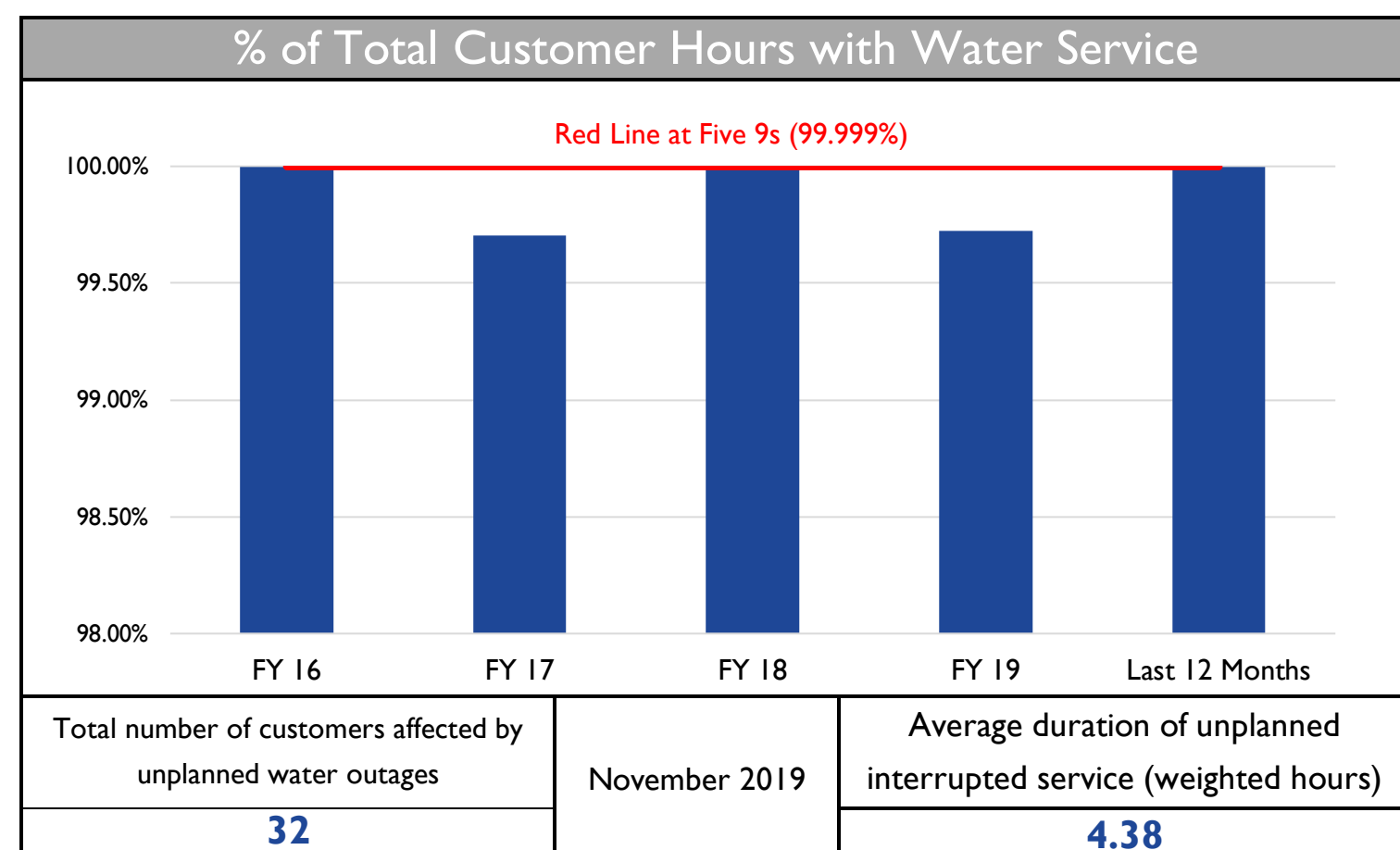
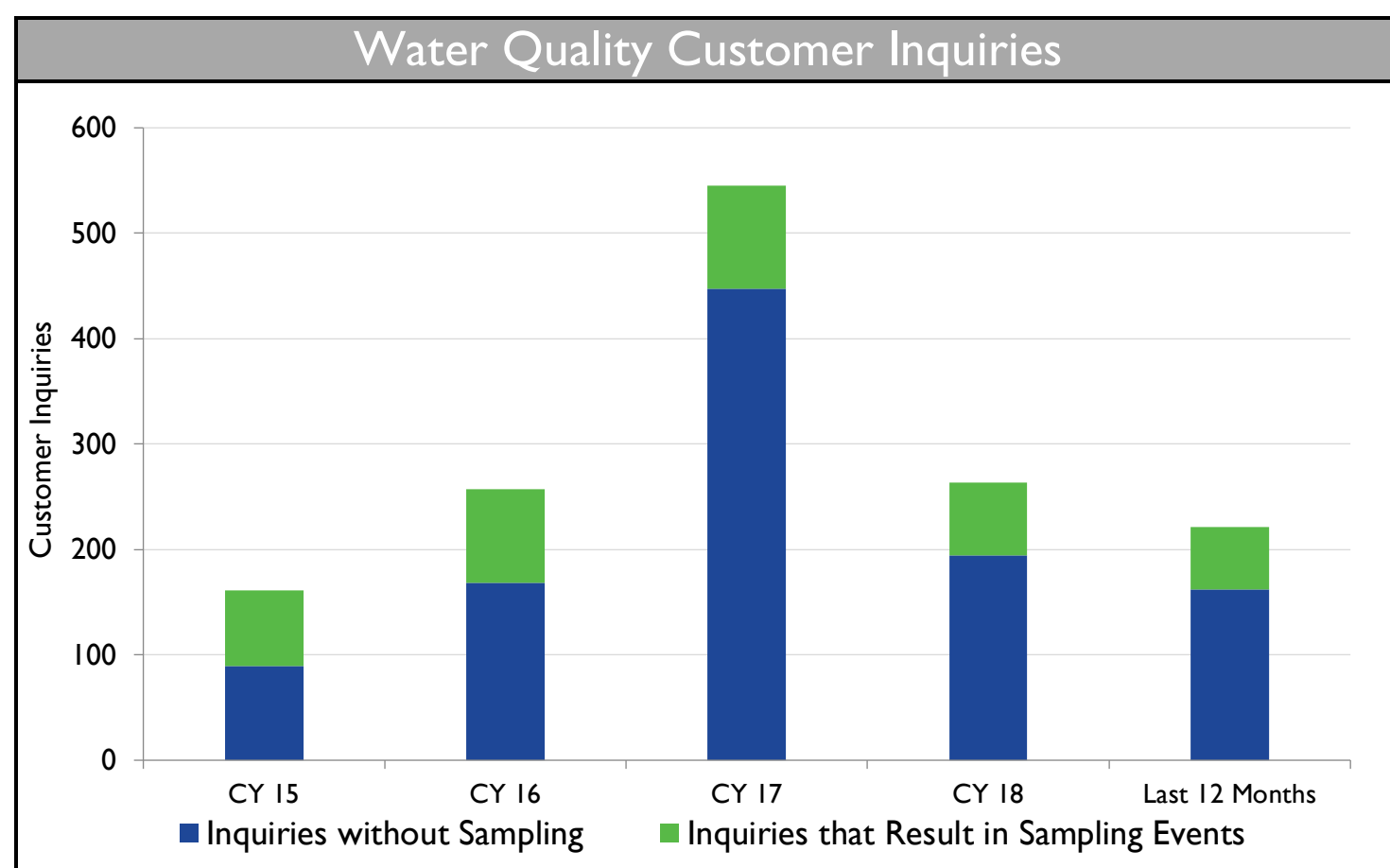
	November 2019			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	3.38	3.69	<b>(0.31)</b>	50.26	48.49	<b>1.77</b>
Cane Creek Reservoir	3.47	3.19	<b>0.28</b>	51.20	44.68	<b>6.52</b>

\* 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

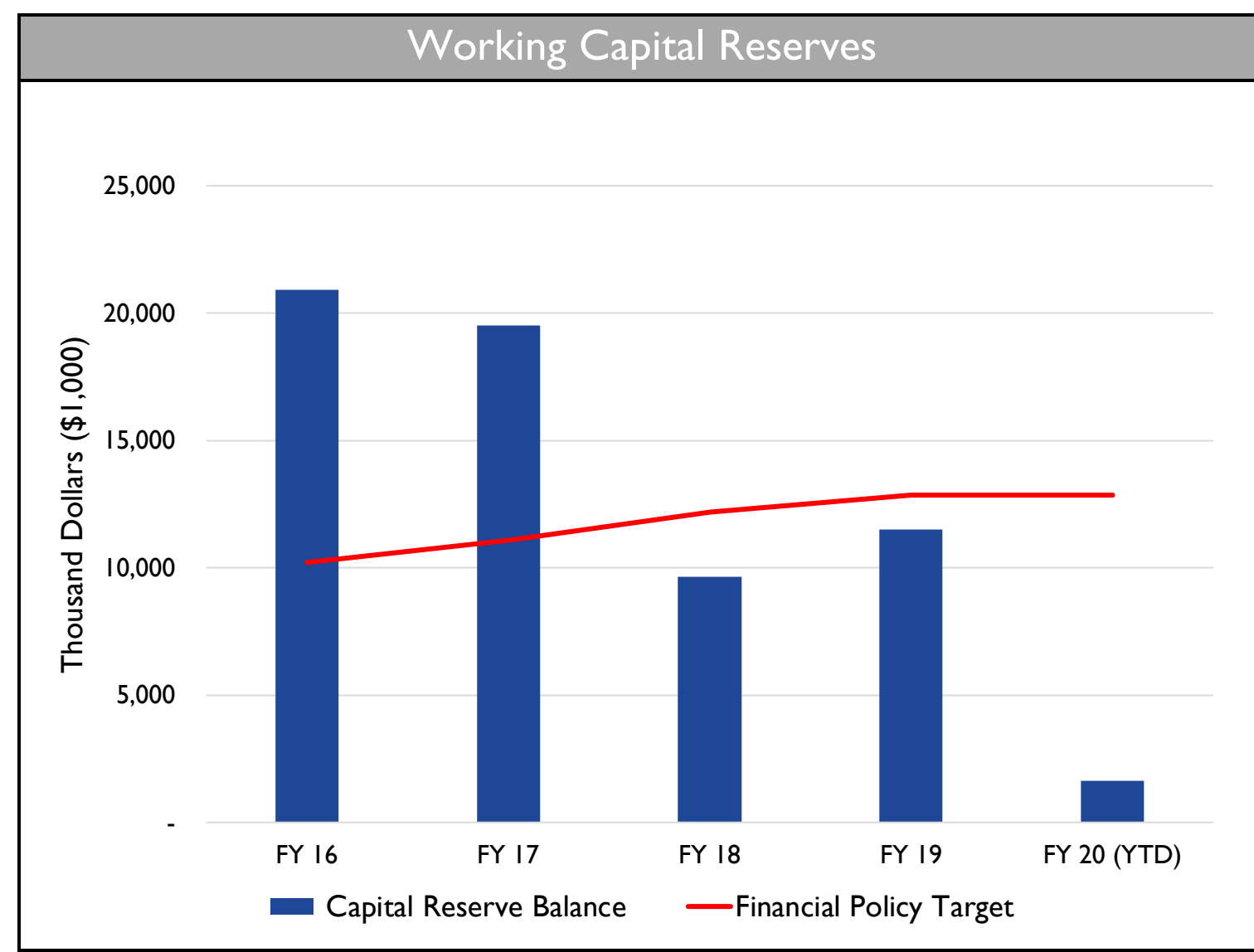
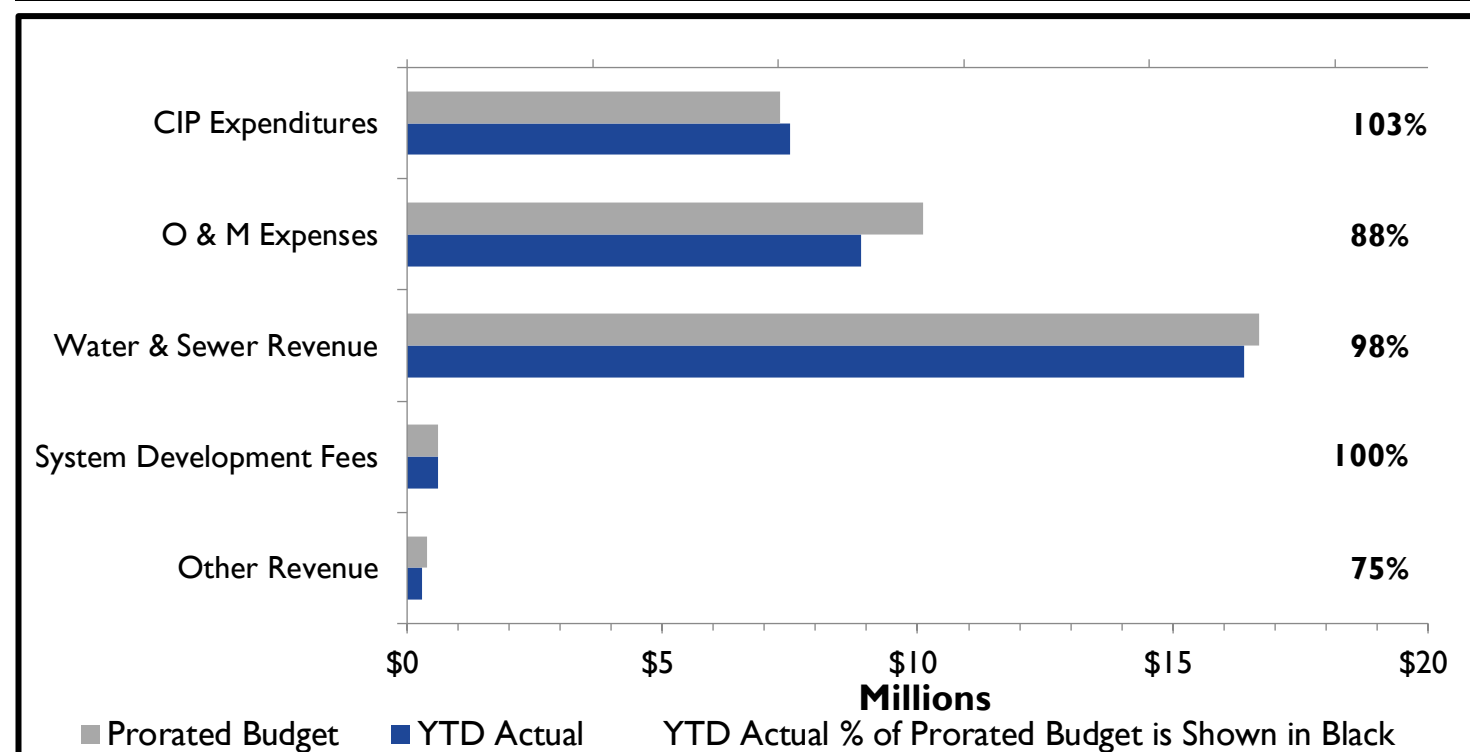


### SYSTEM COMPLIANCE VIOLATIONS

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

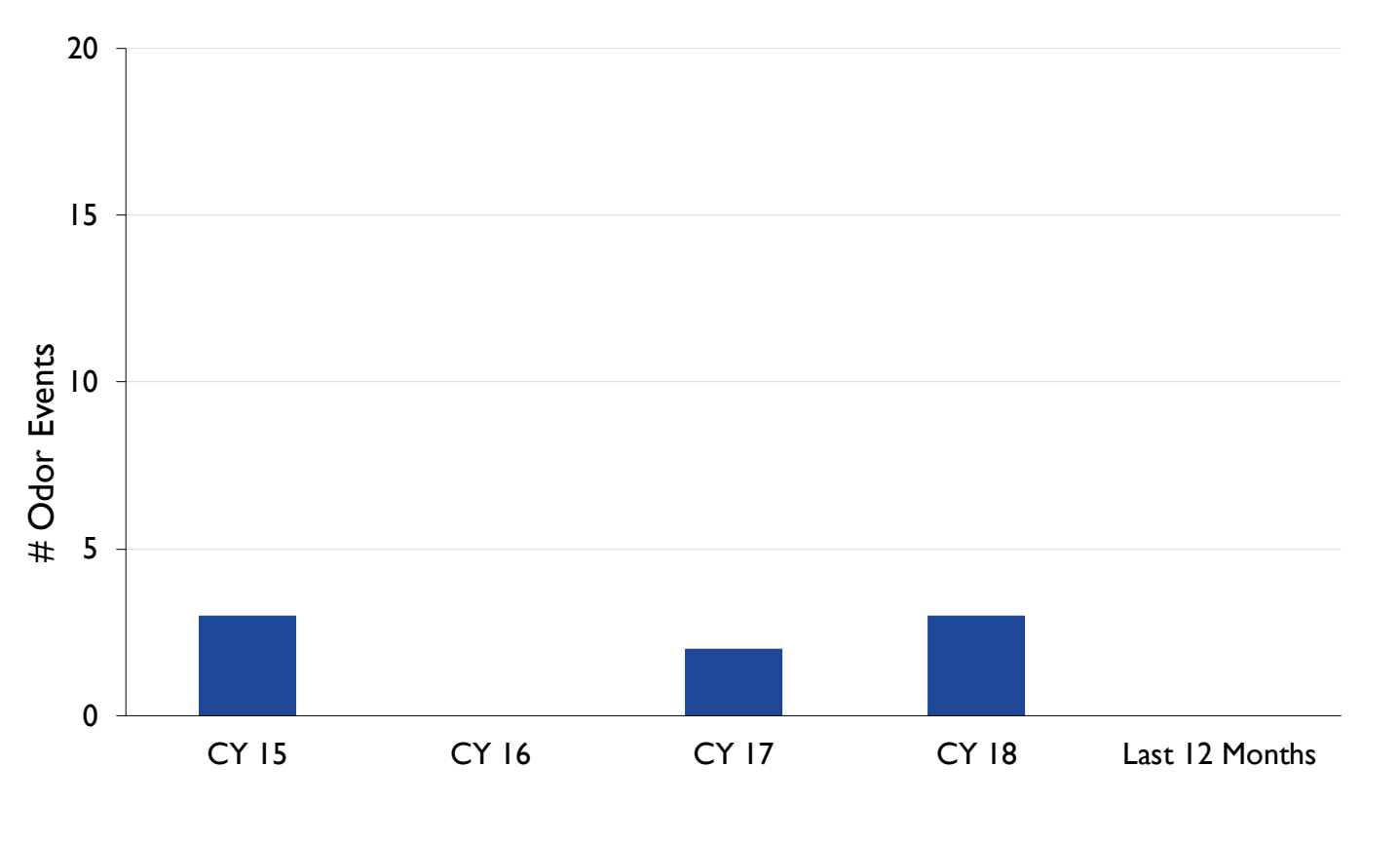
### FINANCE MANAGEMENT

Category	November 2019		FY 2020 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	3.2	3.3	16.4	16.7	<b>(0.3)</b>
Operating Expenses (Prelim)	1.9	2.1	8.9	10.1	<b>(1.2)</b>
Capital Expenditures (Prelim)	3.5	2.9	7.5	7.3	<b>0.2</b>



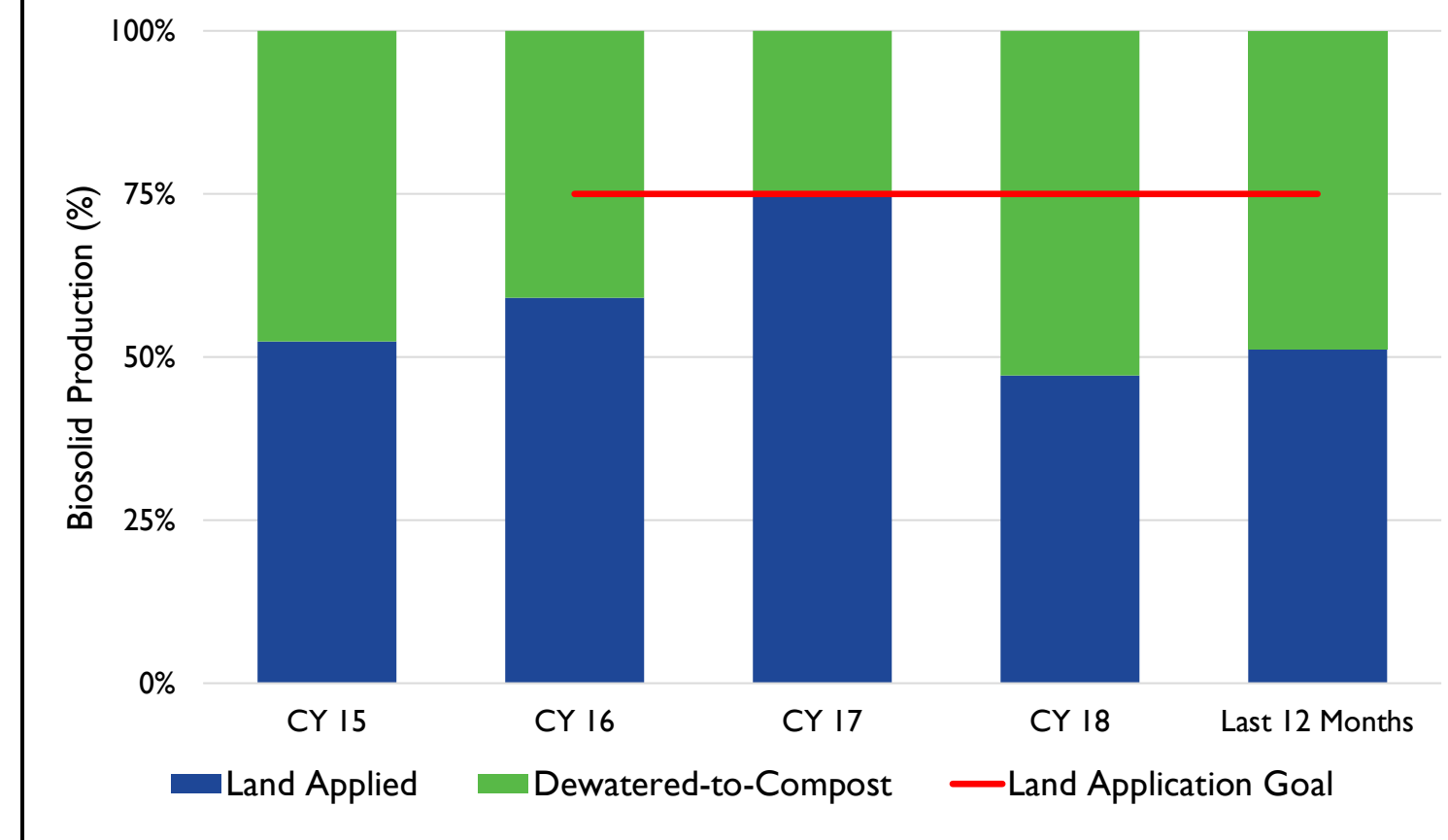
### ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



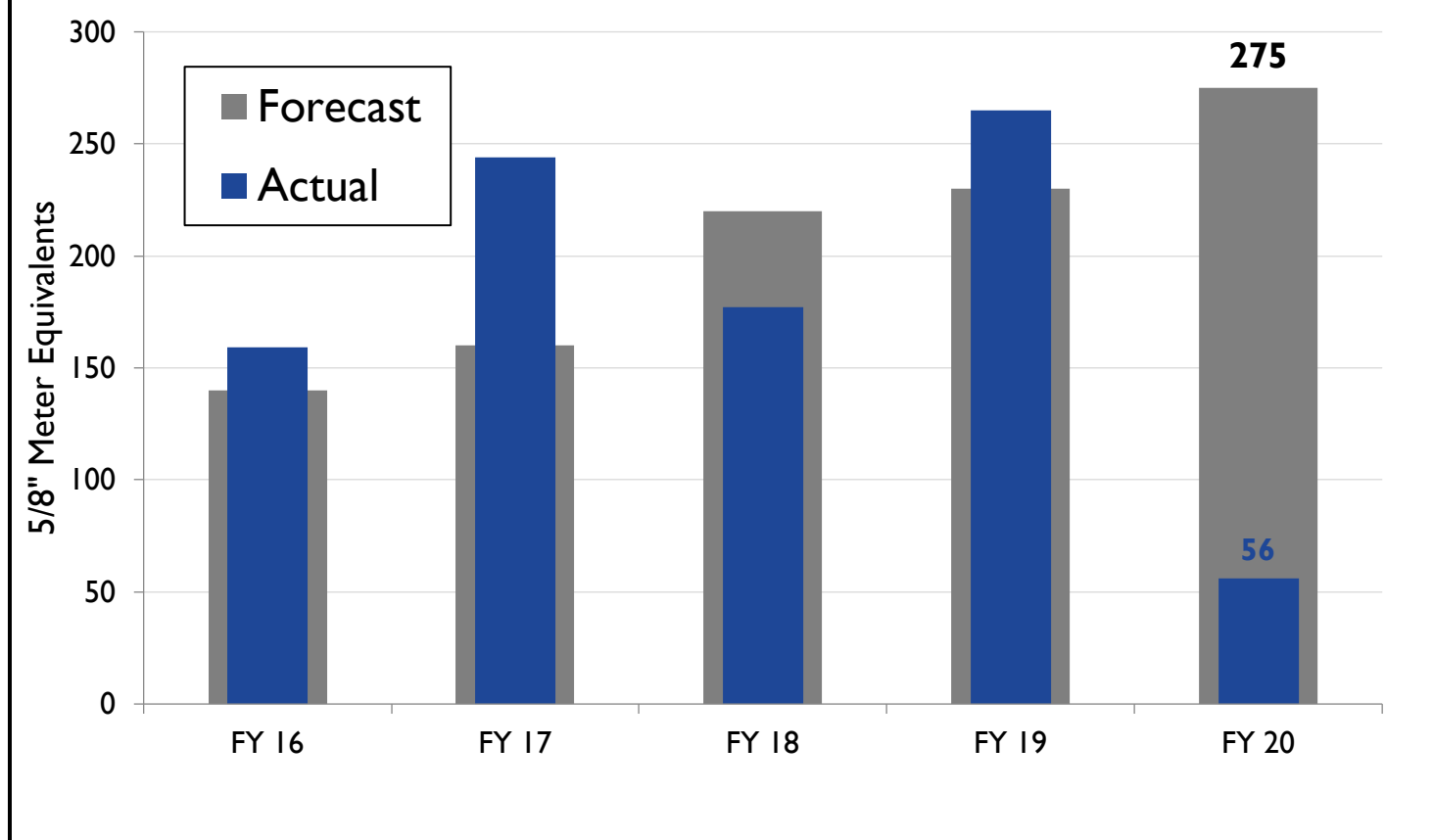
### BIOSOLIDS MANAGEMENT

Biosolids Recycling

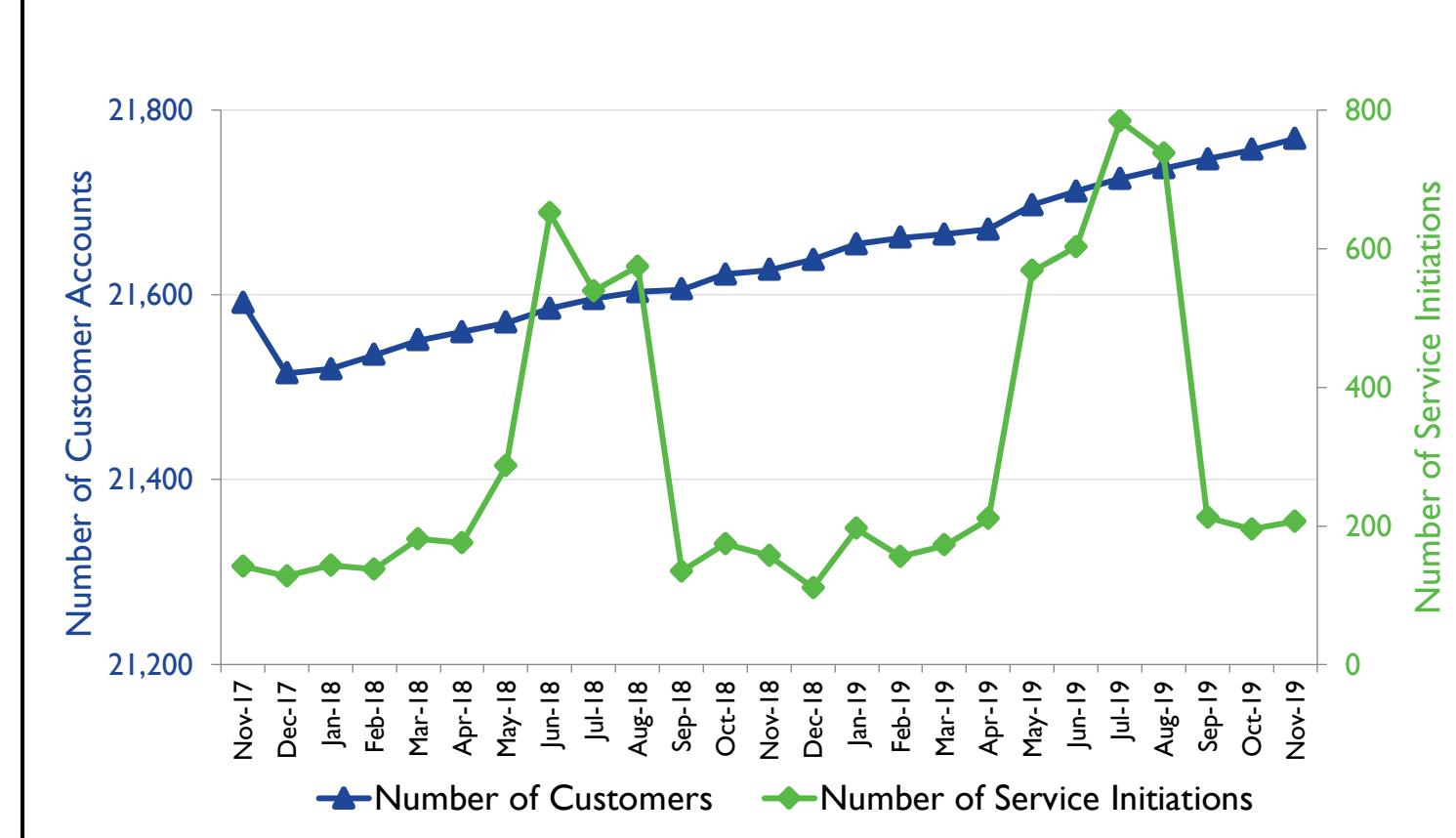


### CUSTOMER SERVICE AND CONNECTION ACTIVITY

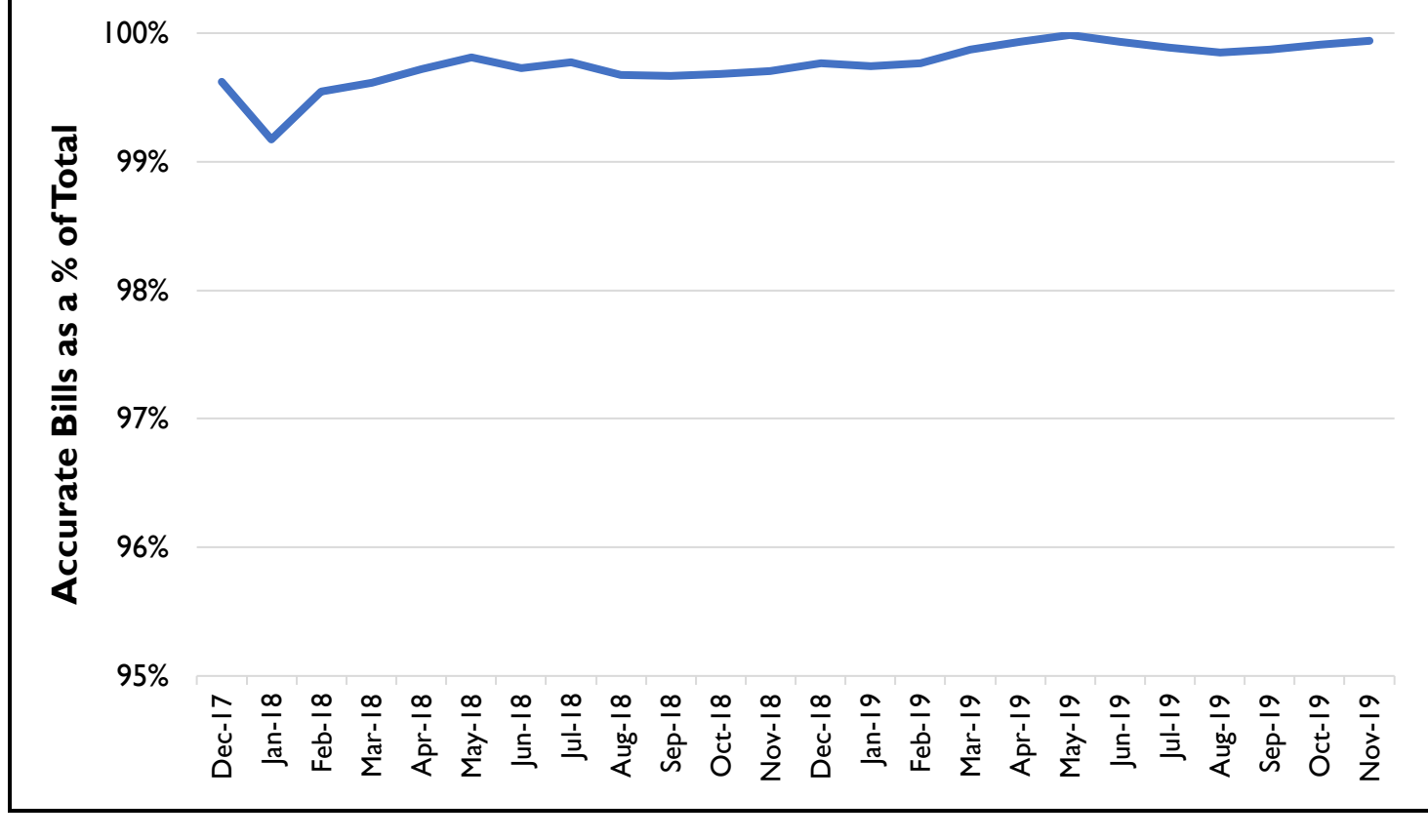
Growth (New Connections)



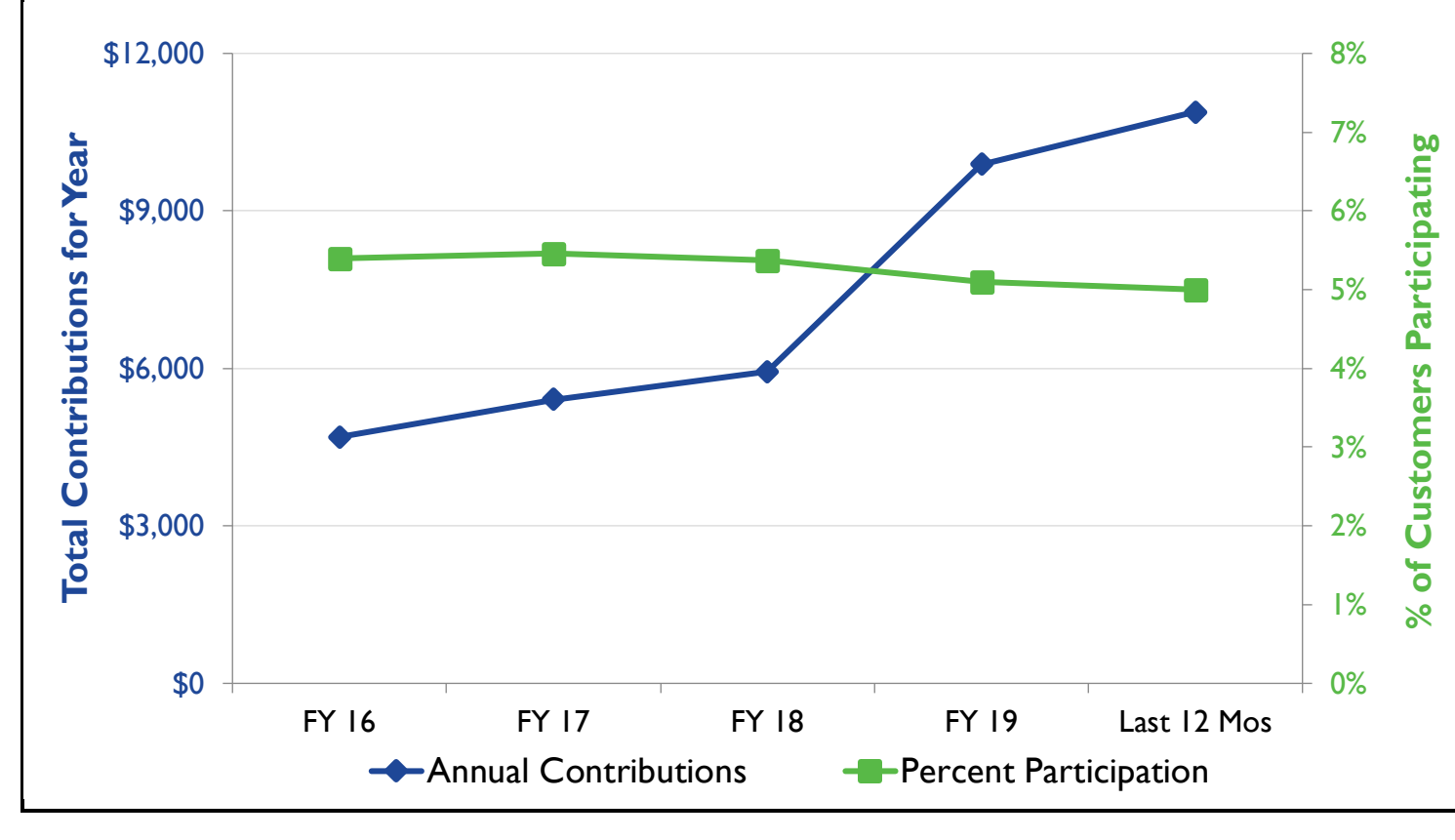
Customer Accounts and # of Service Initiations



Bill Accuracy

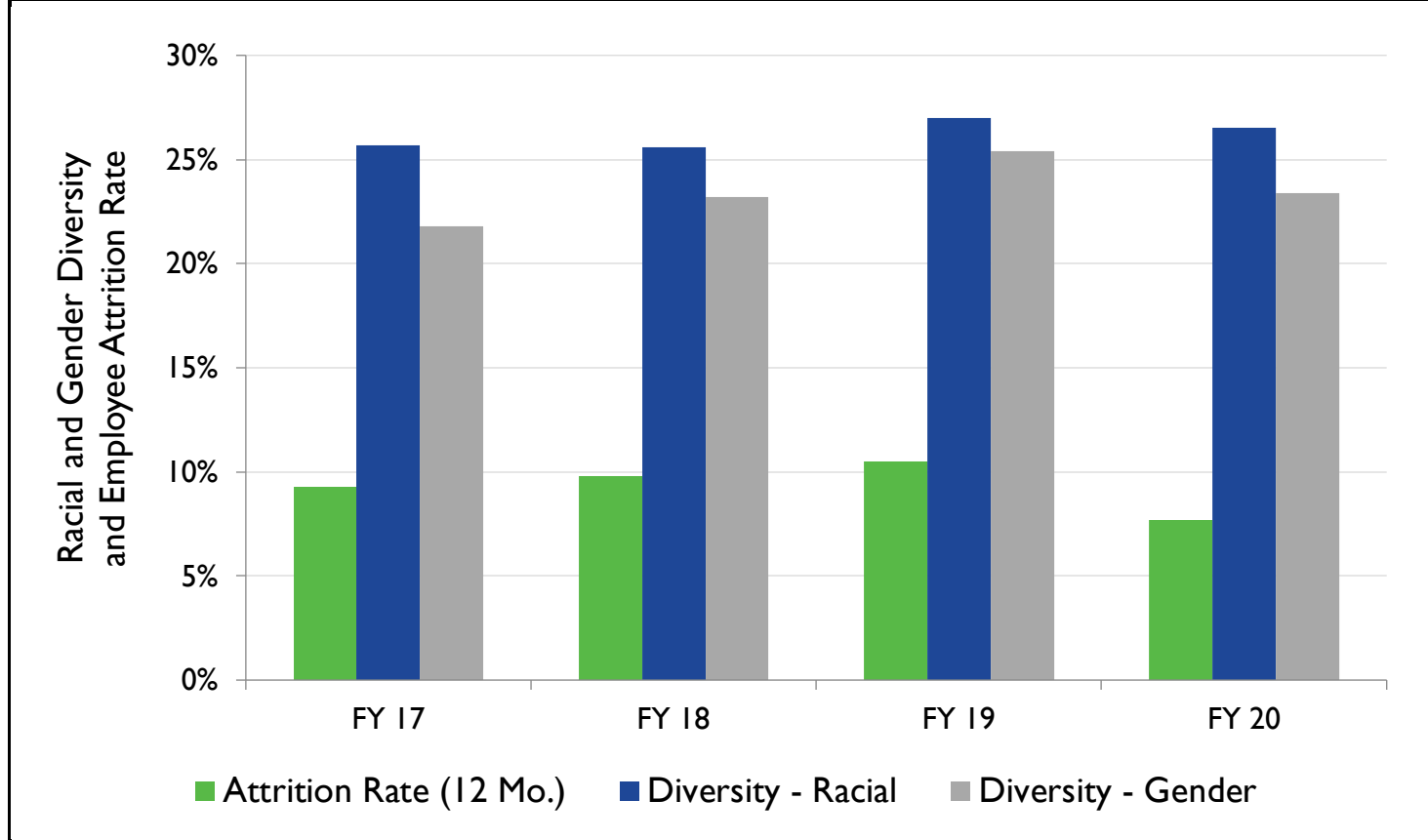


Care to Share Customer Assistance Program

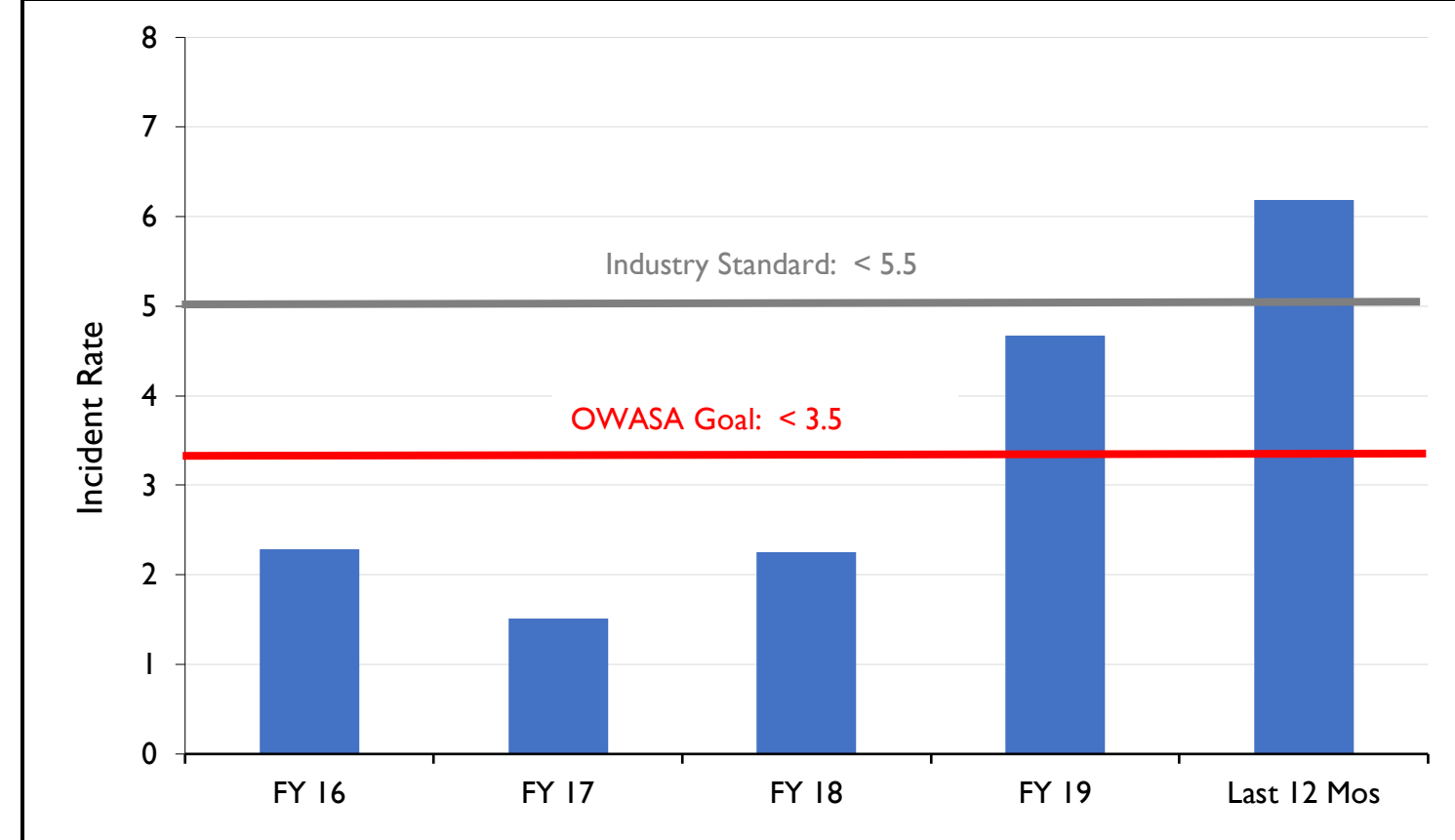


### HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates

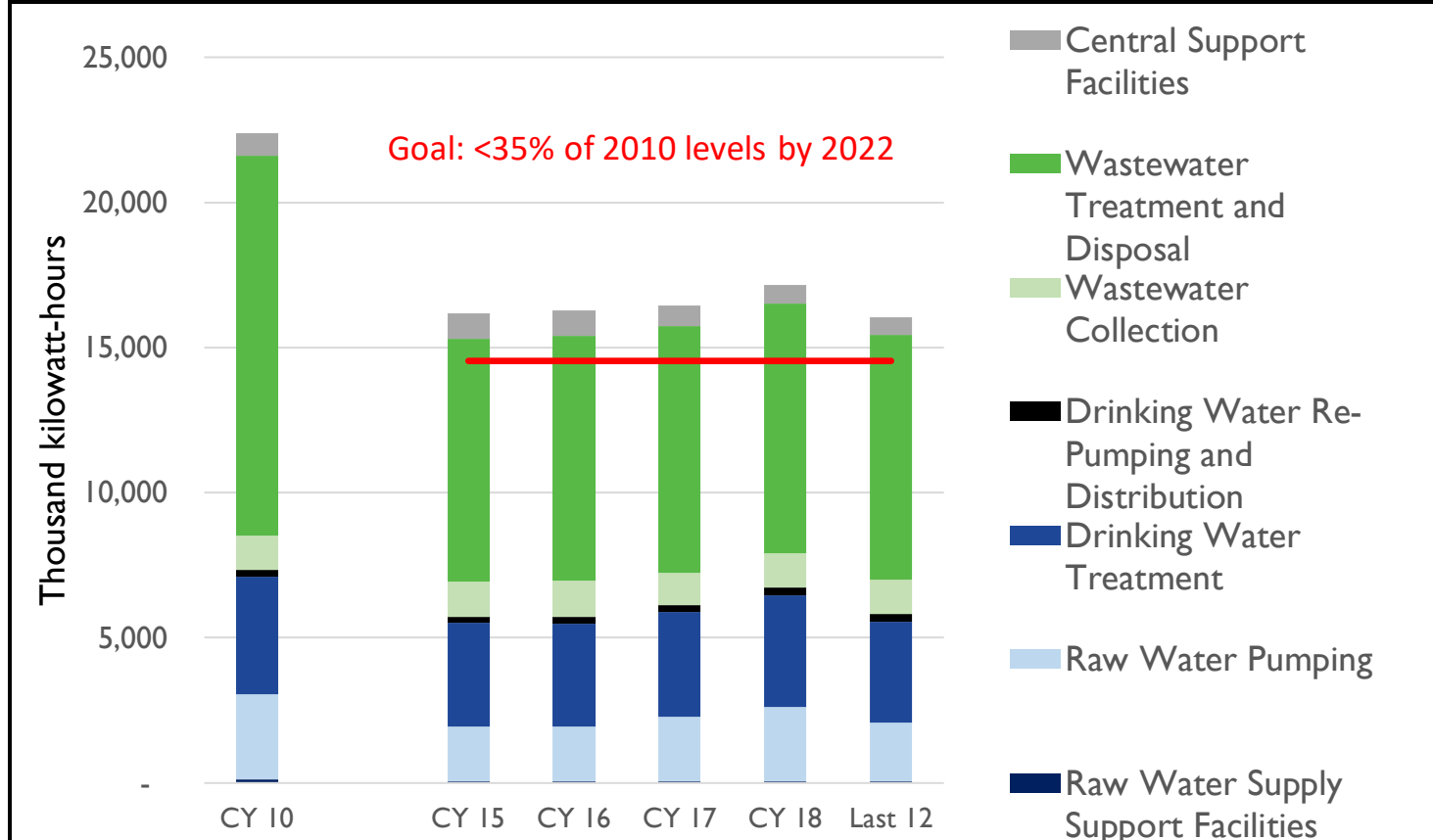


Safety Record - Incident Rate



### ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

