



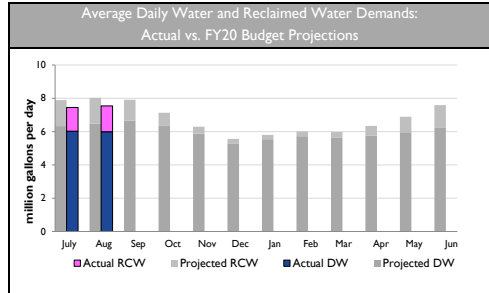
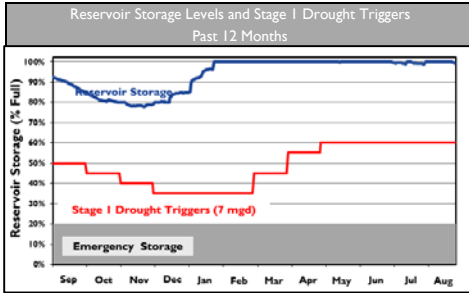
Key Performance Indicators

August 2020

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	99.2% <small>(as of 08/31/2020)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

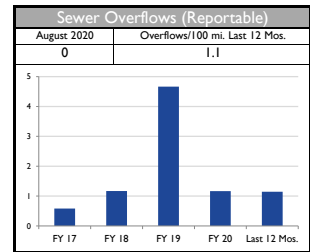
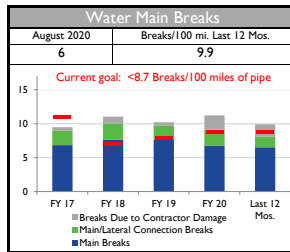
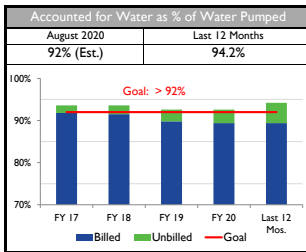
Water Demand (Sales in Million Gallons per Day)				
	August 2020		FY 2021 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.99	92%	6.01	94%
Reclaimed Water (RCW)	1.55	100%	1.49	96%
Total	7.54	94%	7.50	94%



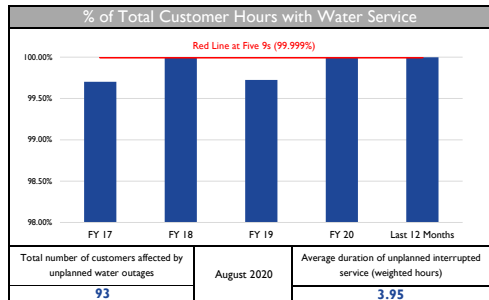
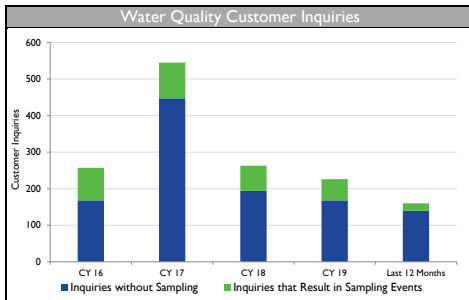
	Rainfall (inches)			Rainfall (inches)		
	August 2020			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	7.01	4.67	2.34	51.68	48.21	3.47
Cane Creek Reservoir	6.97	4.06	2.91	52.15	45.17	6.98

* 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

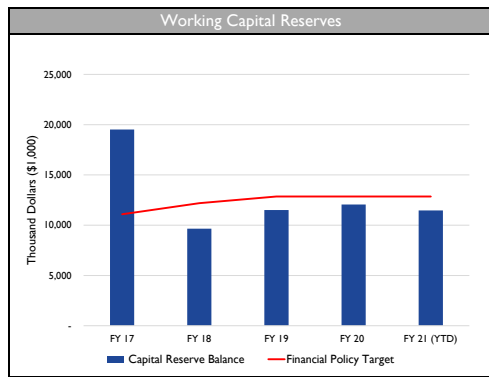


SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:
Operating Permit Violations: Sanitary Sewer System Overflows due to debris in line (September 2019), failure maintaining power to sewer bypass pumps (September 2019), roots in line (January 2020), and vandalism (January 2020).

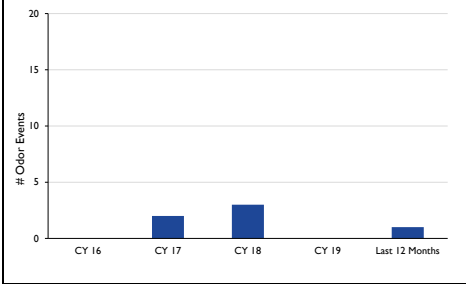
FINANCE MANAGEMENT

FY 2021 Budget Performance (millions of dollars)					
Category	August 2020		FY 2021 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	4.0	3.4	6.6	6.4	0.2
Operating Expenses (Prelim)	1.6	1.8	2.9	3.3	(0.4)
Capital Expenditures (Prelim)	1.7	2.5	1.9	3.3	(1.4)



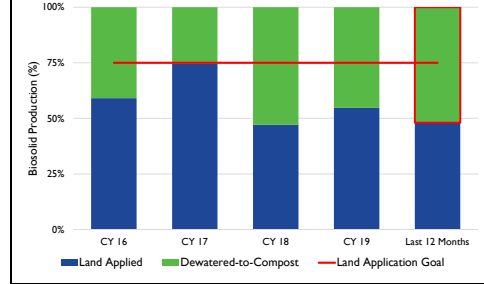
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



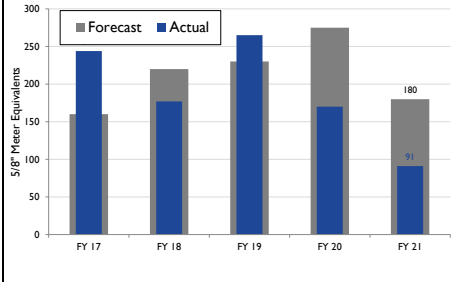
BIOSOLIDS MANAGEMENT

Biosolids Recycling

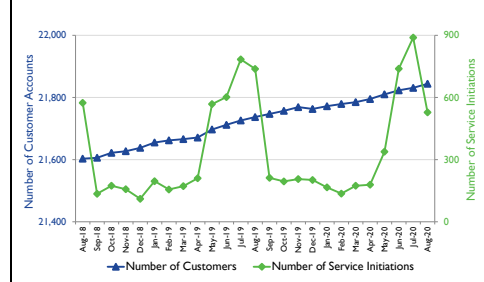


CUSTOMER SERVICE AND CONNECTION ACTIVITY

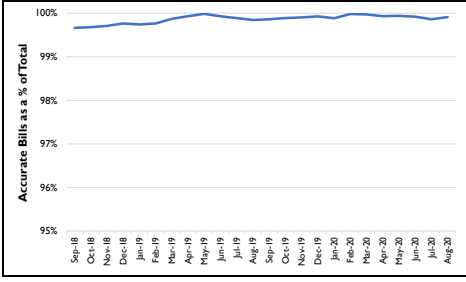
Growth (New Connections)



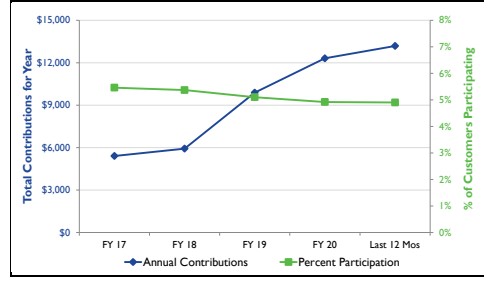
Customer Accounts and # of Service Initiations



Bill Accuracy

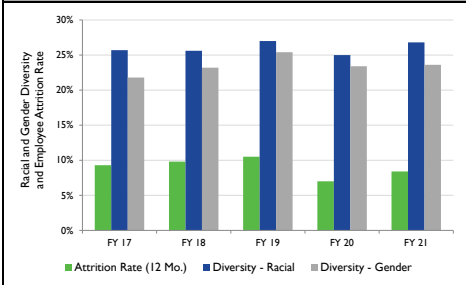


Care to Share Customer Assistance Program

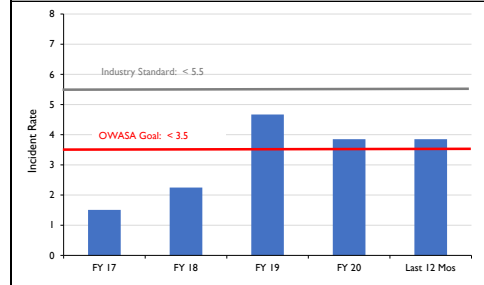


HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates

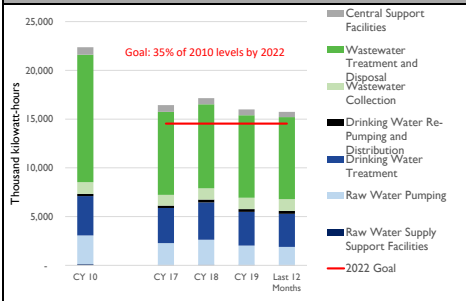


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

