



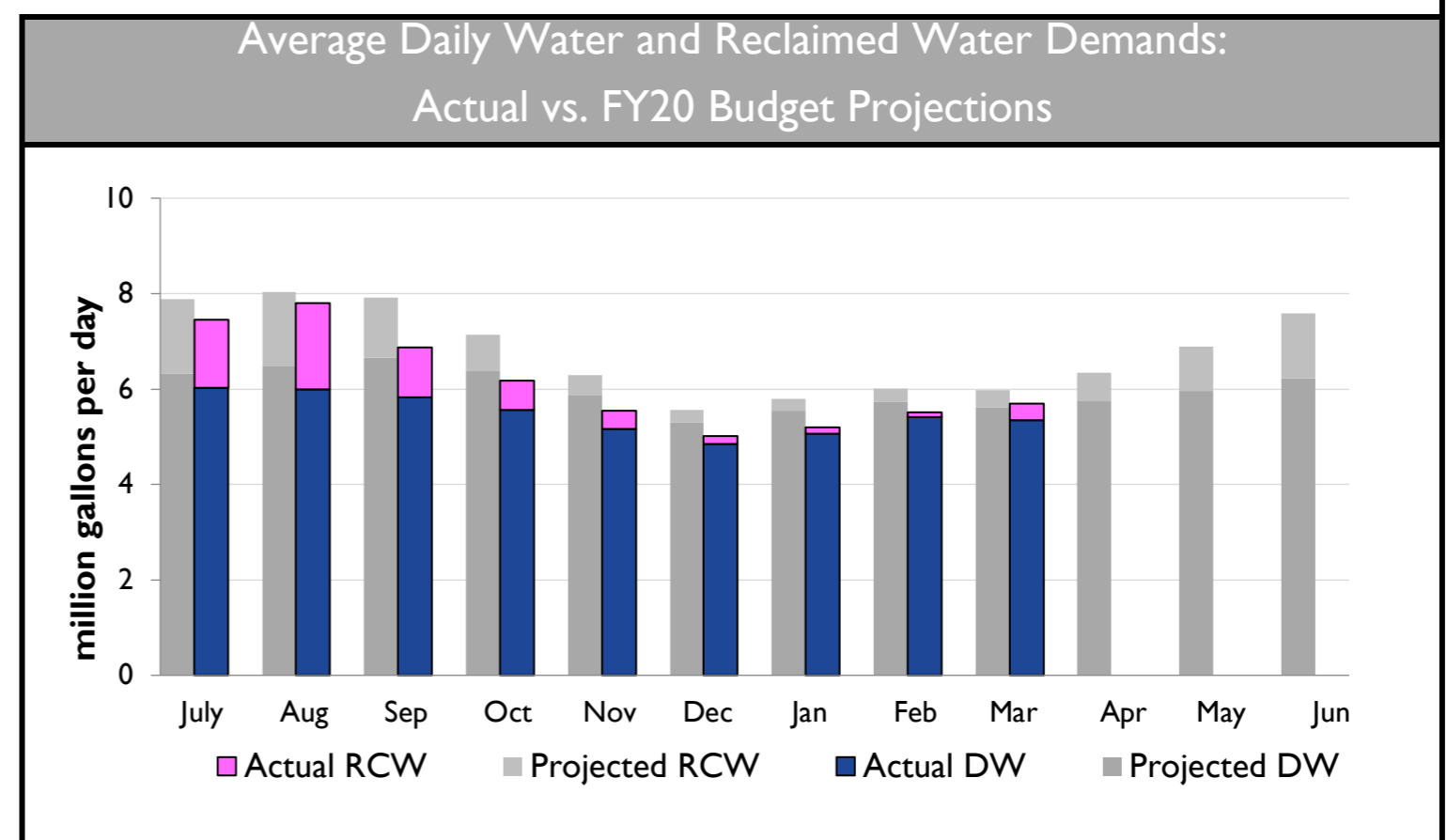
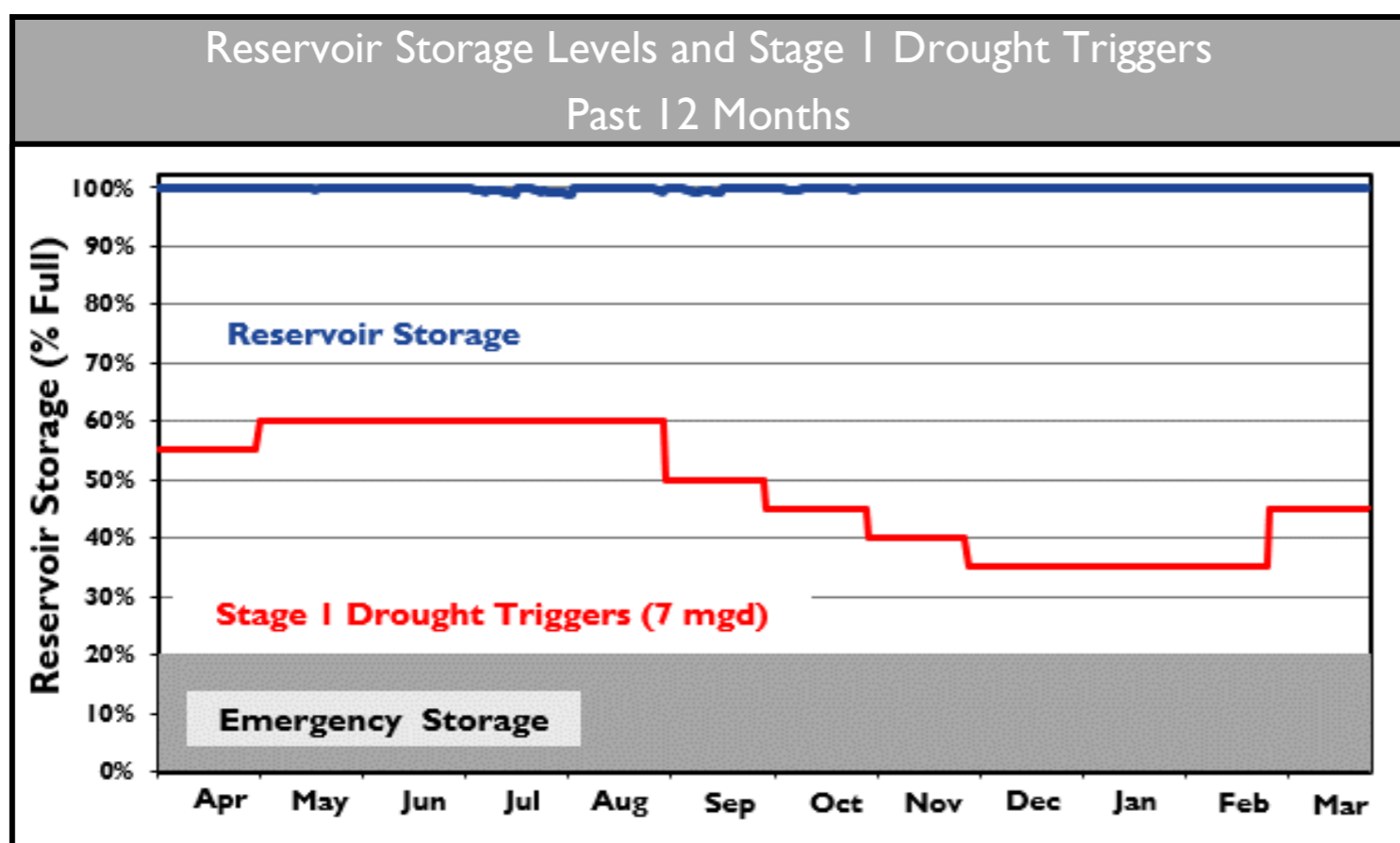
# Key Performance Indicators

## March 2021

### WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	<b>100.0%</b> <small>(as of 03/31/2021)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	<b>Minimal</b>
Water Use Restrictions Now in Effect	<b>Year-Round</b>

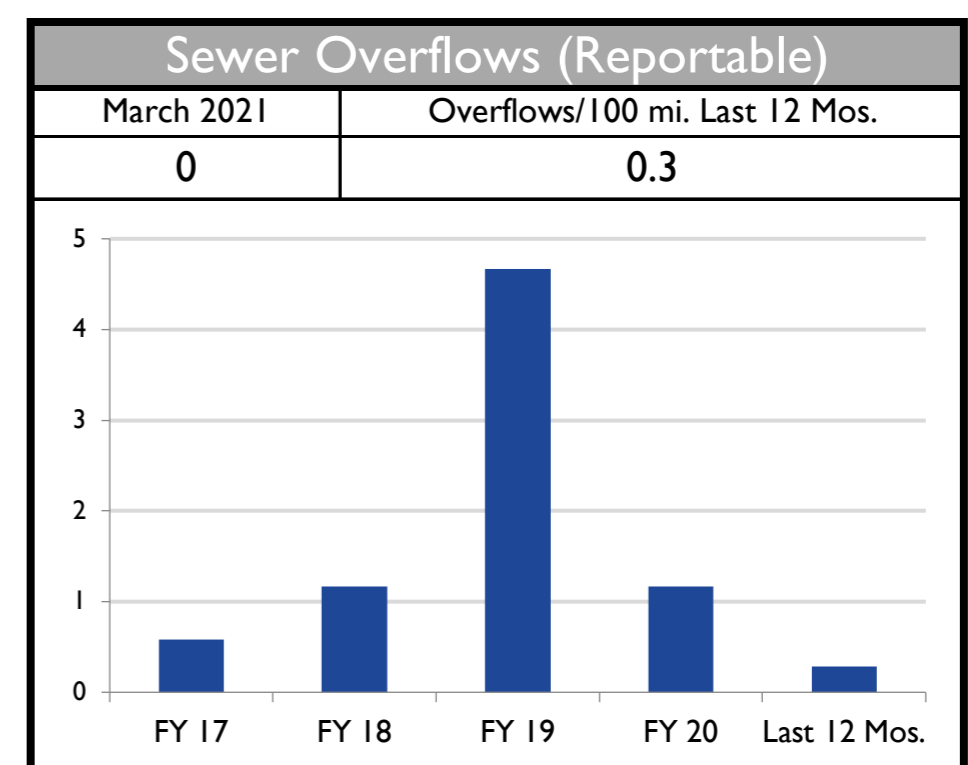
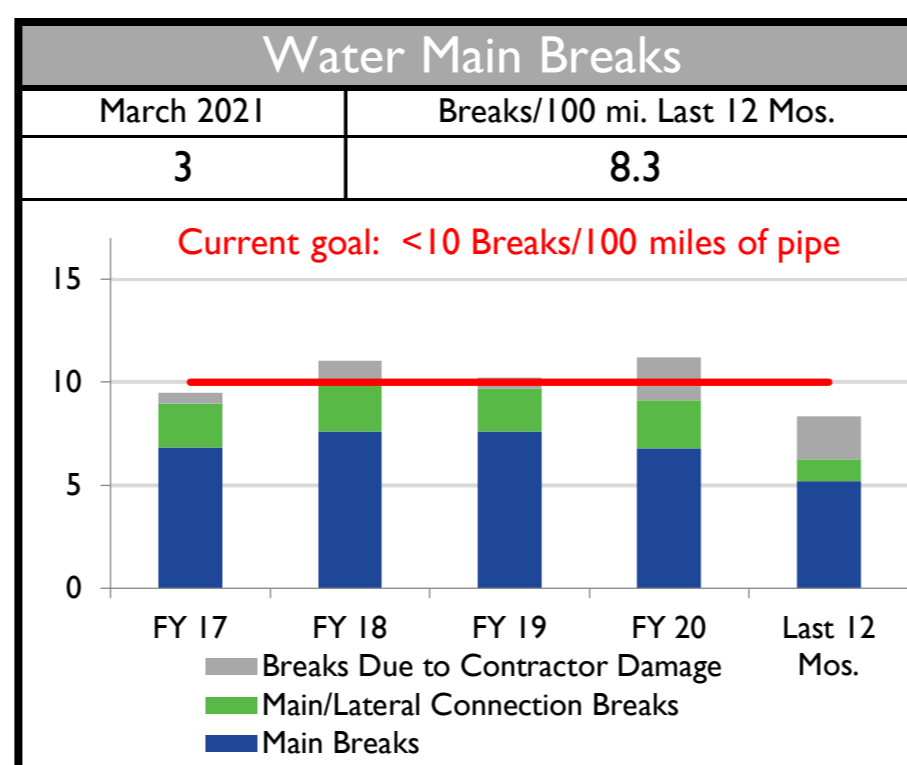
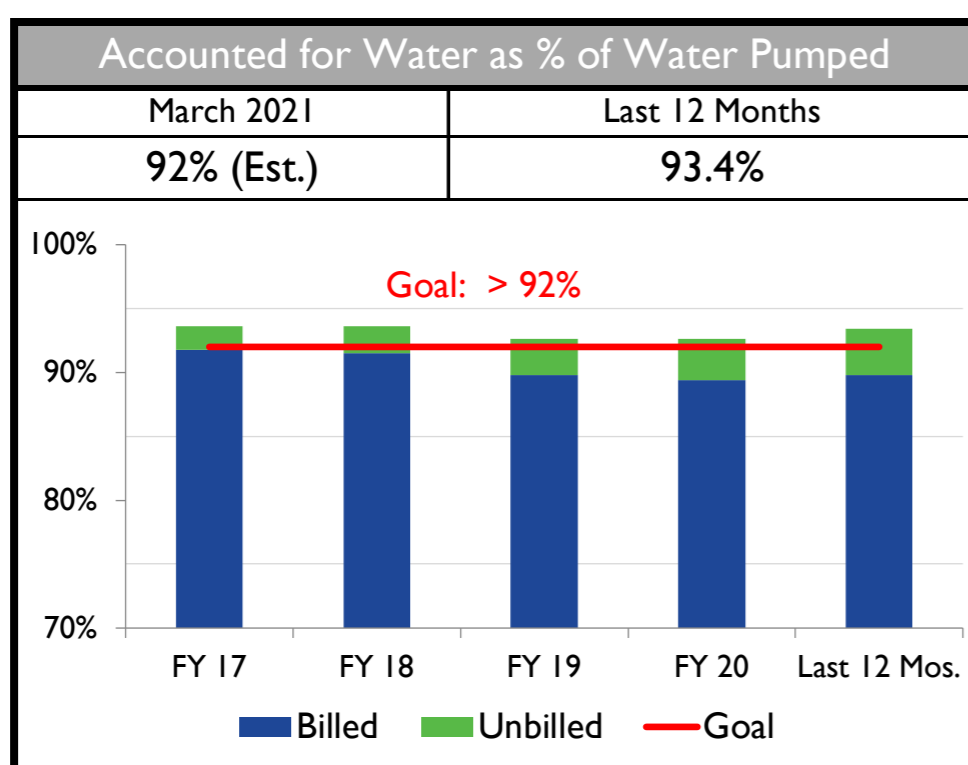
Water Demand (Sales in Million Gallons per Day)				
	March 2021		FY 2021 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.34	<b>95%</b>	5.47	<b>91%</b>
Reclaimed Water (RCW)	0.35	<b>100%</b>	0.67	<b>90%</b>
<b>Total</b>	<b>5.69</b>	<b>95%</b>	<b>6.14</b>	<b>91%</b>



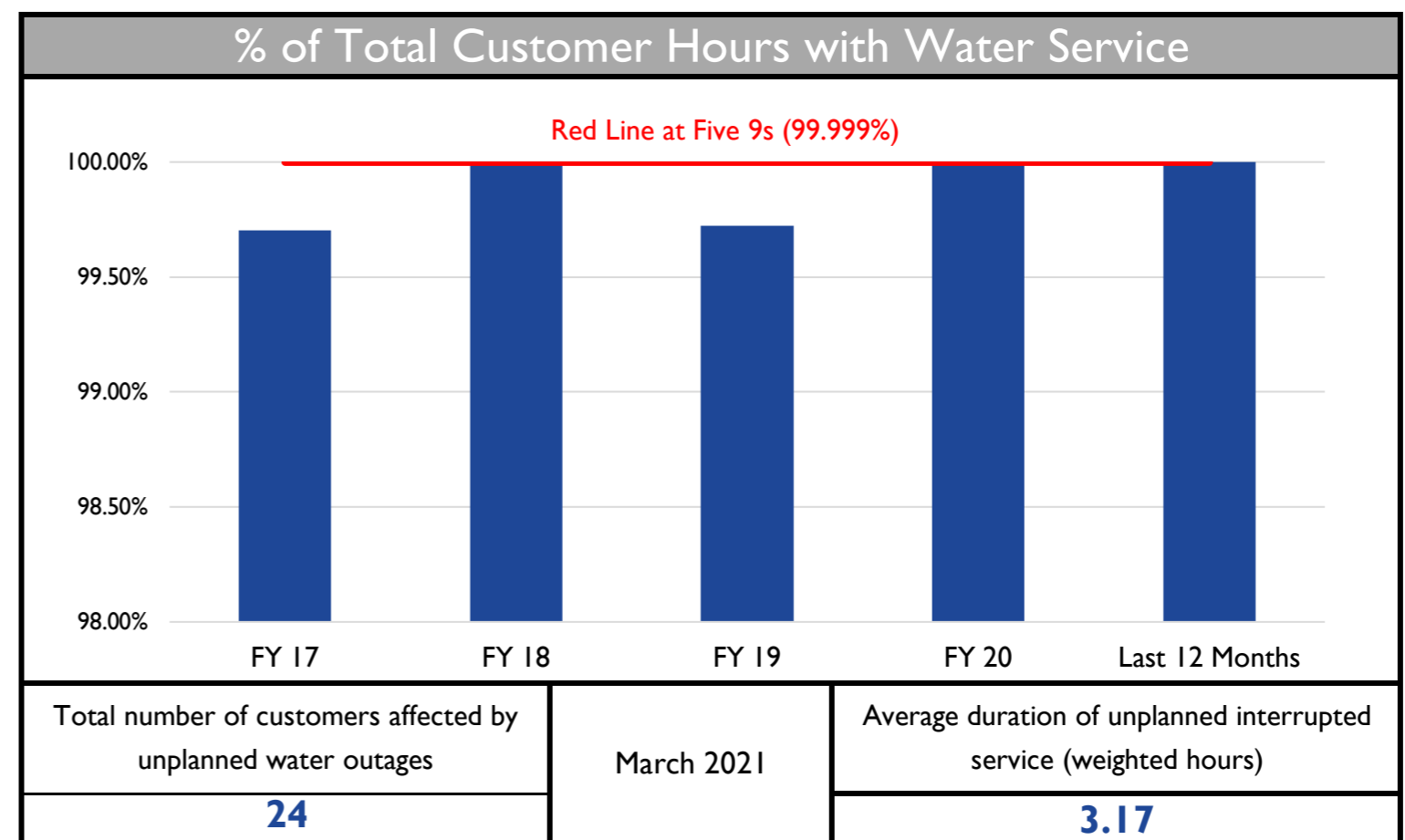
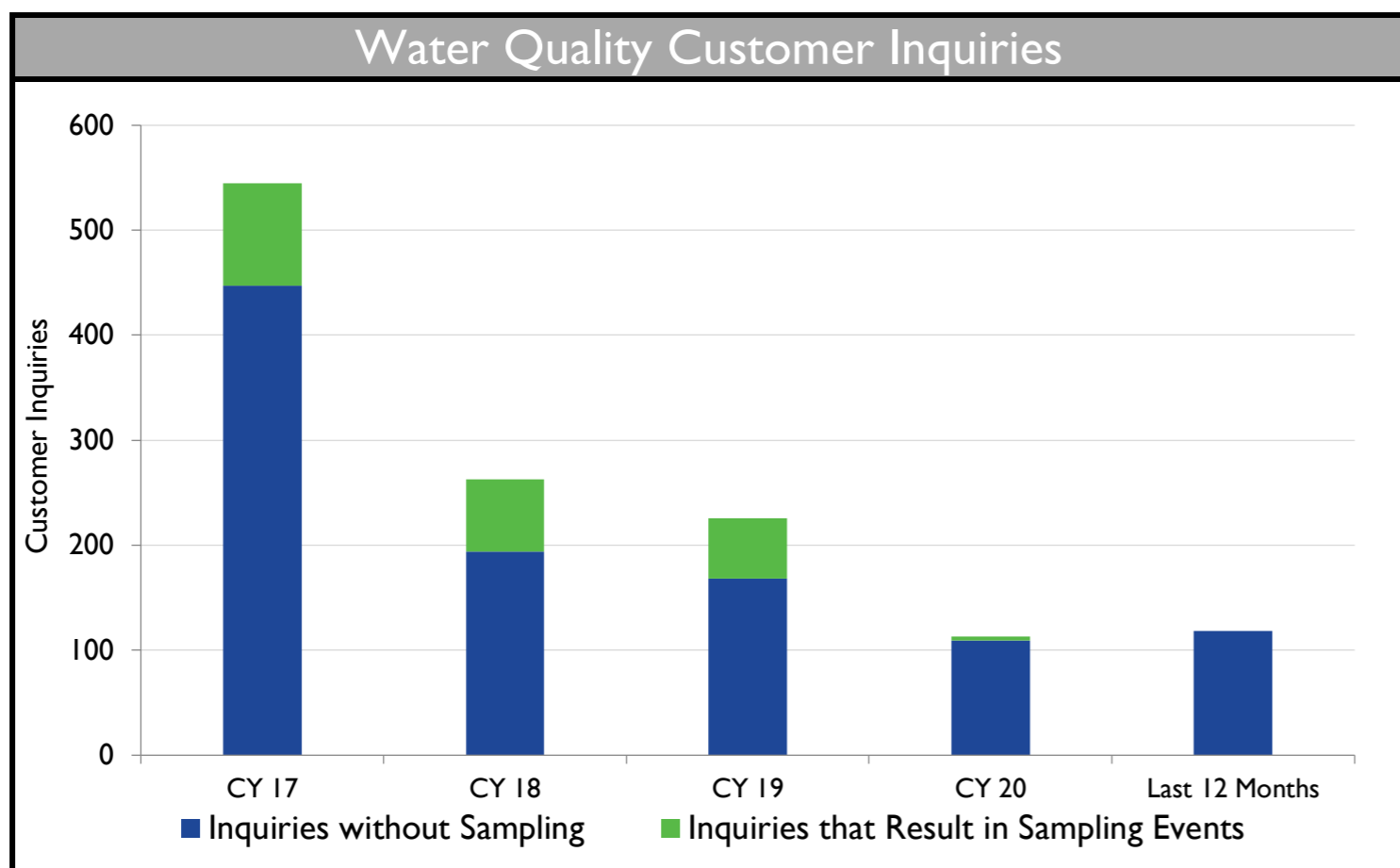
	Rainfall (inches)			Last 12 Months		
	March 2021			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	<b>2.78</b>	4.28	<b>(1.50)</b>	<b>64.98</b>	48.17	<b>16.81</b>
Cane Creek Reservoir	<b>2.57</b>	4.09	<b>(1.52)</b>	<b>59.91</b>	45.39	<b>14.52</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



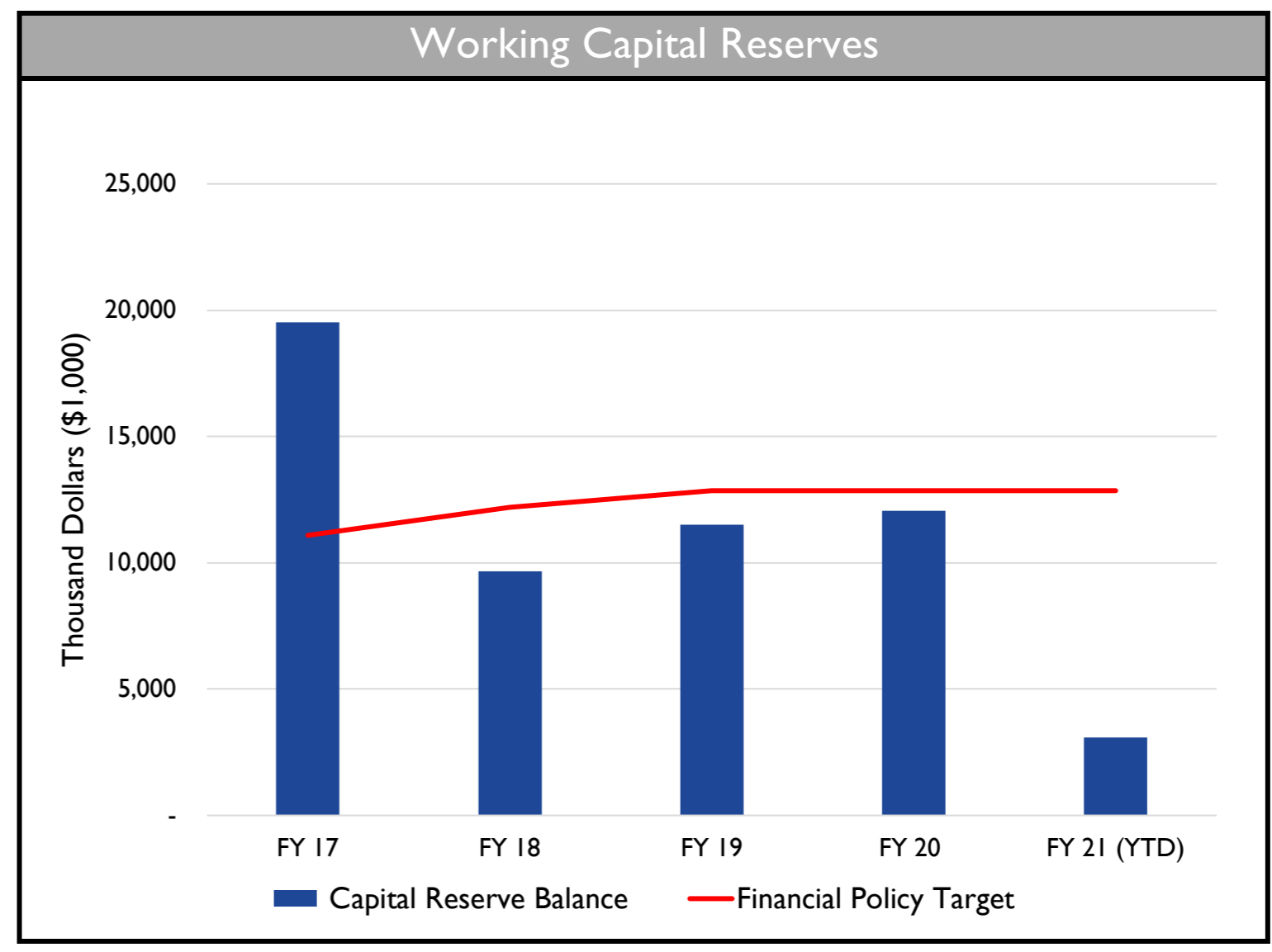
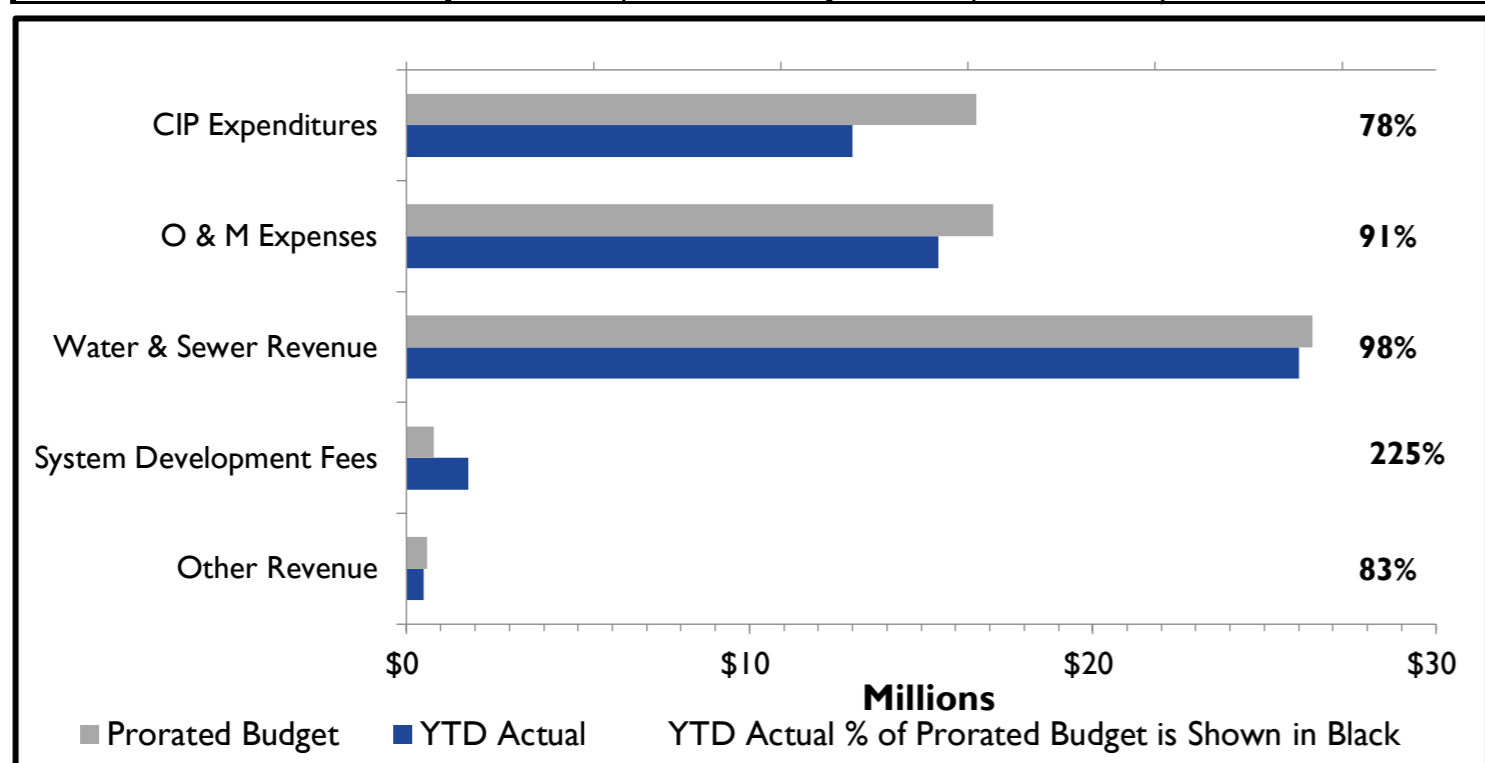
### SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due to grease in the line (January 2021)

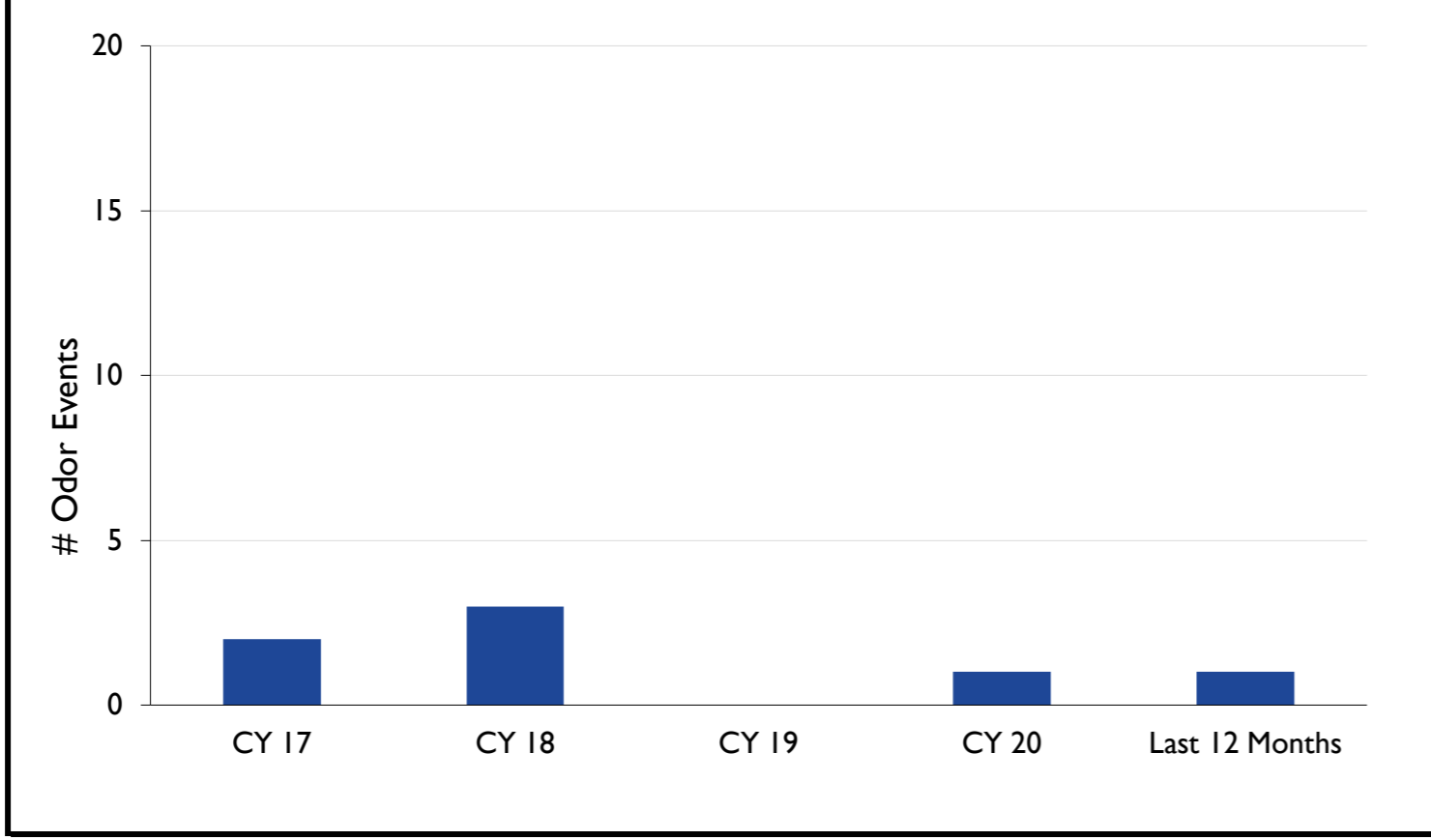
### FINANCE MANAGEMENT

FY 2021 Budget Performance (millions of dollars)					
Category	March 2021		FY 2021 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	2.8	2.9	26.0	26.4	<b>(0.4)</b>
Operating Expenses (Prelim)	1.6	1.9	15.5	17.1	<b>(1.6)</b>
Capital Expenditures (Prelim)	1.0	1.5	13.0	16.6	<b>(3.6)</b>



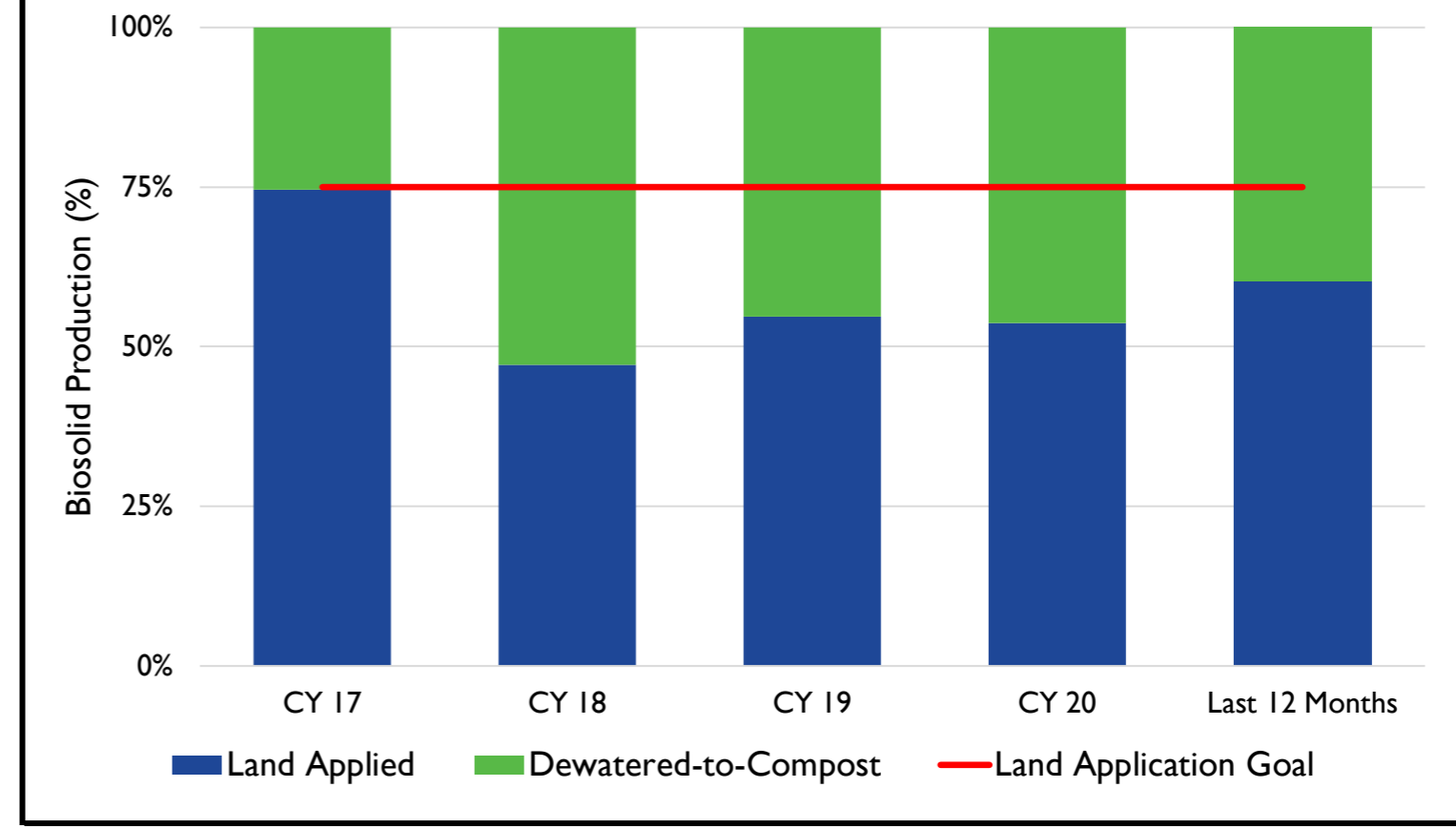
### ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



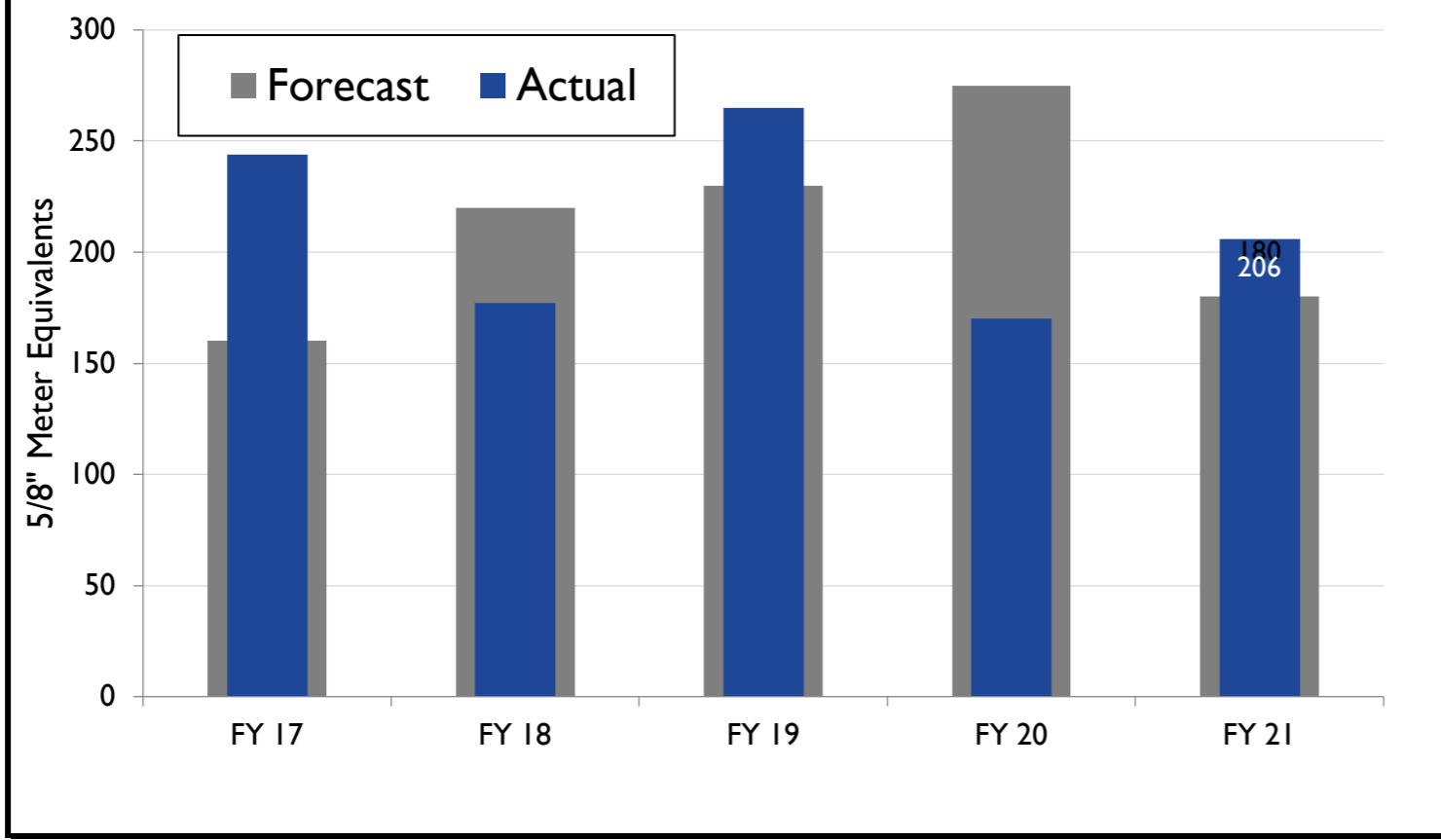
### BIOSOLIDS MANAGEMENT

Biosolids Recycling

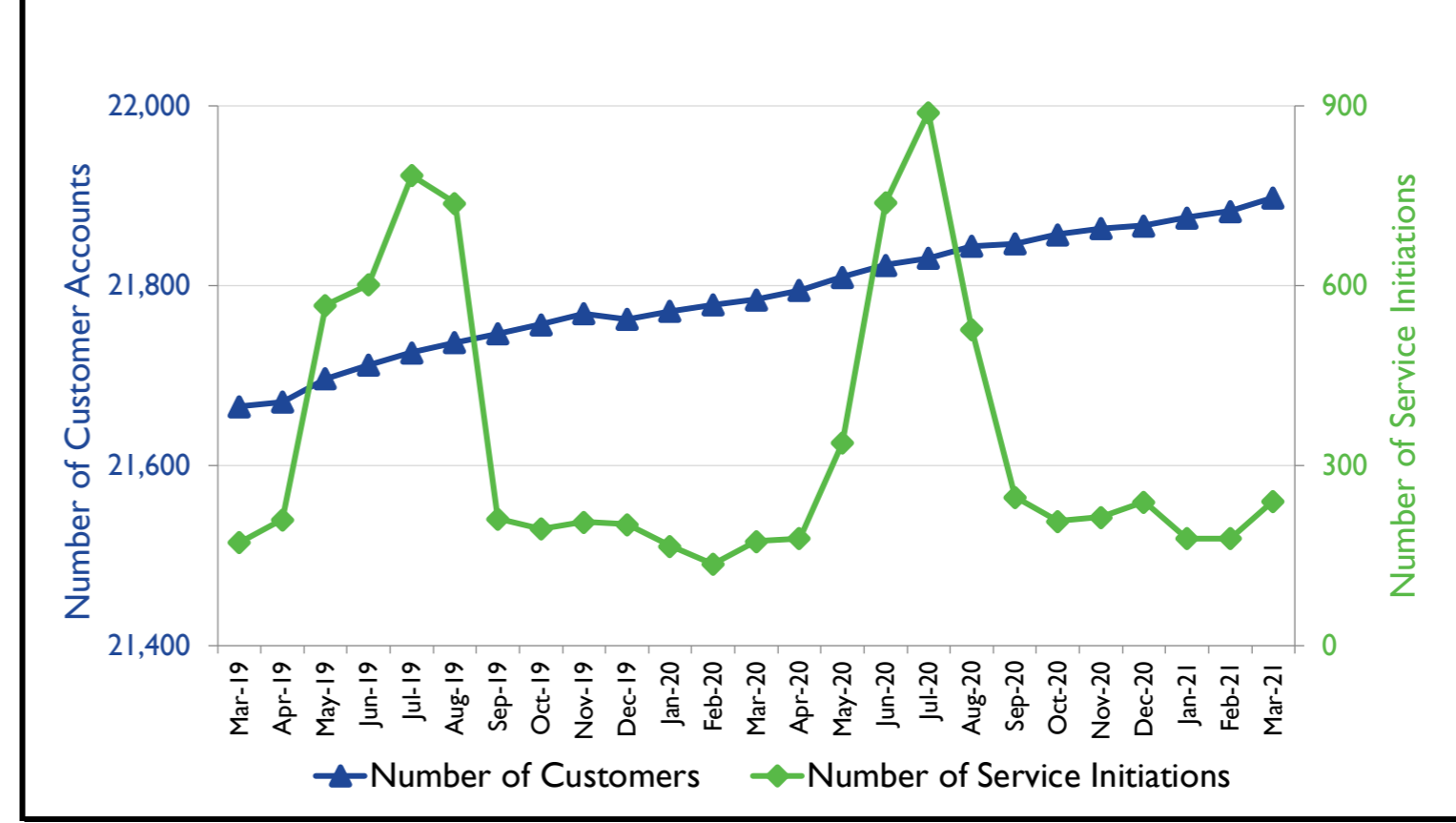


### CUSTOMER SERVICE AND CONNECTION ACTIVITY

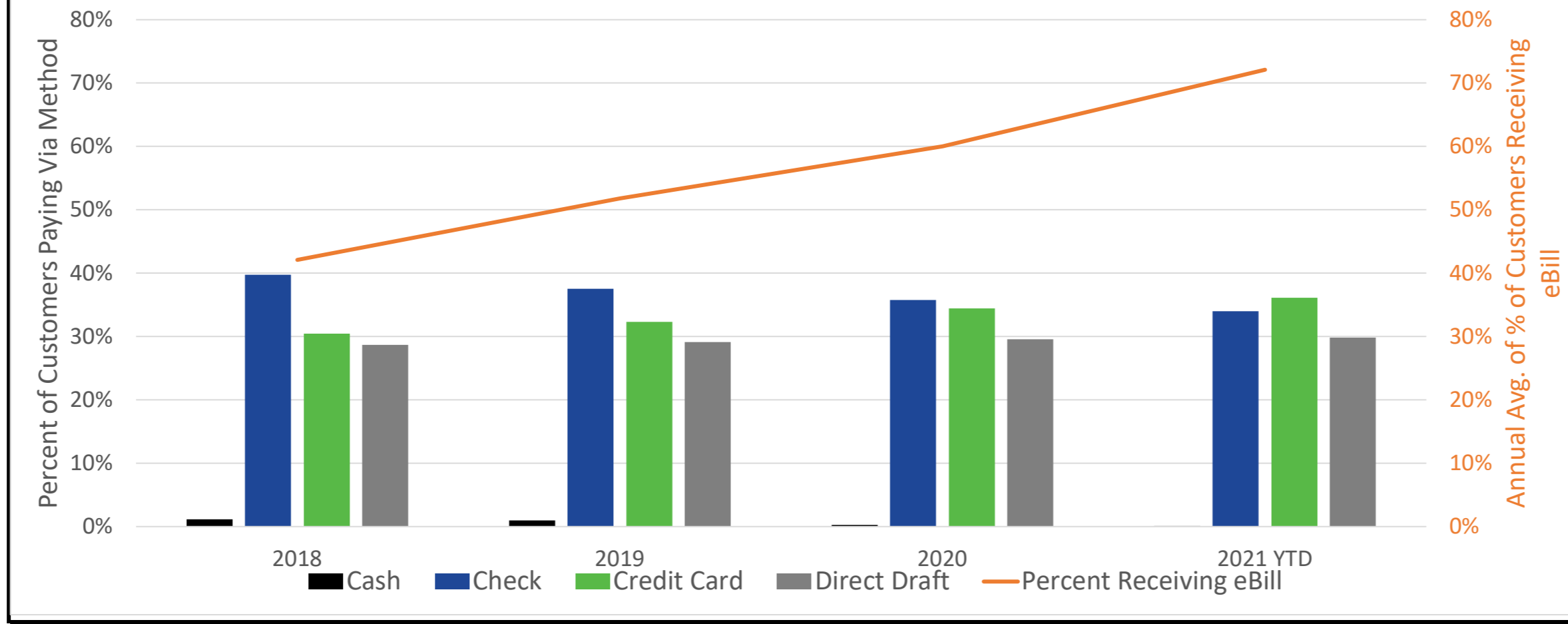
Growth (New Connections)



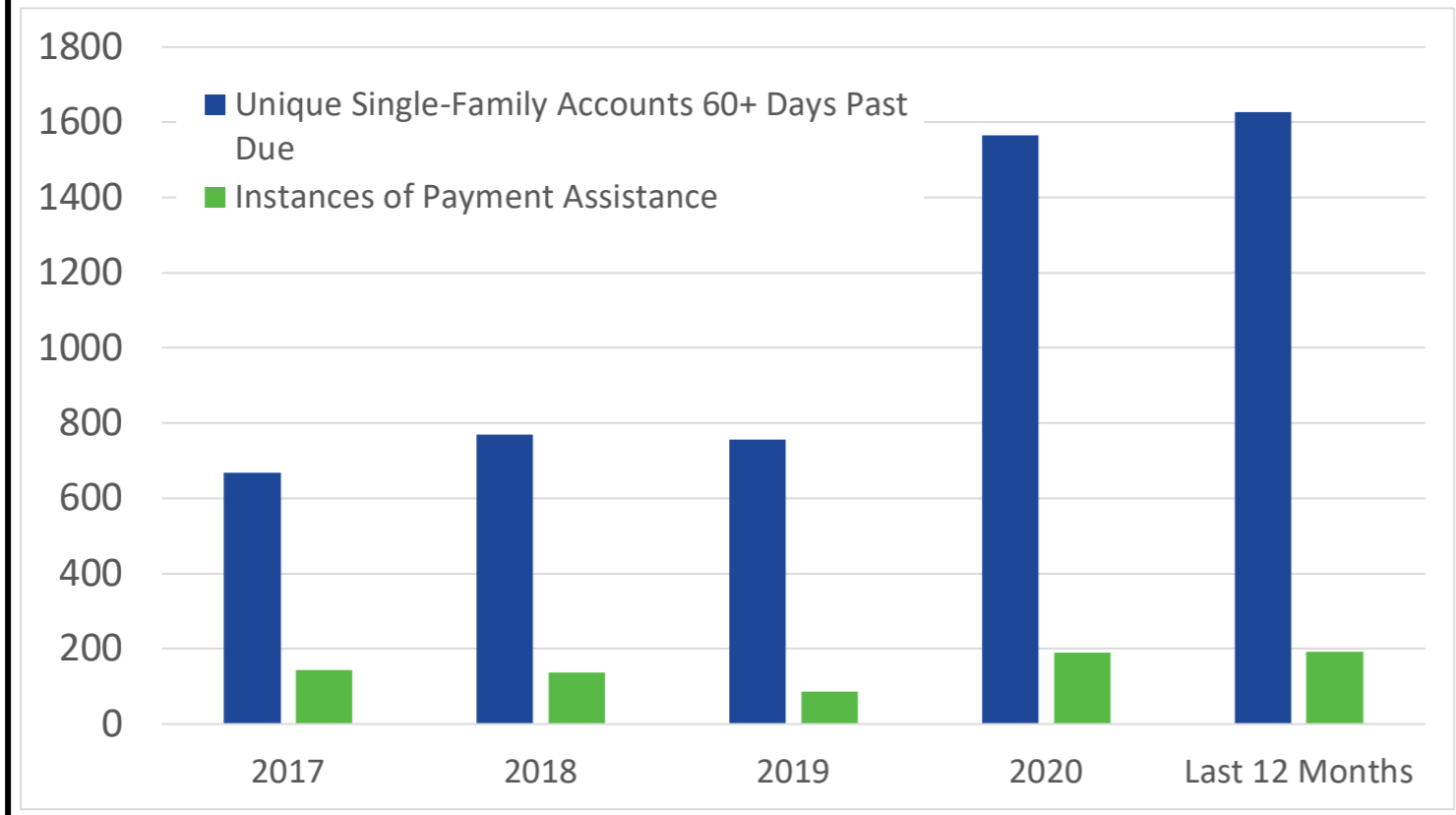
Customer Accounts and # of Service Initiations



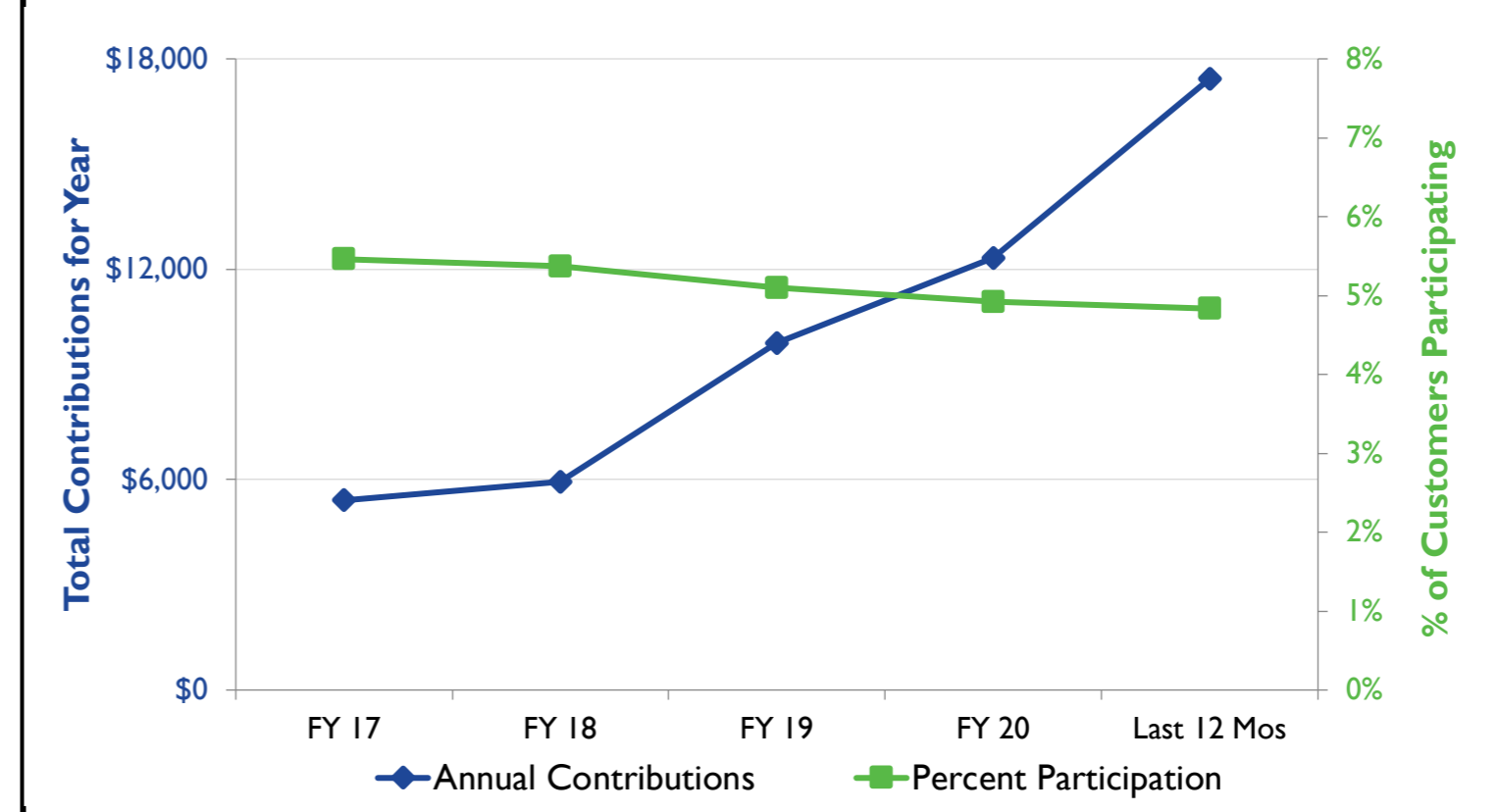
Customer Payment and Billing Methods



Bill Affordability Assistance

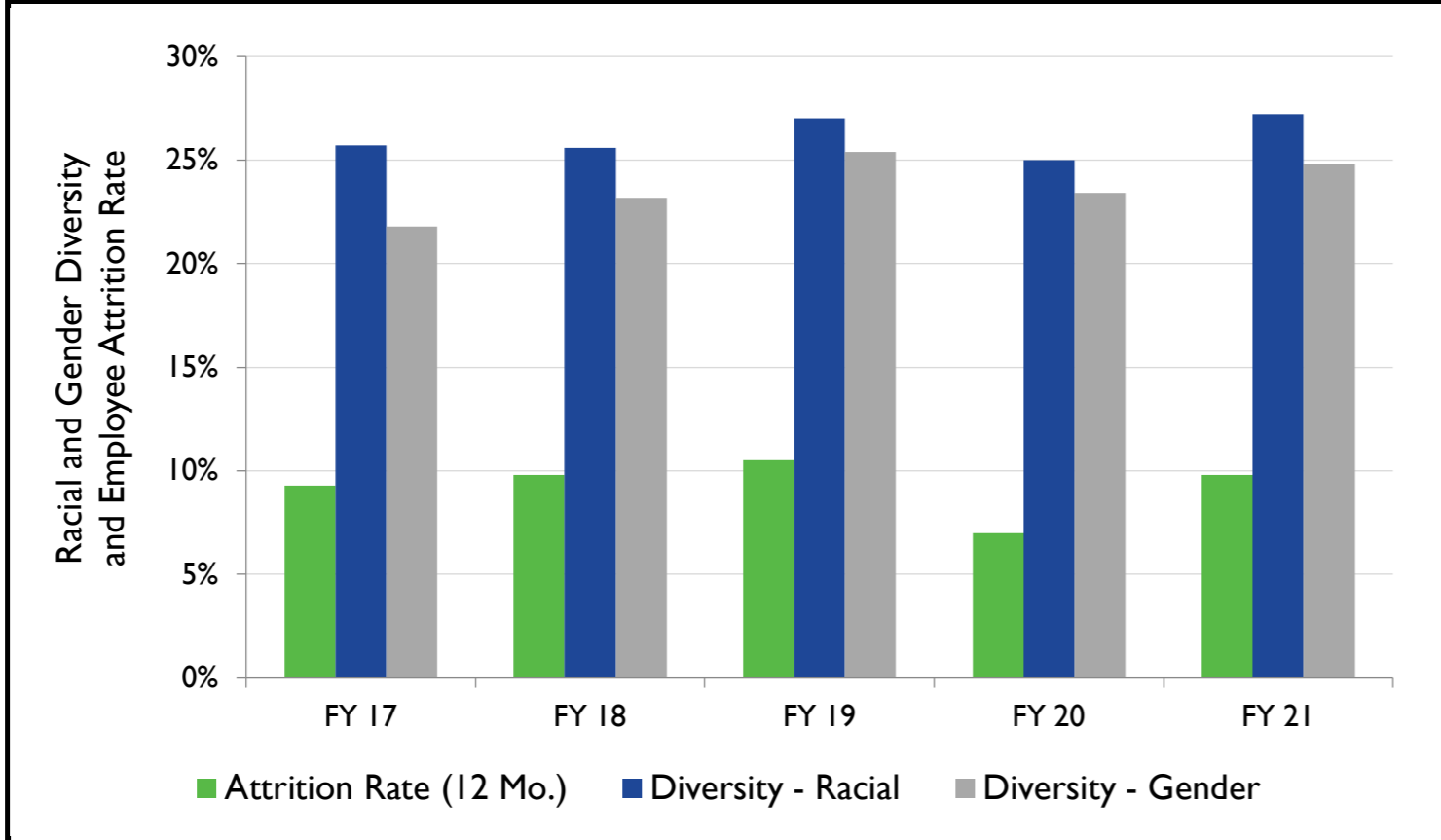


Care to Share Customer Assistance Program

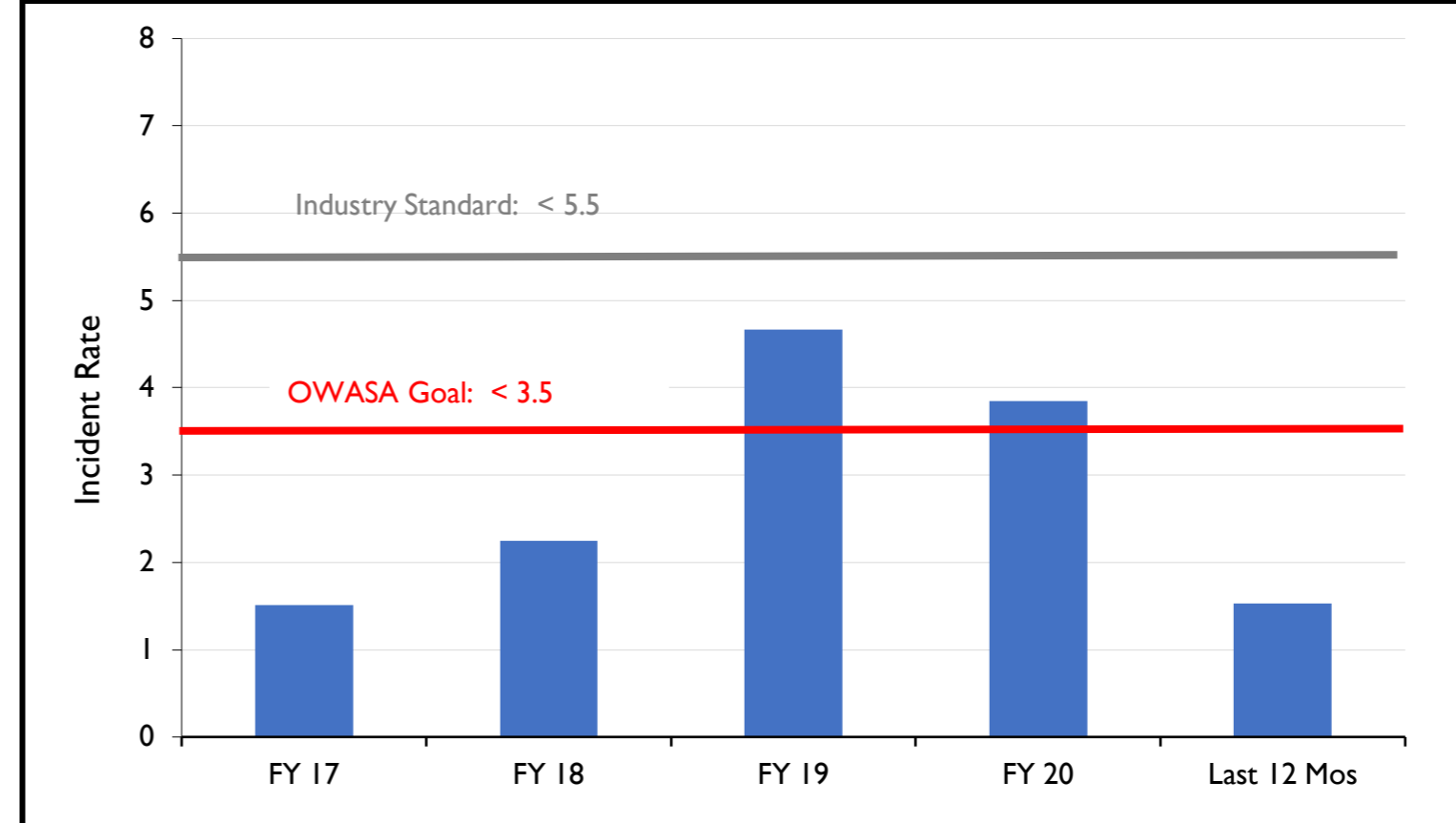


### HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates

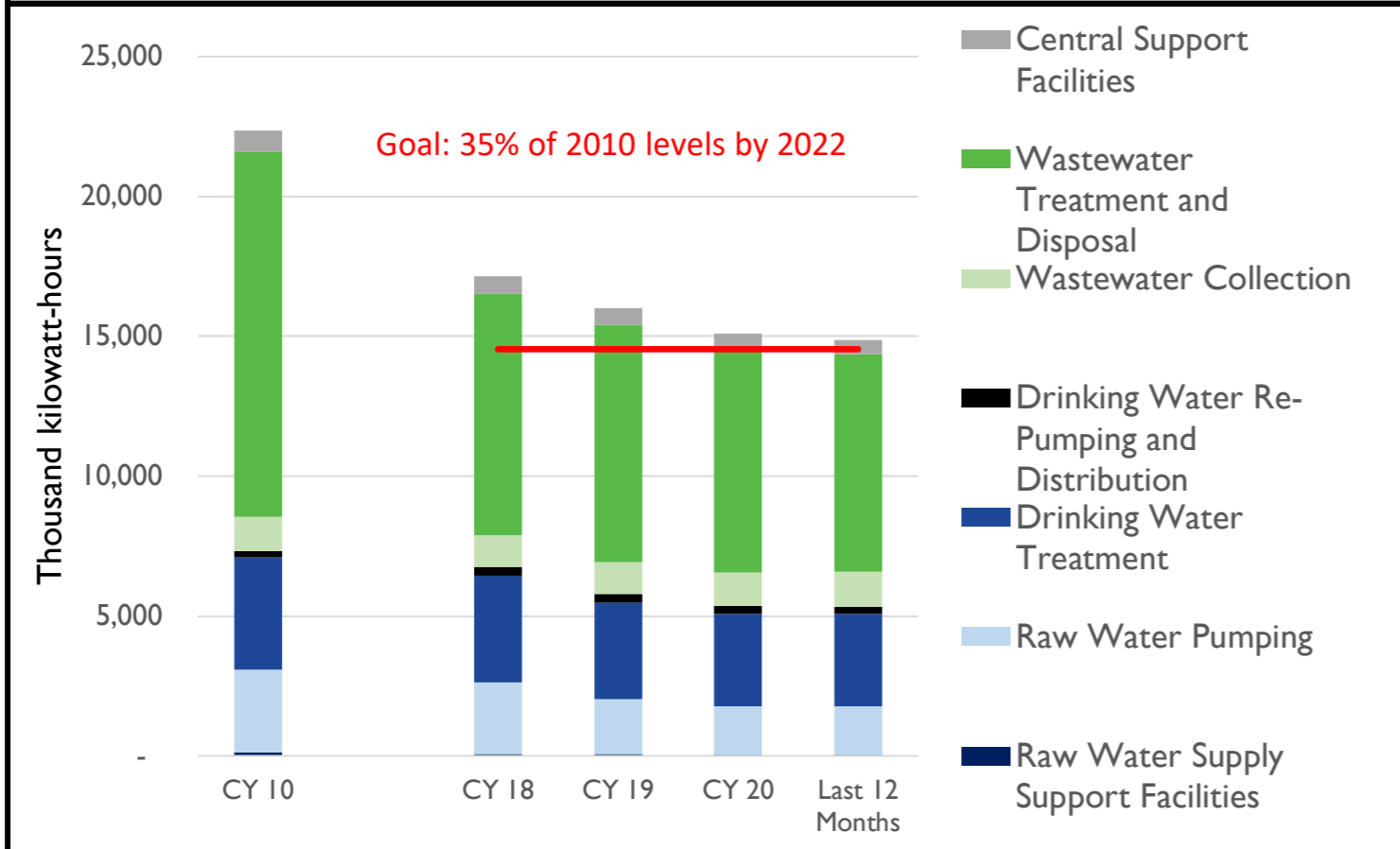


Safety Record - Incident Rate



### ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

