



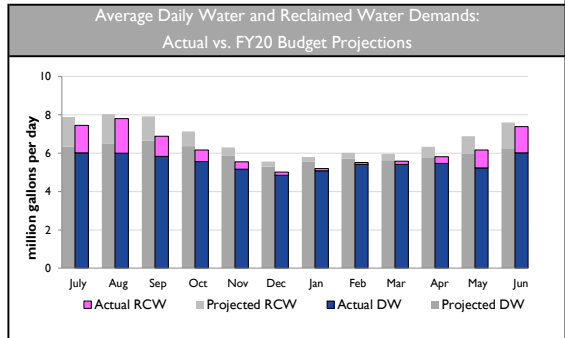
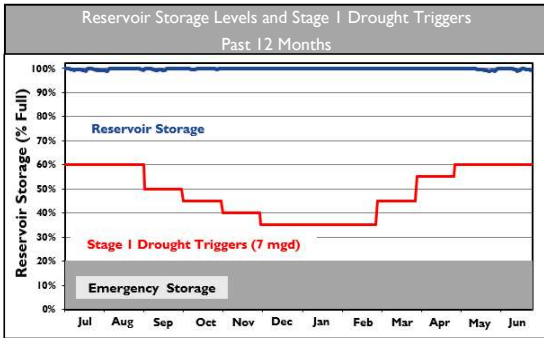
Key Performance Indicators

June 2021

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	99.3% <small>(as of 06 / 30 / 2021)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

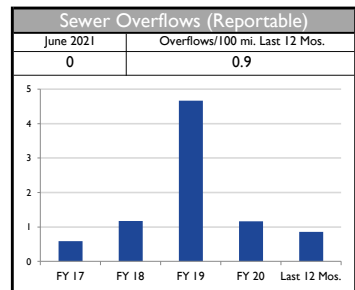
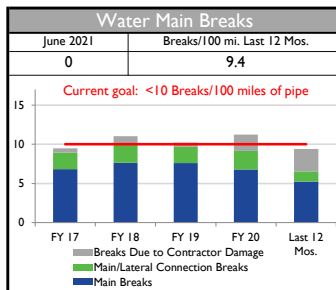
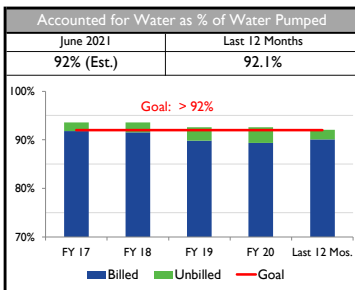
	June 2021		FY 2021 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.01	97%	5.50	92%
Reclaimed Water (RCW)	1.37	100%	0.71	88%
Total	7.38	97%	6.21	92%



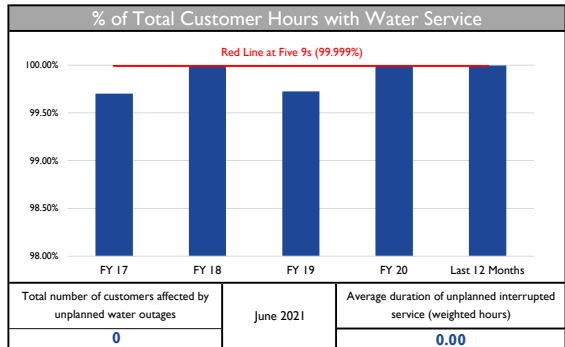
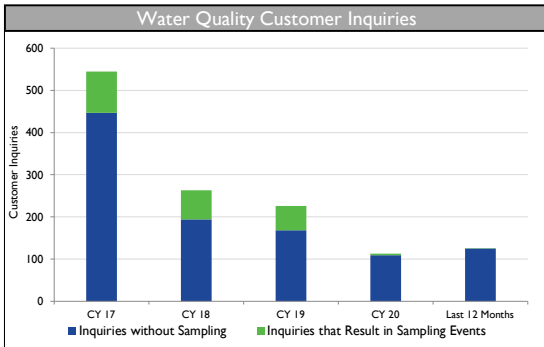
	June 2021			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	4.82	4.00	0.82	56.72	48.17	8.55
Cane Creek Reservoir	5.31	4.03	1.28	53.57	45.33	8.24

* 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

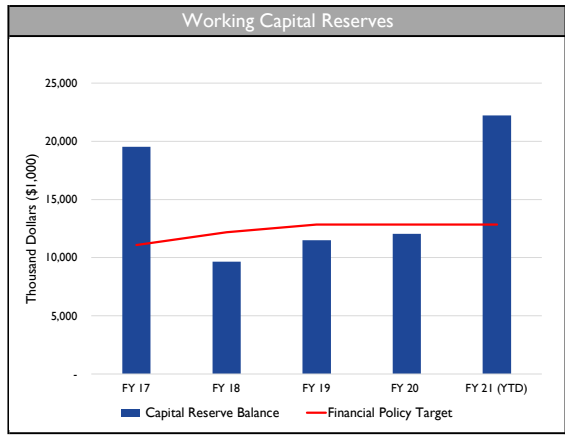
Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due to grease in the line (January 2021), roots (April 2021), and pipe failure (April 2021).

FINANCE MANAGEMENT

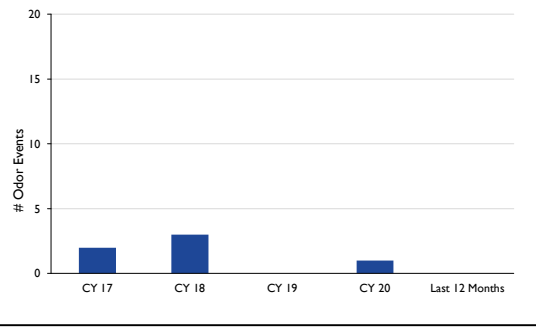
Category	June 2021		FY 2021 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	3.2	3.1	31.7	32.2	(0.5)
Operating Expenses (Prelim)	1.8	1.9	19.1	21.0	(1.9)
Capital Expenditures (Prelim)	0.8	1.0	14.3	18.6	(4.3)

Category	Prorated Budget	YTD Actual	YTD Actual % of Prorated Budget
CIP Expenditures	\$18M	\$13.86M	77%
O & M Expenses	\$22M	\$19.98M	91%
Water & Sewer Revenue	\$32M	\$31.36M	98%
System Development Fees	\$1M	\$1.9M	190%
Other Revenue	\$10M	\$7.5M	75%



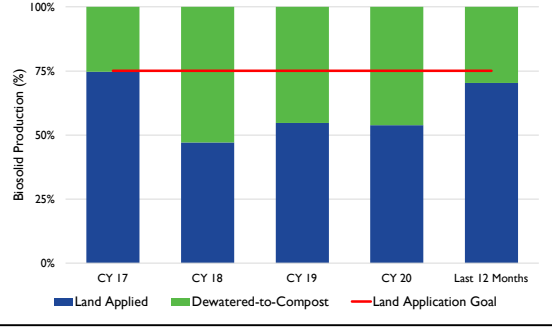
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



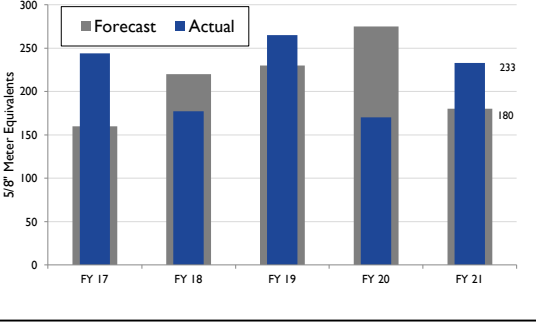
BIOSOLIDS MANAGEMENT

Biosolids Recycling

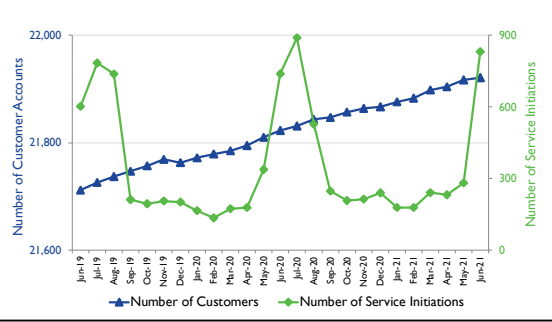


CUSTOMER SERVICE AND CONNECTION ACTIVITY

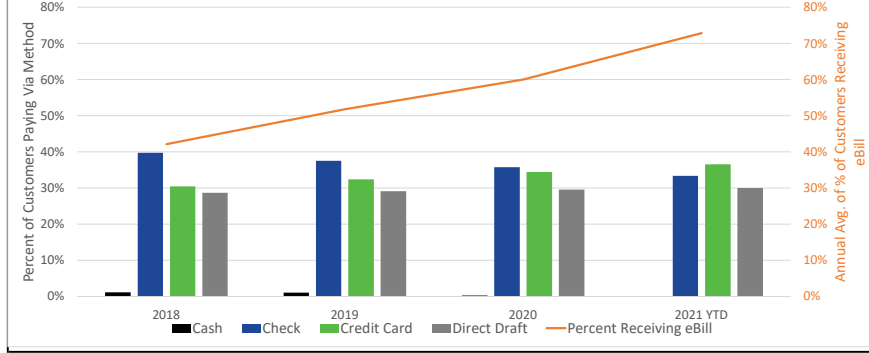
Growth (New Connections)



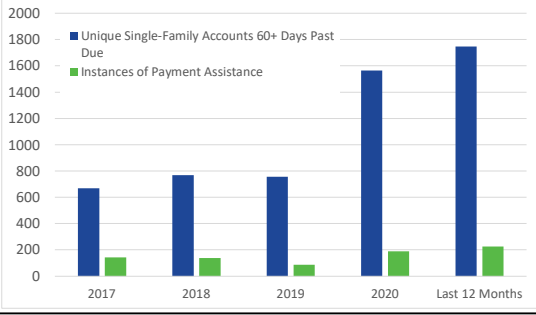
Customer Accounts and # of Service Initiations



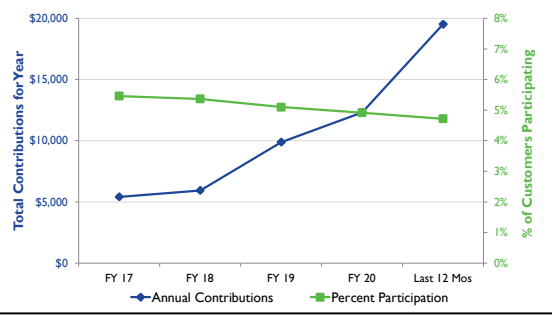
Customer Payment and Billing Methods



Bill Affordability Assistance

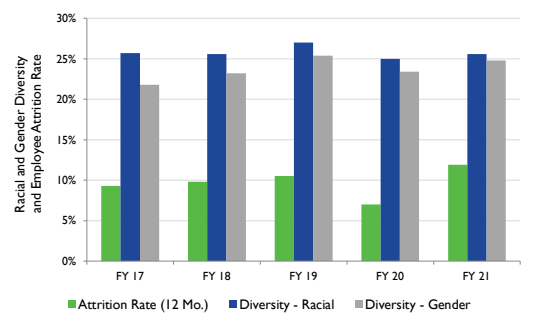


Care to Share Customer Assistance Program

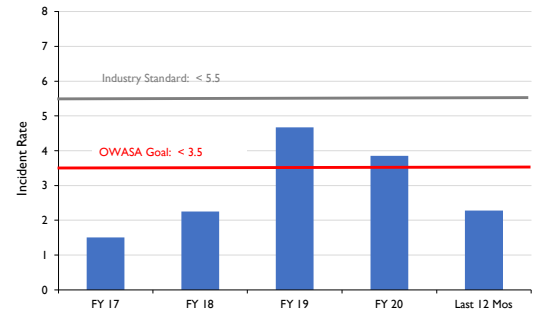


HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates

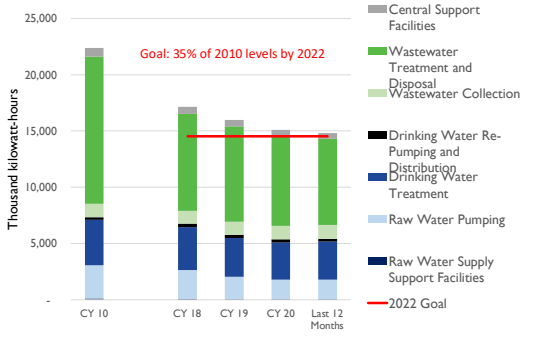


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

