



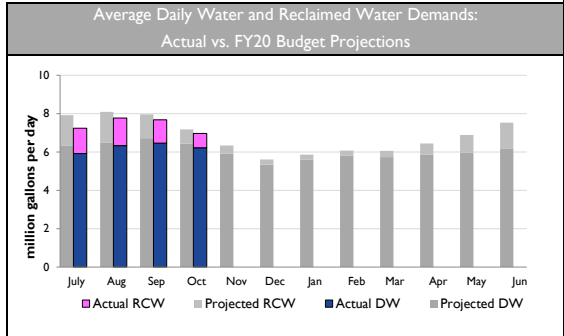
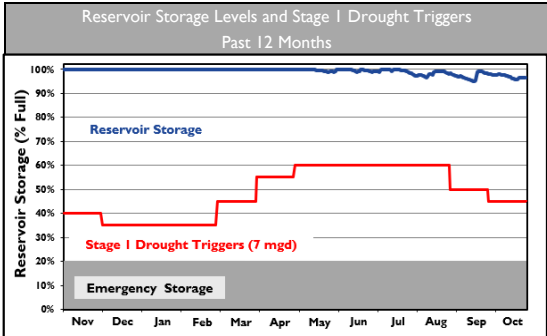
# Key Performance Indicators

## October 2021

### WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	<b>96.4%</b> <small>(as of 10/31/2021)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	<b>Minimal</b>
Water Use Restrictions Now in Effect	<b>Year-Round</b>

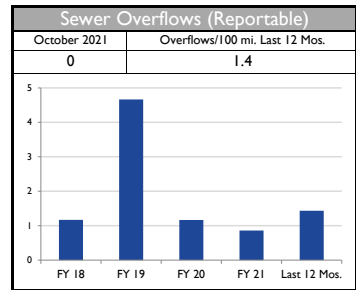
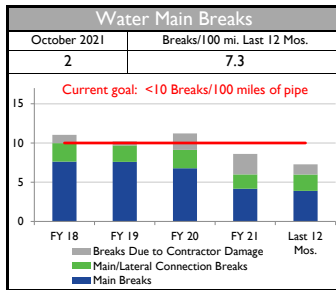
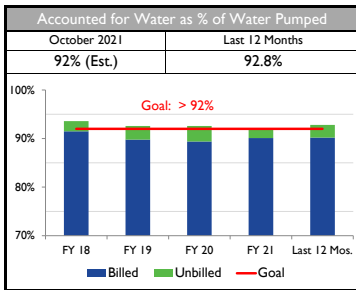
	October 2021		FY 2022 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.22	<b>97%</b>	6.23	<b>96%</b>
Reclaimed Water (RCW)	0.75	<b>100%</b>	1.18	<b>91%</b>
<b>Total</b>	<b>6.97</b>	<b>97%</b>	<b>7.42</b>	<b>95%</b>



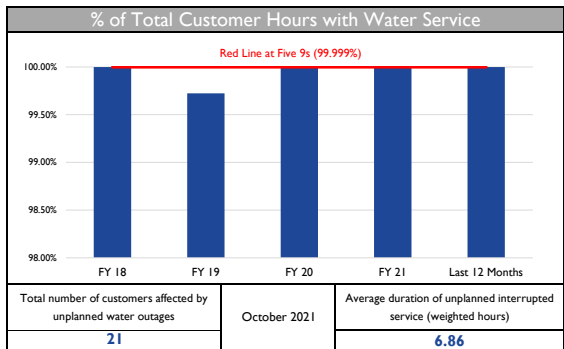
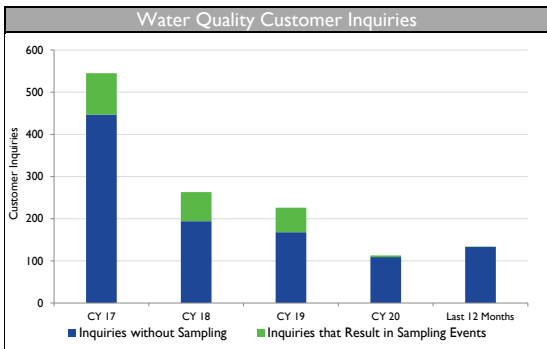
	October 2021			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	<b>2.30</b>	3.96	<b>(1.66)</b>	<b>51.62</b>	48.54	<b>3.08</b>
Cane Creek Reservoir	<b>2.61</b>	3.20	<b>(0.59)</b>	<b>53.59</b>	45.47	<b>8.12</b>

\* Water Plant historical average is based on most recent 35 year period.  
\* Cane Creek Reservoir historical average is based on 29 years of record.

### WATER DISTRIBUTION AND WASTEWATER COLLECTION



### WATER SERVICE



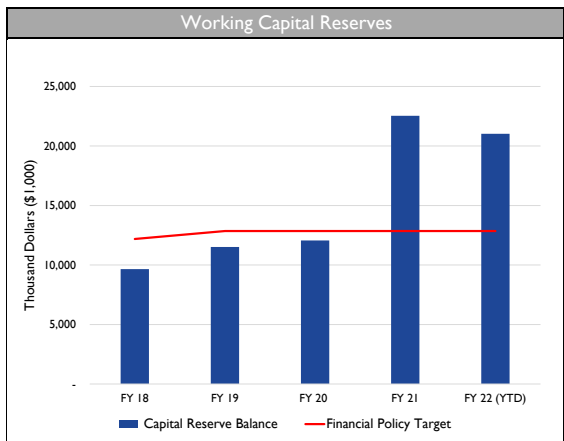
### SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due to grease in the line (January 2021), roots (April 2021), pipe failure (April 2021), hole in sewer line (August 2021), and settlement of manhole (August 2021)

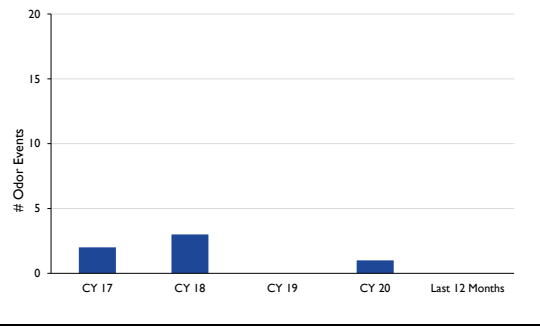
### FINANCE MANAGEMENT

Category	October 2021		FY 2022 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	3.6	3.5	13.5	13.5	<b>0.0</b>
Operating Expenses (Prelim)	2.5	2.4	7.6	7.9	<b>(0.3)</b>
Capital Expenditures (Prelim)	0.7	0.9	2.6	3.3	<b>(0.7)</b>

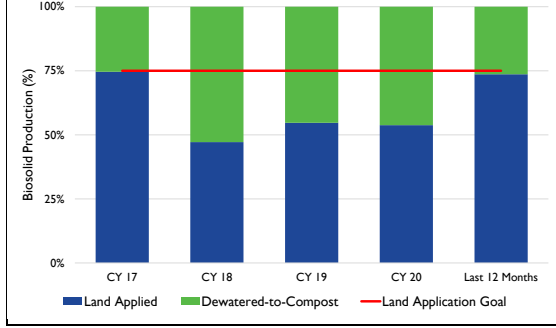
### ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



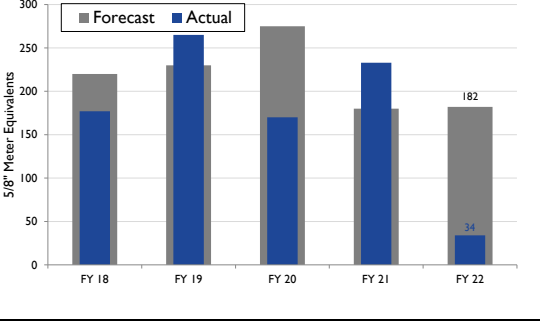
### BIOSOLIDS MANAGEMENT

Biosolids Recycling



### CUSTOMER SERVICE AND CONNECTION ACTIVITY

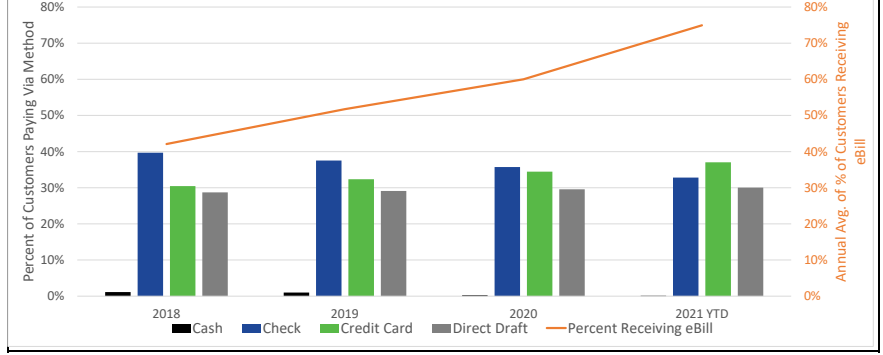
Growth (New Connections)



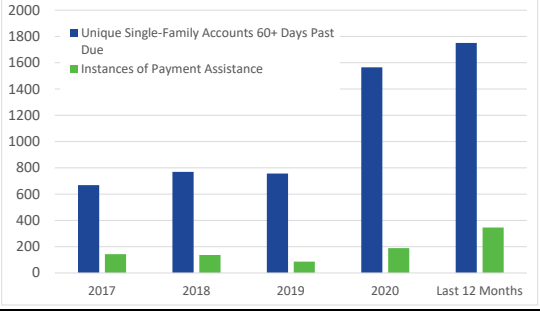
Customer Accounts and # of Service Initiations



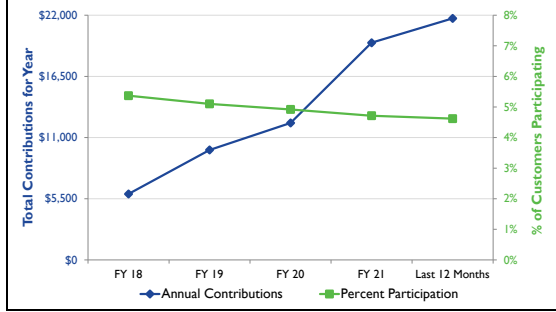
Customer Payment and Billing Methods



Bill Affordability Assistance

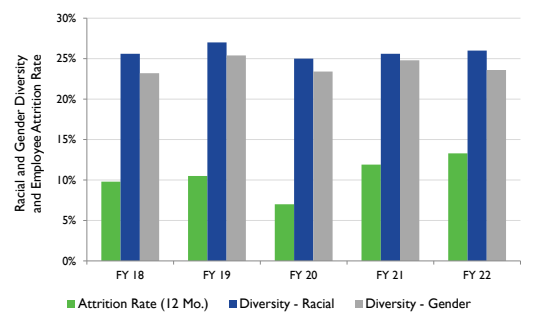


Care to Share Customer Assistance Program

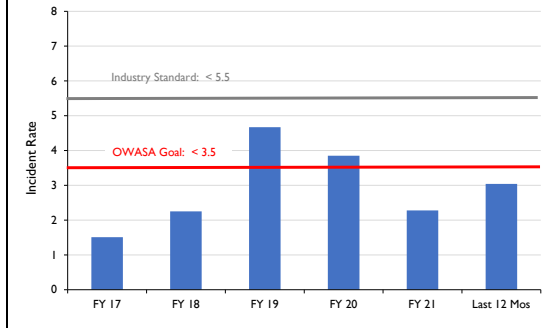


### HUMAN RESOURCES AND SAFETY

Racial and Gender Diversity and Attrition Rates

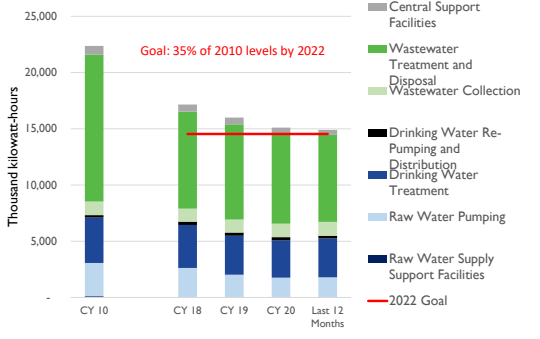


Safety Record - Incident Rate



### ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

