



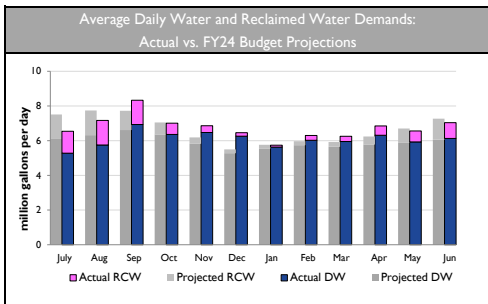
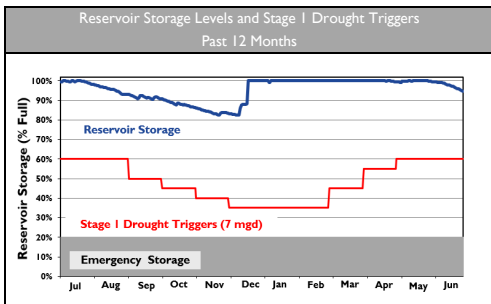
Key Performance Indicators

June 2024

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	94.6% <small>(as of 06/30/2024)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

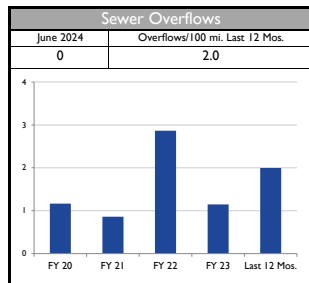
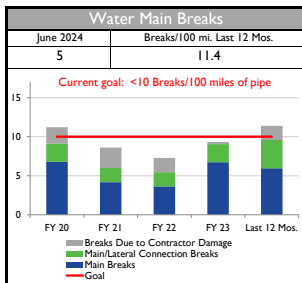
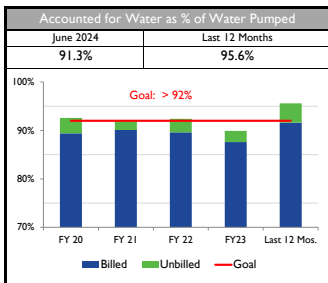
	June 2024		FY 2024 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.13	101%	6.09	101%
Reclaimed Water (RCW)	0.91	75%	0.67	87%



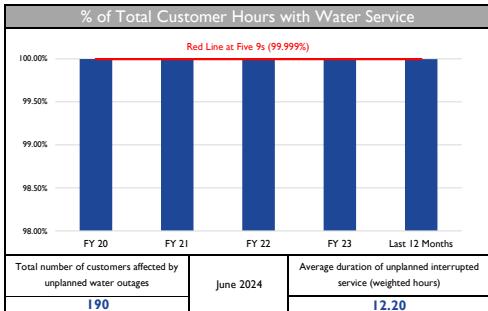
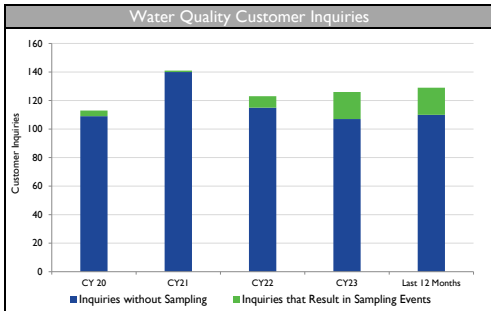
	June 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	0.47	4.11	(3.64)	46.64	48.77	(2.13)
Cane Creek Reservoir	0.29	3.85	(3.56)	47.85	45.42	2.43

* Water Plant historical average is based on most recent 35 year period.
* Cane Creek Reservoir historical average is based on 32 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER SERVICE



Total number of customers affected by unplanned water outages	June 2024	Average duration of unplanned interrupted service (weighted hours)
190		12.20

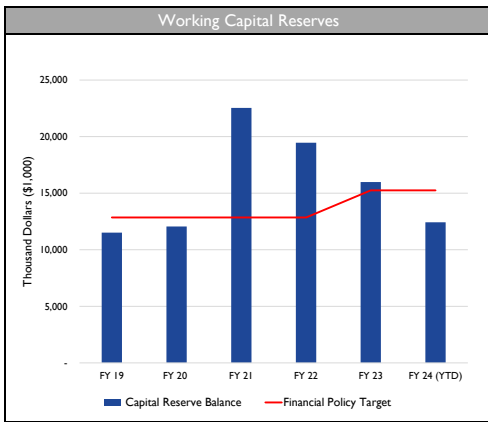
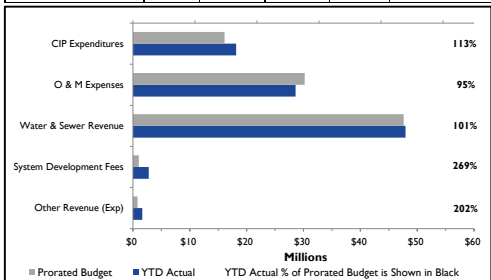
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due root growth (October 2023), contractor damage (July 2023), contractor error (November 2023), inflow and infiltration (January 2024), and pipe failure (February 2024).
Operating Permit Violations: System Bypass due to equipment failure during high flow event (February 2024).

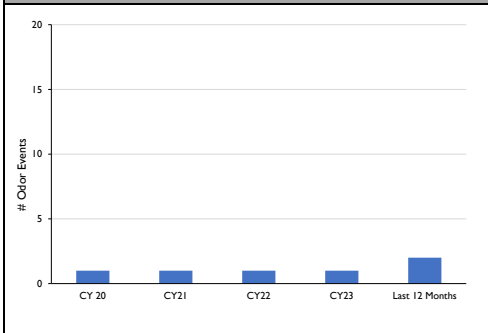
FINANCE MANAGEMENT

Category	June 2024		FY 2024 Year-to-Date		Variance
	Actual	Budget	Actual	Budget	
Revenue (Preliminary)	4.9	4.4	47.9	47.6	0.3
Operating Expenses (Prelim)	3.5	2.8	28.6	30.2	(1.6)
Capital Expenditures (Prelim)	4.0	2.0	18.1	16.1	2.0



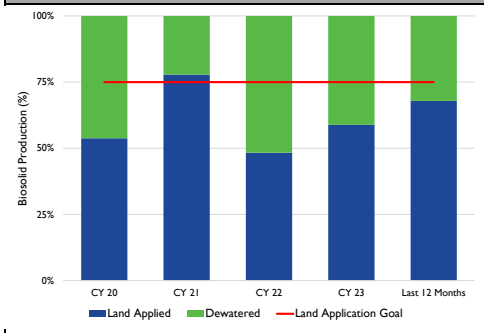
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



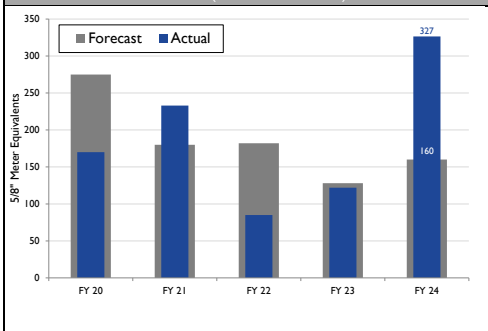
BIOSOLIDS MANAGEMENT

Biosolids Recycling

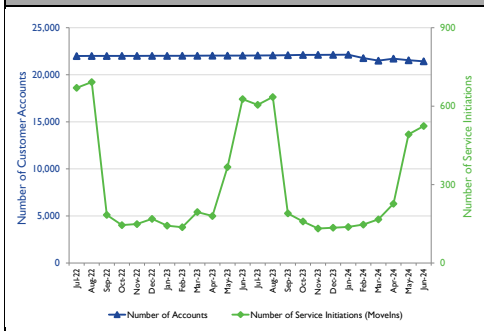


CUSTOMER SERVICE AND CONNECTION ACTIVITY

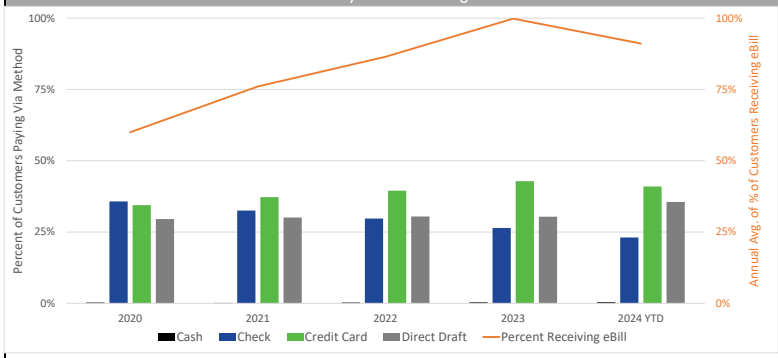
Growth (New Connections)



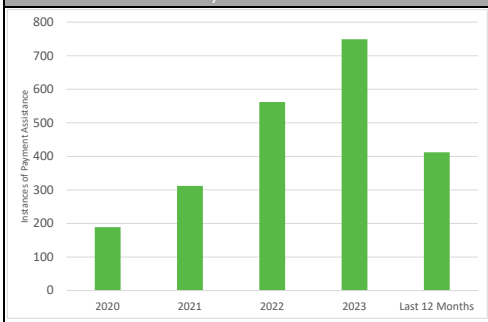
Customer Accounts and # of Service Initiations



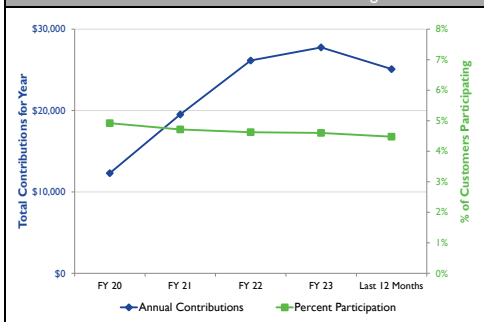
Customer Payment and Billing Methods



Utility Bill Assistance

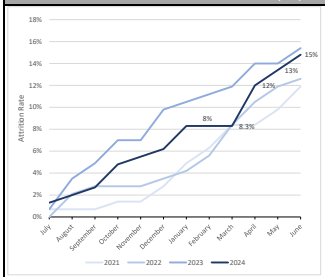


Care to Share Customer Assistance Program

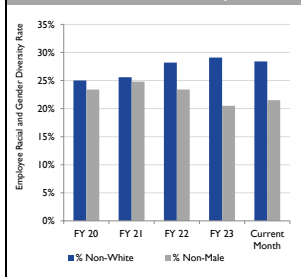


HUMAN RESOURCES AND SAFETY

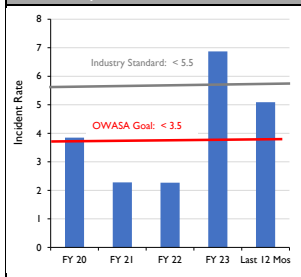
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

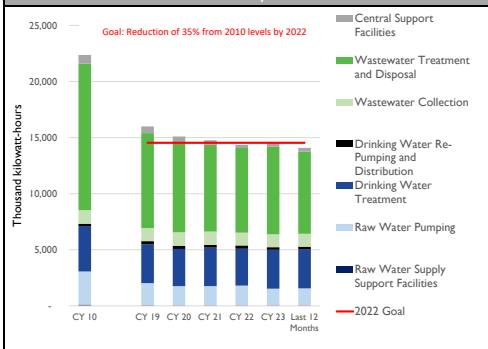


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

