



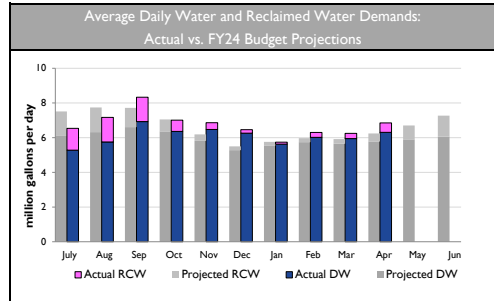
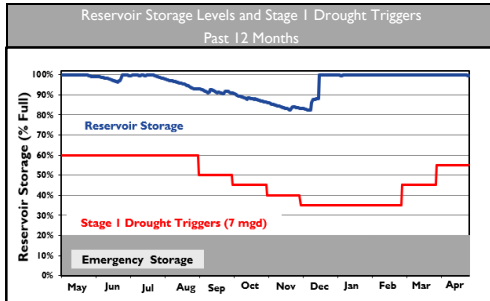
Key Performance Indicators

April 2024

WATER SUPPLY AND DEMAND

Water Supply	
Reservoir Storage % of Capacity	99.6% <small>(as of 04 / 30 / 2024)</small>
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	Minimal
Water Use Restrictions Now in Effect	Year-Round

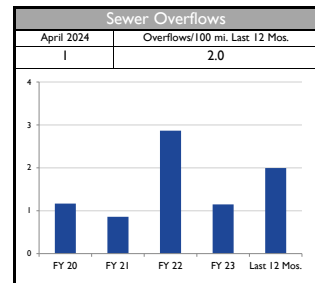
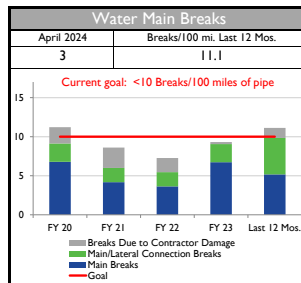
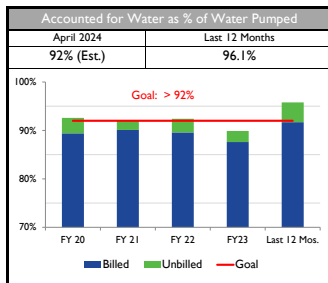
Water Demand (Sales in Million Gallons per Day)				
	April 2024		FY 2024 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	6.31	109%	6.10	102%
Reclaimed Water (RCW)	0.54	117%	0.66	84%
Total	6.85	110%	6.75	99.6%



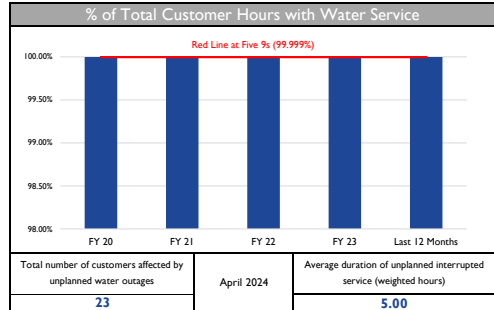
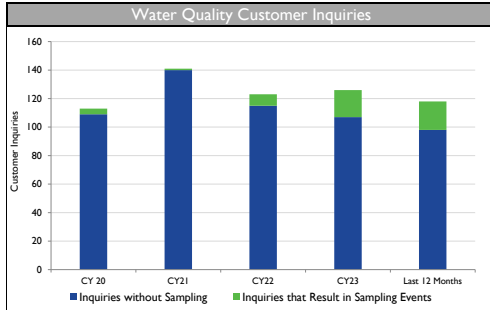
	Rainfall (inches)			Rainfall (inches)		
	April 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	1.29	3.71	(2.42)	49.12	48.95	0.17
Cane Creek Reservoir	1.44	3.84	(2.40)	48.96	45.42	3.54

¹ Water Plant historical average is based on most recent 35 year period.
² Cane Creek Reservoir historical average is based on 32 years of record.

WATER DISTRIBUTION AND WASTEWATER COLLECTION



WATER SERVICE



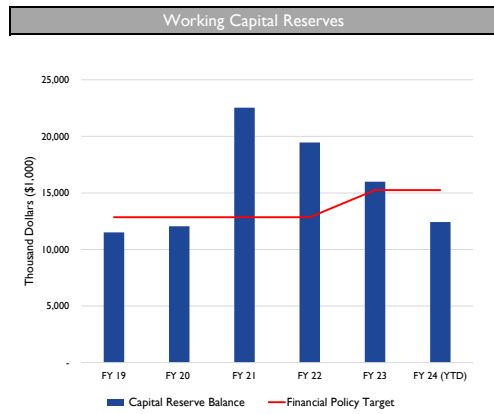
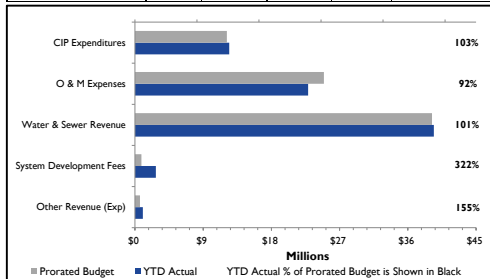
SYSTEM COMPLIANCE VIOLATIONS

Within the last twelve months:

Operating Permit Violations: Sanitary Sewer System Overflows due 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).

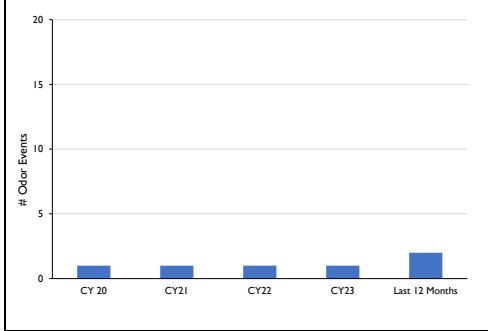
FINANCE MANAGEMENT

Category	FY 2024 Budget Performance (millions of dollars)		FY 2024 Year-to-Date		
	April 2024		Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	4.0	4.2	39.4	39.2	0.2
Operating Expenses (Prelim)	2.1	2.5	22.9	24.9	(2.1)
Capital Expenditures (Prelim)	0.3	1.5	12.4	12.1	0.3



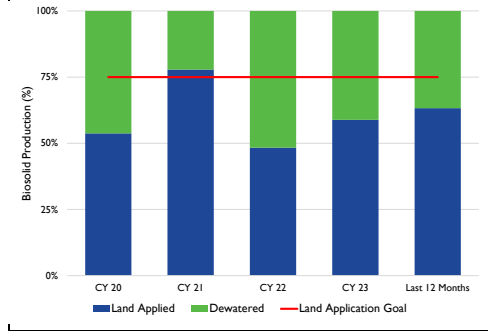
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant



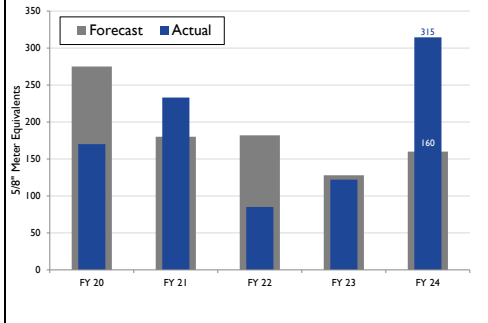
BIOSOLIDS MANAGEMENT

Biosolids Recycling

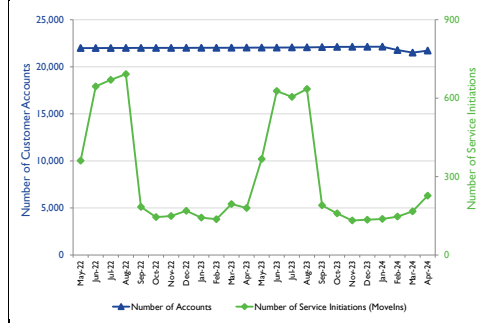


CUSTOMER SERVICE AND CONNECTION ACTIVITY

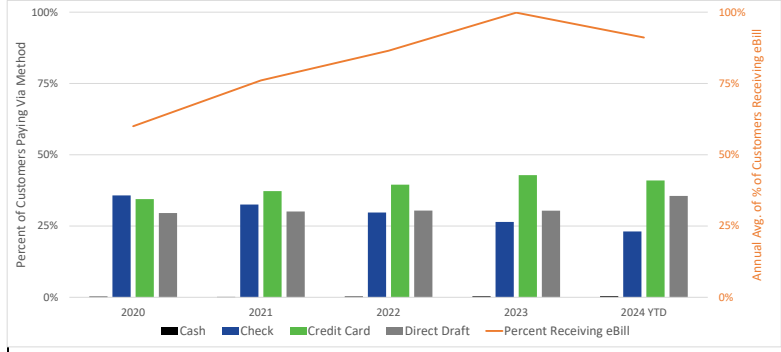
Growth (New Connections)



Customer Accounts and # of Service Initiations

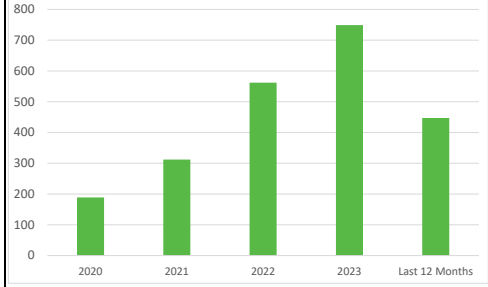


Customer Payment and Billing Methods

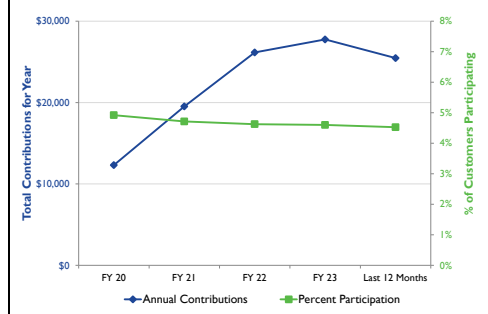


Utility Bill Assistance

Instances of Payment Assistance

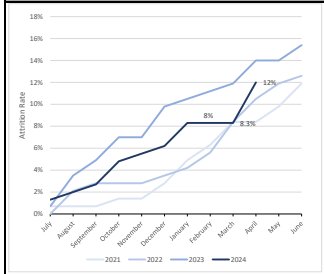


Care to Share Customer Assistance Program

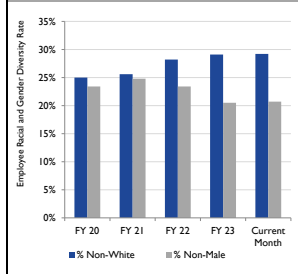


HUMAN RESOURCES AND SAFETY

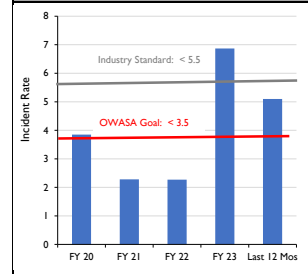
Cumulative Annual Attrition Rates (FY)



Racial and Gender Diversity Rates

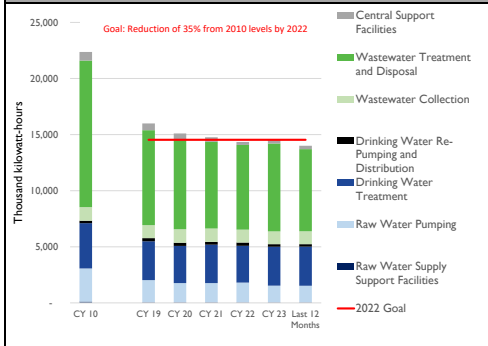


Safety Record - Incident Rate



ENERGY MANAGEMENT

Electricity Use



Natural Gas Use

