Key Performance Indicators
May 2024

OWASA — ORANGE WATER AND SEWER AUTHORITY

WATER SUPPLY AND DEMAND

Water Supply

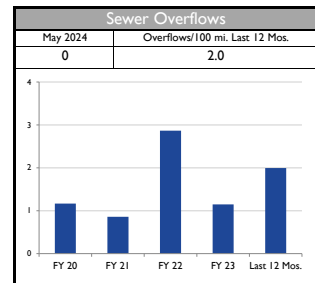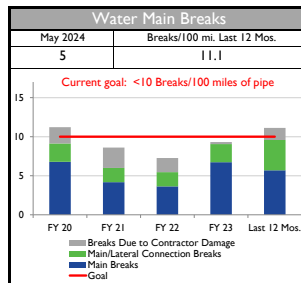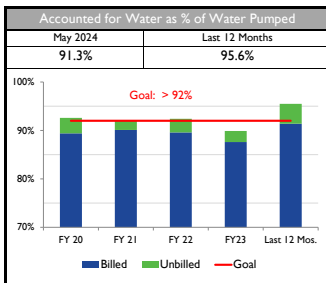|	
Reservoir Storage % of Capacity	**99.9%** (as of 05 / 31 / 2024)
Risk of Shortage Restrictions in Coming Year (Minimal, Low, Moderate)	**Minimal**
Water Use Restrictions Now in Effect	**Year-Round**

Water Demand (Sales in Million Gallons per Day)

	May 2024		FY 2024 (Avg Year to Date)	
	Est.	% of Projected	Estimated	% of Projected Year-to-Date
Drinking Water (DW)	5.93	**101%**	6.08	**101%**
Reclaimed Water (RCW)	0.63	**79%**	0.65	**84%**
Total	**6.56**	**98%**	**6.73**	**99.3%**

Reservoir Storage Levels and Stage 1 Drought Triggers Past 12 Months

Average Daily Water and Reclaimed Water Demands: Actual vs. FY24 Budget Projections
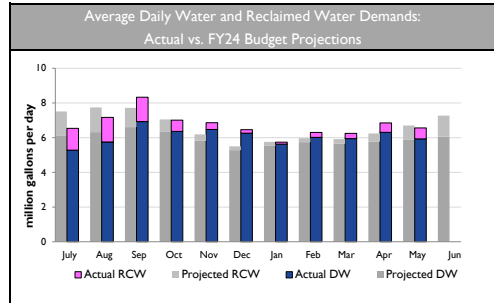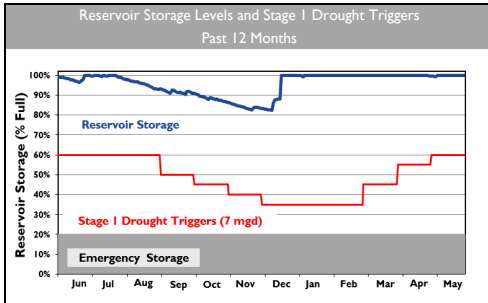
Rainfall (inches)

	May 2024			Last 12 Months		
	Actual	Hist. Avg. for Month	Variance	Actual	Hist. Average	Variance
Water Plant (Carrboro)	6.33	4.00	2.33	51.45	49.03	2.42
Cane Creek Reservoir	5.48	3.42	2.06	52.12	45.53	6.59

* 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

Accounted for Water as % of Water Pumped

May 2024	Last 12 Months
91.3%	95.6%

Water Main Breaks

May 2024	Breaks/100 mi. Last 12 Mos.
5	11.1

Sewer Overflows

May 2024	Overflows/100 mi. Last 12 Mos.
0	2.0

WATER SERVICE

Water Quality Customer Inquiries

% of Total Customer Hours with Water Service

| Total number of customers affected by unplanned water outages	May 2024	Average duration of unplanned interrupted service (weighted hours)
38		3.60

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

FY 2024 Budget Performance (millions of dollars)

Category	May 2024		FY 2024 Year-to-Date		
	Actual	Budget	Actual	Budget	Variance
Revenue (Preliminary)	4.2	4.3	43.5	43.3	0.2
Operating Expenses (Prelim)	2.2	2.5	25.1	27.4	(2.3)
Capital Expenditures (Prelim)	1.7	2.0	14.2	14.1	0.0

Working Capital Reserves
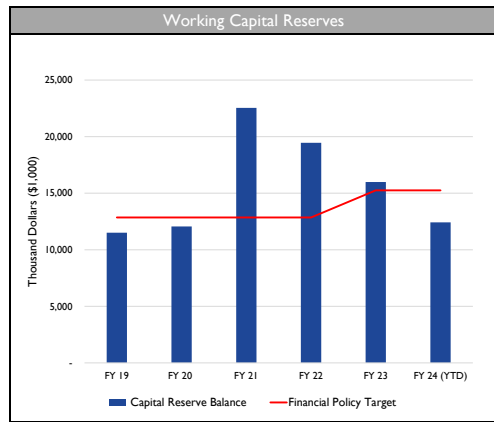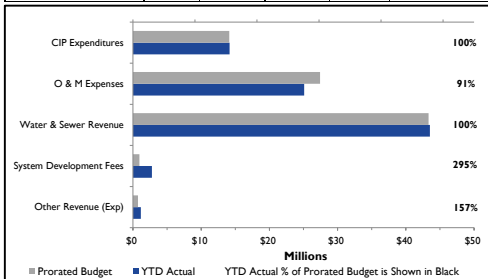
ODOR ELIMINATION

Number of Odor Events at Wastewater Treatment Plant

Y-axis: # Odor Events (0–20)
X-axis: CY 20, CY21, CY22, CY23, Last 12 Months
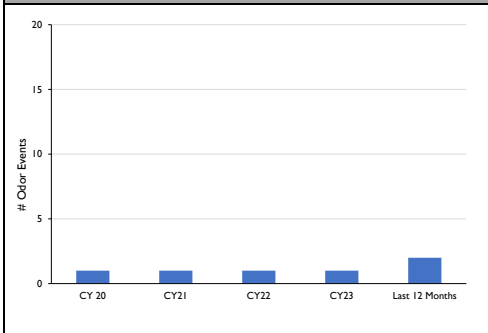
BIOSOLIDS MANAGEMENT

Biosolids Recycling

Y-axis: Biosolid Production (%) (0%–100%)
X-axis: CY 20, CY 21, CY 22, CY 23, Last 12 Months
Legend: Land Applied, Dewatered, Land Application Goal
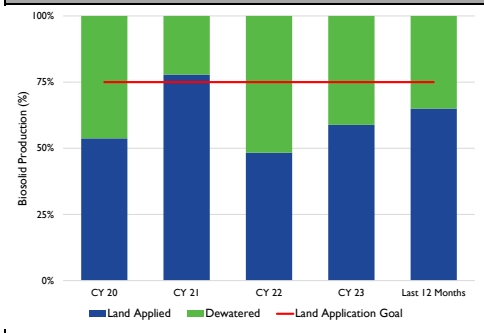
CUSTOMER SERVICE AND CONNECTION ACTIVITY

Growth (New Connections)

Y-axis: 5/8" Meter Equivalents (0–350)
X-axis: FY 20, FY 21, FY 22, FY 23, FY 24
Legend: Forecast, Actual
Values noted: 319, 160
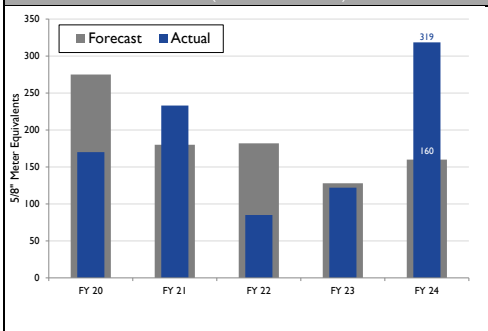
Customer Accounts and # of Service Initiations

Left Y-axis: Number of Customer Accounts (0–25,000)
Right Y-axis: Number of Service Initiations (0–900)
X-axis: Jan-22 ... May-24
Legend: Number of Accounts, Number of Service Initiations (MoveIns)
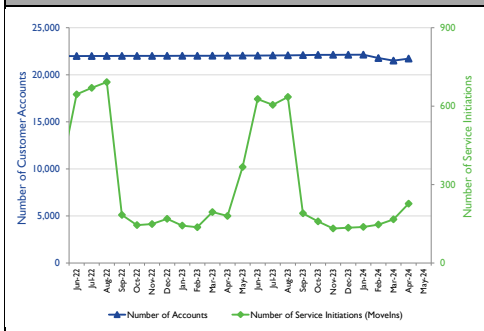
Customer Payment and Billing Methods

Left Y-axis: Percent of Customers Paying Via Method (0%–100%)
Right Y-axis: Annual Avg. of % of Customers Receiving eBill (0%–100%)
X-axis: 2020, 2021, 2022, 2023, 2024 YTD
Legend: Cash, Check, Credit Card, Direct Draft, Percent Receiving eBill
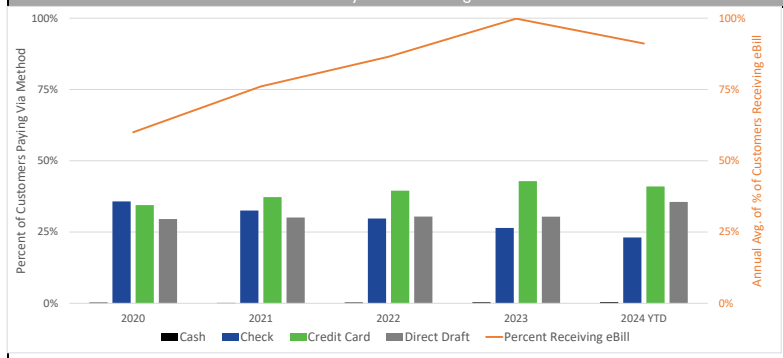
Utility Bill Assistance

Y-axis: Instances of Payment Assistance (0–800)
X-axis: 2020, 2021, 2022, 2023, Last 12 Months
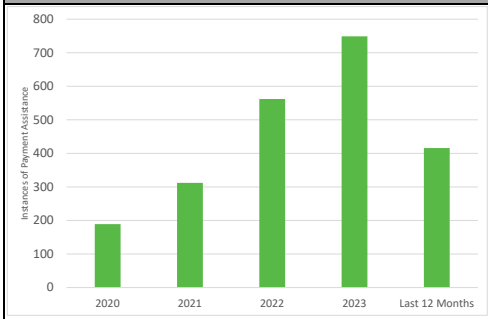
Care to Share Customer Assistance Program

Left Y-axis: Total Contributions for Year ($0–$30,000)
Right Y-axis: % of Customers Participating (0%–8%)
X-axis: FY 20, FY 21, FY 22, FY 23, Last 12 Months
Legend: Annual Contributions, Percent Participation
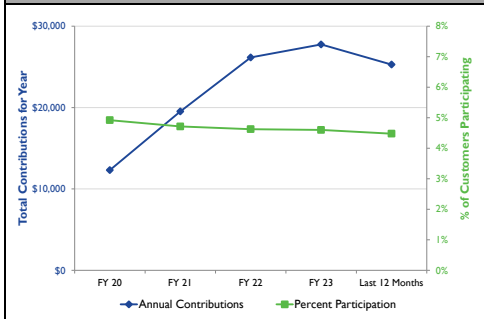
HUMAN RESOURCES AND SAFETY

Cumulative Annual Attrition Rates (FY)

Y-axis: Attrition Rate (0%–18%)
X-axis: July, August, September, October, November, December, January, February, March, April, May, June
Values noted: 13%, 12%, 8%, 8.3%
Legend: 2021, 2022, 2023, 2024

Racial and Gender Diversity Rates

Y-axis: Employee Racial and Gender Diversity Rate (0%–35%)
X-axis: FY 20, FY 21, FY 22, FY 23, Current Month
Legend: % Non-White, % Non-Male
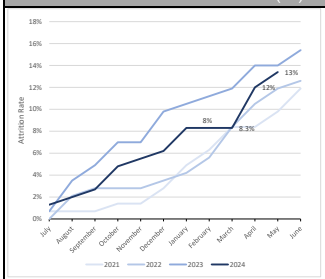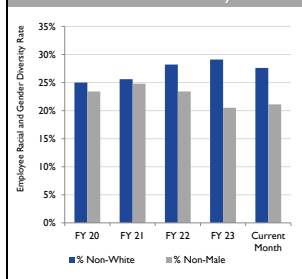
Safety Record - Incident Rate

Y-axis: Incident Rate (0–8)
X-axis: FY 20, FY 21, FY 22, FY 23, Last 12 Mos
Industry Standard: < 5.5
OWASA Goal: < 3.5
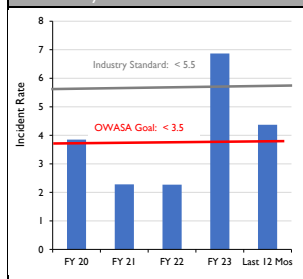
ENERGY MANAGEMENT

Electricity Use

Y-axis: Thousand kilowatt-hours (0–25,000)
Goal: Reduction of 35% from 2010 levels by 2022
X-axis: CY 10, CY 19, CY 20, CY 21, CY 22, CY 23, Last 12 Months
Legend: Central Support Facilities, Wastewater Treatment and Disposal, Wastewater Collection, Drinking Water Re-Pumping and Distribution, Drinking Water Treatment, Raw Water Pumping, Raw Water Supply Support Facilities, 2022 Goal

Natural Gas Use

Y-axis: Thousand Therms (0–120)
Goal: Reduction of 5% from 2010 levels by 2020
X-axis: CY 10, CY 19, CY 20, CY 21, CY 22, CY 23, Last 12 Months
Legend: Support Facilities, Wastewater Treatment, Water Treatment, 2020 Goal