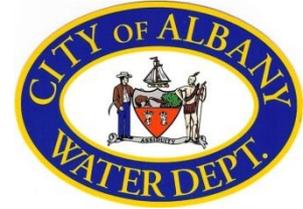


Key Performance Indicators (KPI)



- Water/Sewer Revenue
- Operating Expenses
- Net Operating Cash Flow
- Net Cash Flow (after Debt Service and Capital Project expenses)
- Grant Income
- Capital Project Expenses
- Water Produced
- Water Sold
- Unaccounted Water Produced
- Overtime (by Unit)
- Lost Work Days
- Orions Installed (meter conversion program)
- Incident Reports
- Water/Sewer Line Breaks & Repairs
- Valves Repaired/Replaced
- Hydrants Inspected/Replaced/Repaired
- Preventive Maintenance Statistics - sewer footage cleaned and televised
- Leak Detection - blocks and footage of pipe tested
- Wastewater Discharges to Albany County Sewer District
- Catch Basins Cleaned
- Social Media Engagement