

In millions, for the years ended
December 31,

	2020	2019	2018	2017	2016	2015	2014
Total Income	\$ 111.2	\$ 111.7	\$ 113.1	\$ 98.3	\$ 94.7	\$ 92.2	\$ 86.1
Operating Expenses	59.0	57.2	52.3	55.0	52.8	48.4	43.7
Income Available for Debt Service	\$ 52.2	\$ 54.5	\$ 60.8	\$ 43.3	\$ 41.9	\$ 43.8	\$ 42.4
Debt Service	\$ 18.8	\$ 18.7	\$ 18.7	\$ 18.7	\$ 18.3	\$ 18.8	\$ 19.9
Debt Service Coverage	2.78x	2.91x	3.25x	2.32x	2.29x	2.33x	2.14x
Plant Additions	\$ 43.1	\$ 30.6	\$ 28.7	\$ 46.9	\$ 36.3	\$ 223.4	\$ 95.2
Number of Customers	107,872	105,663	103,116	101,871	100,731	99,943	98,608
Average Rates (per 100 cubic feet)							
Residential	\$ 5.413	\$ 5.517	\$ 4.980	\$ 4.763	\$ 4.534	\$ 4.254	\$ 4.185
Commercial/Industrial	\$ 4.313	\$ 4.506	\$ 4.275	\$ 4.135	\$ 3.924	\$ 3.818	\$ 3.634

**Water Sales
(dollars in millions)**

	2020	2019	2018	2017	2016
Residential	64.48	60.85	56.39	52.50	50.74
Commercial	18.73	19.83	19.06	17.40	17.56
Special	7.11	6.88	6.87	6.30	5.85
Other	2.28	2.79	3.25	3.10	3.97
Unbilled Revenue	0.10	(0.11)	0.47	0.70	(0.14)

**Water Consumption
(gallons in billions)**

	2020	2019	2018	2017	2016
Residential	8.91	8.25	8.47	8.25	8.37
Commercial	4.34	3.29	3.33	3.15	3.35
Special	5.80	5.79	5.84	5.69	5.42
Other	0.73	0.89	0.89	0.93	1.27

Operating Expenses

	2020	2019	2018	2017	
Depreciation	25,723,865	25,295,078	26,117,843	24,038,103	34%
Production	14,321,400	14,823,858	14,426,404	14,801,501	19%
Distribution	17,358,621	15,461,739	12,304,565	14,690,750	16%
Administration	12,609,659	11,793,170	10,829,965	11,352,104	14%
Other Operating Expenses	5,375,278	5,304,532	5,239,714	5,017,035	7%
Taxes	5,398,410	5,188,882	5,273,751	4,776,164	7%
Power & Transmission	2,451,721	2,955,869	3,091,566	3,190,426	4%