



**Carroll Electric
Cooperative Corporation**

safe, reliable, affordable

The lights provided by electricity are simply not this beautiful.

However, the goal at Carroll Electric is to be a **reliable resource** for our members.

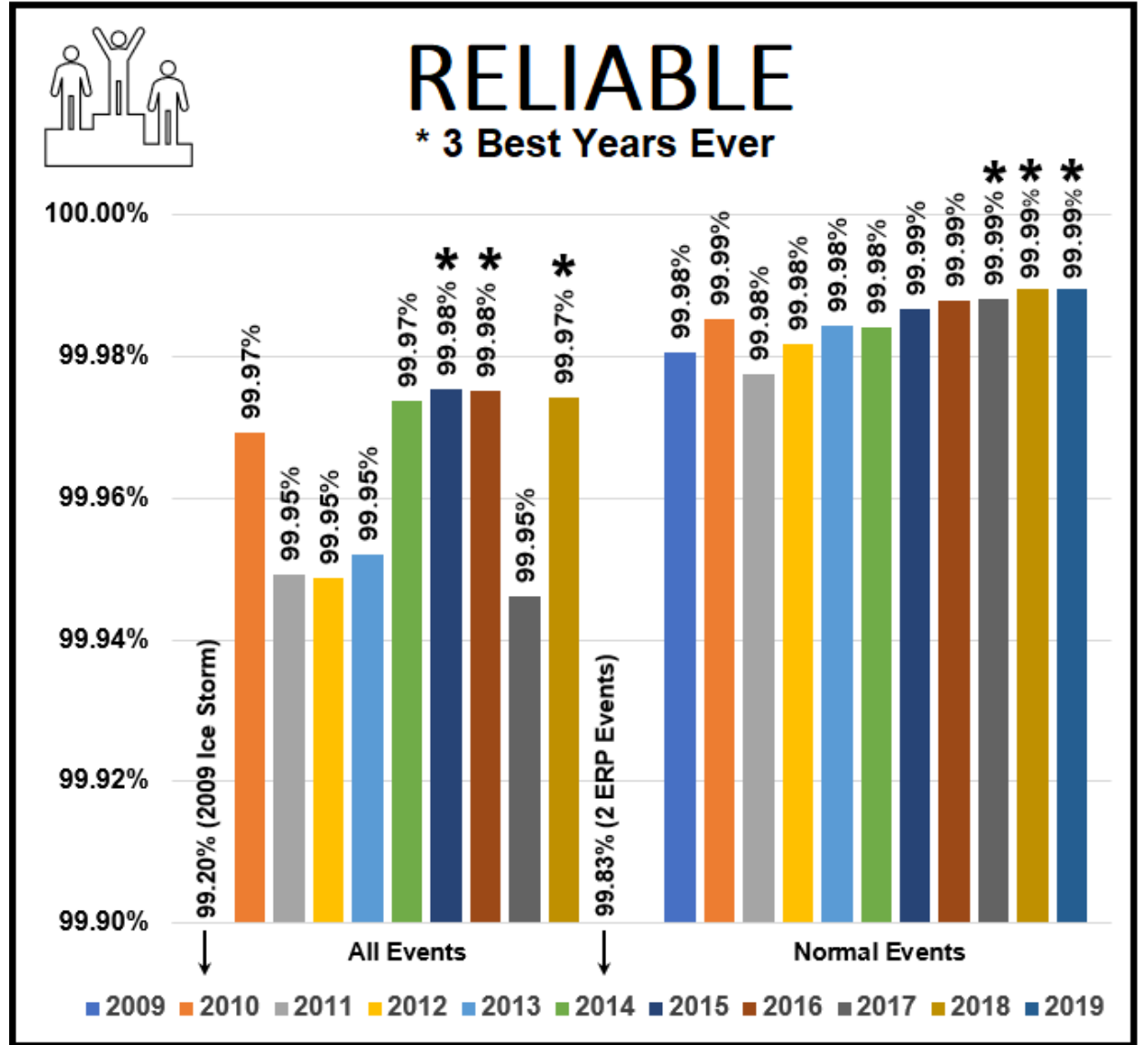
There is a lot in that word **reliable** to live up to. As the sun rises each day, the Cooperative has more than 275 professionals committed to delivering the best service possible.

Visit carrollecc.com to see all we are doing to enhance **reliability**.

re·li·able (*adjective*) : able to be trusted to do or provide what is needed : able to be relied on : able to be believed : likely to be true or correct



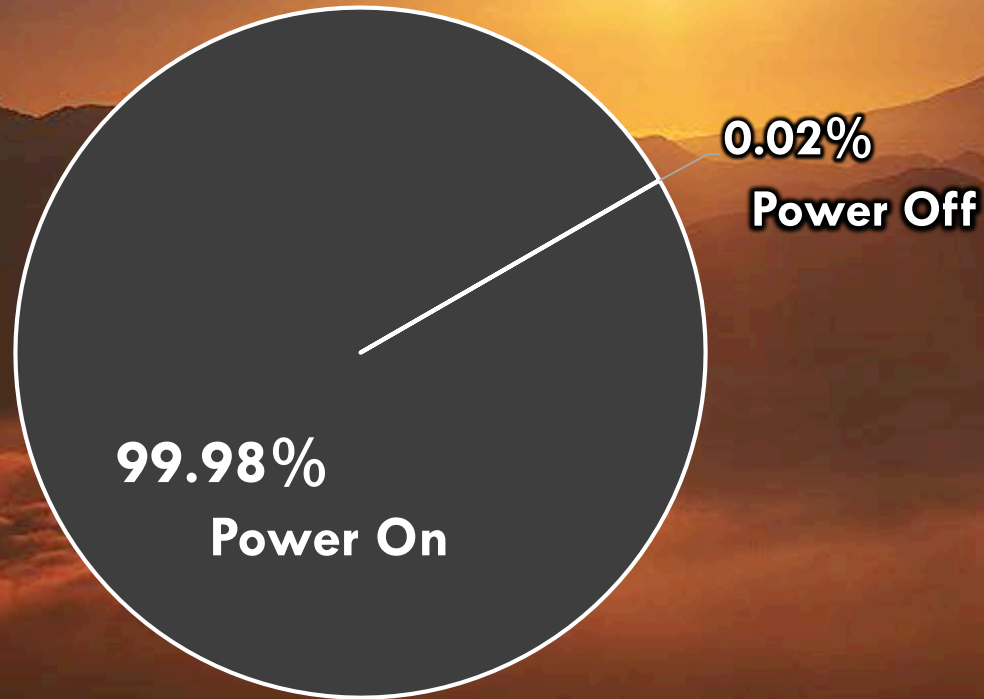
These superb reliability results at Carroll Electric are a combined effort of the dedicated professionals, consistent vegetation management and persistent outage investigations.





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Excluding weather related events, the Cooperative provided safe and reliable electricity 99.98% of the time in 2019.

What does this mean exactly? That means, barring weather-related outage events that are outside of the Cooperative's control, the average consumer of Carroll Electric experienced only 1.75 hours (out of the 8,760 hours in the year) of service interruptions for the entire year of 2019.

In short, the electricity you needed in 2019 to power your home or business was safely and reliably delivered.

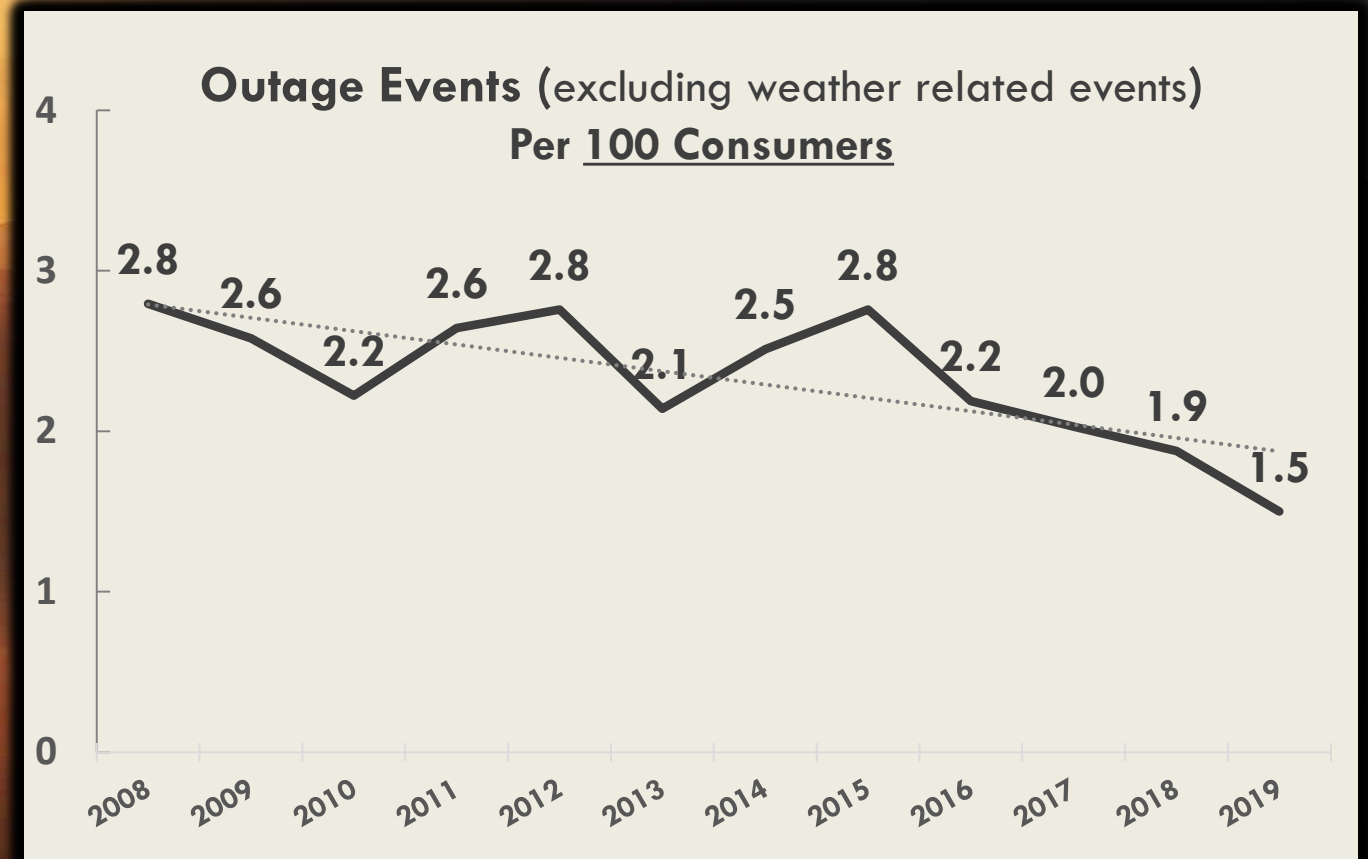
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In the pursuit of 100% reliability, the Cooperative pays close attention to the number of outage events. The trend is getting lower all the time.



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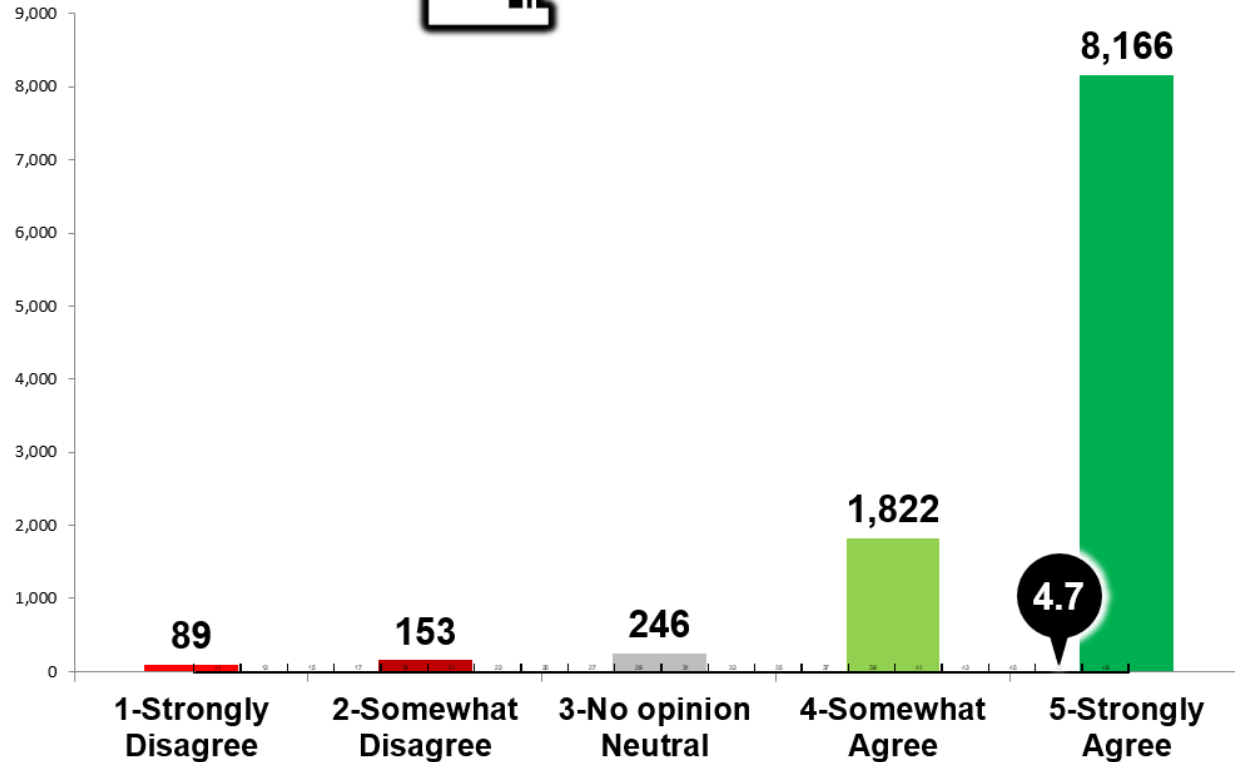
Member Feedback

Member satisfaction is tied closely to reliability.

These are the results members of the Cooperative provided in the 2019 member satisfaction survey.

Thank for you recognizing all the efforts to supply reliable service!

1. Reliability of service in my area meets or exceeds my expectations.



Members AGREE

2019	95%
2018	95%
2017	94%
2016	94%
2015	93%