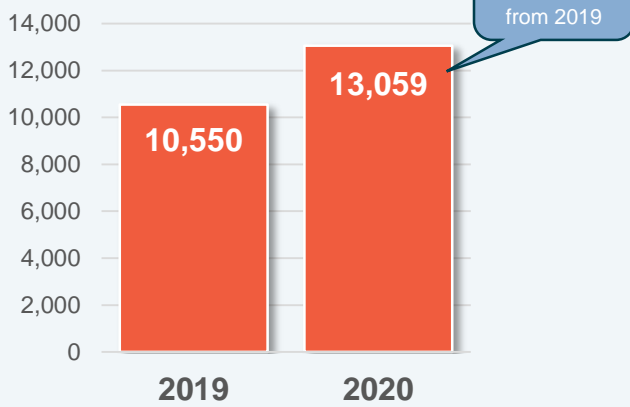


2020 Annual Member Survey Results

Surveys Returned



The Cooperative's team is appreciative to all who recently returned the annual survey mailed to all members.

Over 13,000 members took time to complete the short six (6) question survey. That's a great response rate (16%) given the size of Carroll Electric's membership (82,468 members).

When we listen to members, we learn and discover new ways to provide better customer service.

We are happy to provide a summary of the results the Co-op received.

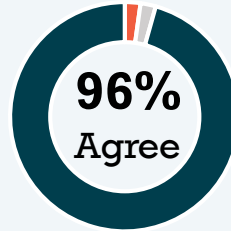
You are always invited to contact the Cooperative at any time to provide additional feedback.

Thank you once again for the positive performance ratings.

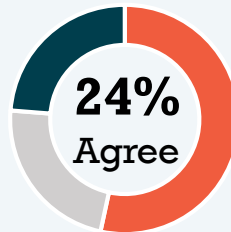


Survey Results

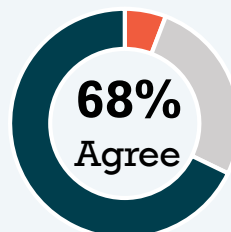
- Strongly/Somewhat Agree
- Neutral
- Strongly/Somewhat Disagree



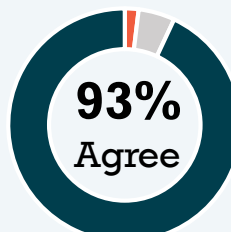
1. Reliability of service in my area meets or exceeds my expectations.



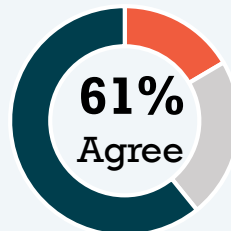
2. I would rather save a couple of dollars on my monthly bill than see the Cooperative make investments to preserve high reliability.



3. I have noticed the Cooperative's efforts to encourage energy efficiency.



4. I remain aware of energy efficiency best practices and always try to utilize electric energy responsibly.



5. I am willing to pay a few more dollars on my electric bill in order to make additional investments into power plants that use renewable resources.



6. Please rank your overall satisfaction with the Cooperative.

