

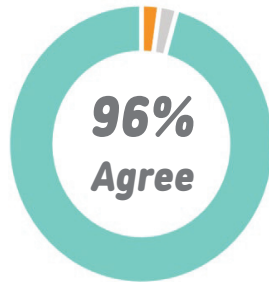
2021 Annual Member Survey Results

The Cooperative's team is appreciative to everyone who recently returned the annual survey mailed to all members. 11,800 members took time to complete the short six question survey. That's a great response rate (14%) given the size of Carroll Electric's membership (85,489 members).

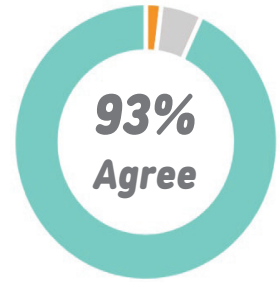
Below is a summary of the results the Co-op received. When we listen to members, we learn and discover new ways to provide better customer service. You are always invited to contact the Cooperative to provide additional feedback. Please call 800-432-9720 or go to our website, carrollecc.com. Thank you once again for another year of positive performance ratings.

● Strongly / Somewhat Agree ● Neutral / No Opinion ● Strongly / Somewhat Disagree

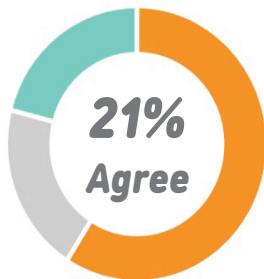
1. Reliability of service in my area meets or exceeds my expectations.



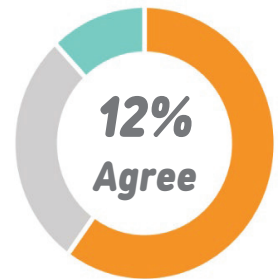
4. I remain aware of energy efficiency best practices and always try to utilize electric energy responsibly.



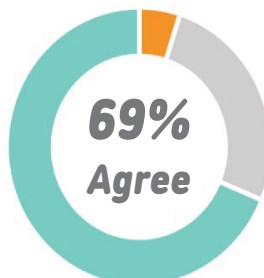
2. I would rather save a couple of dollars on my monthly bill than see the Cooperative make investments to preserve high reliability.



5. I either already have or plan to have an all-electric vehicle.



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



6. Please rank your overall satisfaction with the Cooperative.



Allocation of Patronage Equity

Notice is hereby given to consumers of Carroll Electric Cooperative Corporation that, in accordance with the provisions of the bylaws of the Cooperative, patronage equity for the year 2020 has been assigned to the patronage equity account of each consumer.

The ratio of the Cooperative's total margins to total gross revenue is .055995390. As an example, if a consumer was billed \$1,000.00 for 12,000 kWh of electricity in 2020, the amount credited to their patronage equity account for the year was \$51.33. The calculation is as follows: \$1,000.00 less \$83.24 (sales tax of \$74.07 and franchise tax of \$9.17) or \$916.76 in gross revenue, multiplied by .055995390 or \$51.33. A consumer desiring to know the specific amount of patronage credited to their account can obtain this information by submitting a request to the Cooperative. This is a notice of 2020 patronage equity assignment only.



**AVOID
UTILITY
SCAMS**

Scammers will threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams.

- If your electric bill is past due, the Cooperative will first mail a Delinquent Notice before making any further attempt to solicit payment.
- Never give personal information to an unknown caller or visitor. Our representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards, or cash reload cards should immediately raise red flags.