



**Carroll Electric  
Cooperative Corporation**

reliable | affordable | local

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 290 professionals committed to delivering the best service possible.

Visit [carrollecc.com](http://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.



# RELIABLE

\* 3 Best Years Ever

**RECORD BREAKER**

100.00%

99.98%

99.96%

99.94%

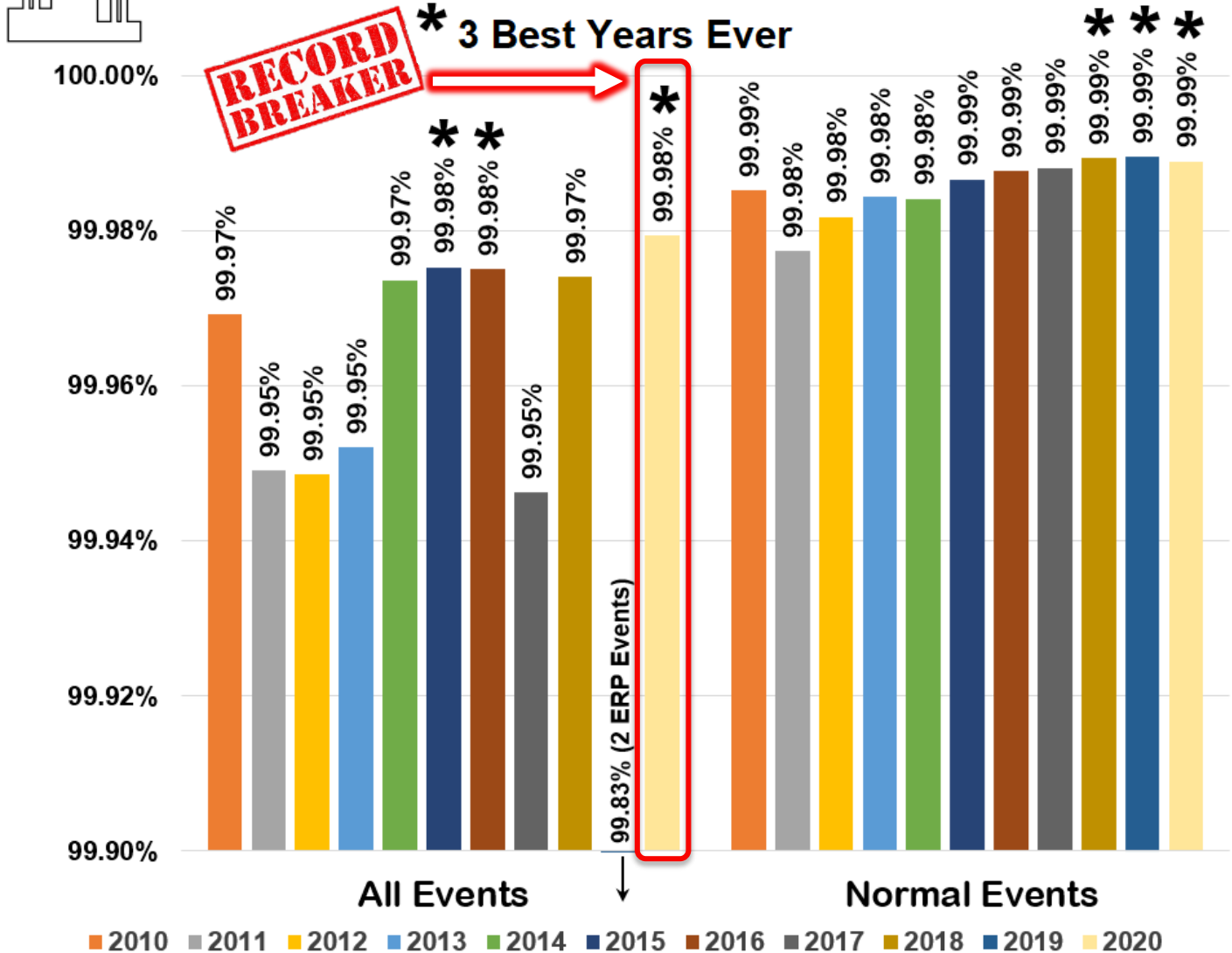
99.92%

99.90%

All Events

Normal Events

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020

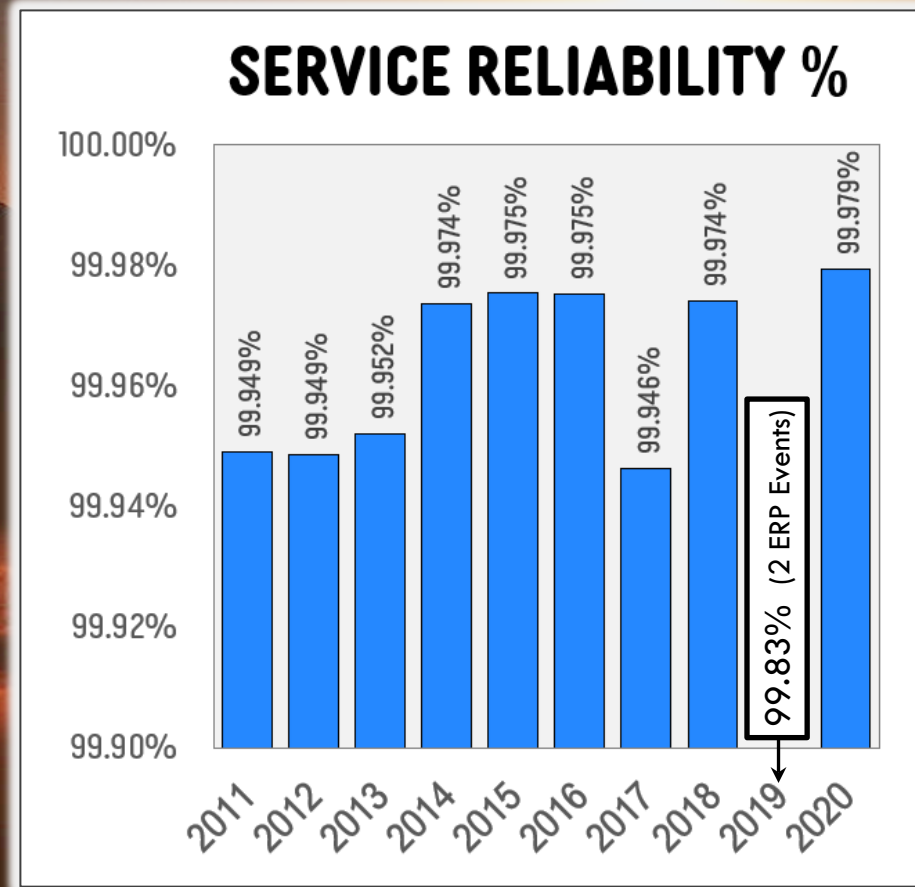


99.83% (2 ERP Events)



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Carroll Electric experienced its overall best service reliability since its inception.

In 2020, the average customer experienced reliability electric service 99.979% of the year.

What does that mean exactly? It means the average customer experienced only 1.81 hours of service interruptions for the entire course of 2020.

That's pretty remarkable knowing there were a total of 8,784 hours available in 2020 to serve our members.

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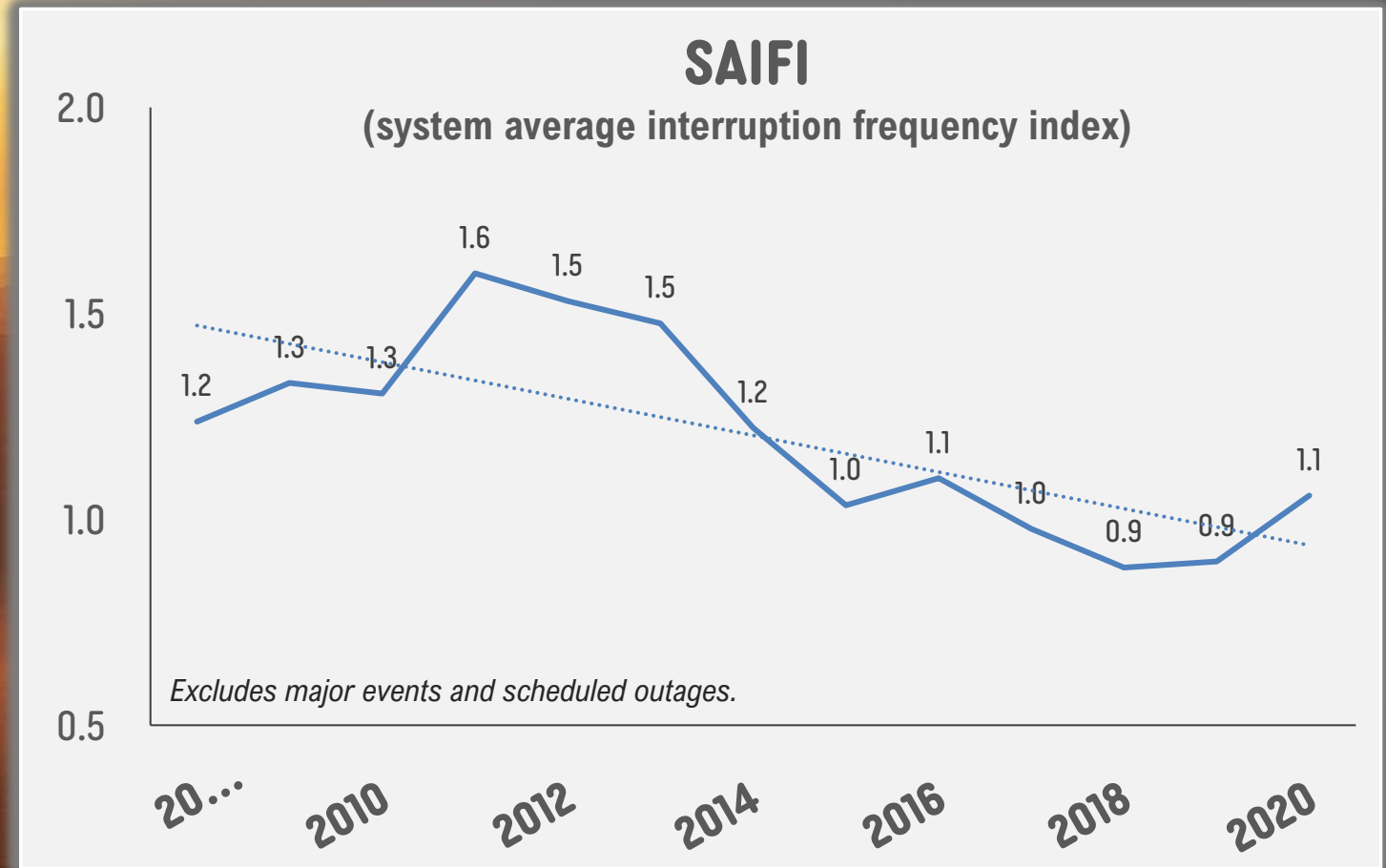


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*Indicates how often the average customer experiences a sustained outage over the course of a year.*

In the pursuit of 100% reliability, the Cooperative pays close attention to the number of outage events. The trend continues to reflect improvement.



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# Member Feedback

Member satisfaction is tied closely to reliability.

These are the results members of the Cooperative provided in the 2020 member satisfaction survey.

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

