

We Asked You Said

- Strongly Agree
- Somewhat Agree
- Neutral/No opinion
- Somewhat Disagree
- Strongly Disagree

A record number of nearly 10,185 members responded to the annual survey in May. Thank you for your feedback. These results provide good information for improving service to Carroll Electric members. You are invited to contact us at any time to offer additional feedback. Call 800-432-9720, get information at carrollecc.com or email info@carrollecc.com.

A Proud Past...A Powerful Future

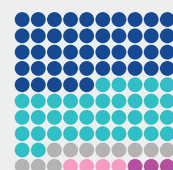
84% agree



We asked...
The Cooperative's focus on teaching energy efficiency is environmentally responsible.

✓ **Energy Efficiency is environmentally responsible.**

82% agree



We asked...
When shopping for appliances and electronics, I pay a lot of attention to how much energy they consume.

✓ **Many make purchases based on energy efficiency performance.**

7% agree



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

✓ **Most members don't embrace electric vehicle technology.**

95% satisfied



We asked...
Please rank your overall satisfaction with Carroll Electric.

✓ **Members are VERY SATISFIED.**

- Very Satisfied
- Somewhat Satisfied
- No opinion/Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

23% agree



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

✓ **While both Reliability and Affordability are important, members favor reliable service.**

22% agree



We asked...
I am interested in receiving alerts via text or email for my daily electricity usage.

✓ **Less than 1 in 4 are interested in alerts.**

15% agree



We asked...
I either already have or plan to have a hybrid vehicle.

✓ **Only 15% are interested in hybrid vehicle technology.**

71% agree



We asked...
Electronic services provide value for members and the Cooperative.

✓ **Value of eServices is acknowledged.**

95% agree



We asked...
Reliability of service in my area meets or exceeds my expectations

✓ **Reliability is widely recognized.**