Carroll Electric Cooperative Corporation

2021

Reliability Results

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
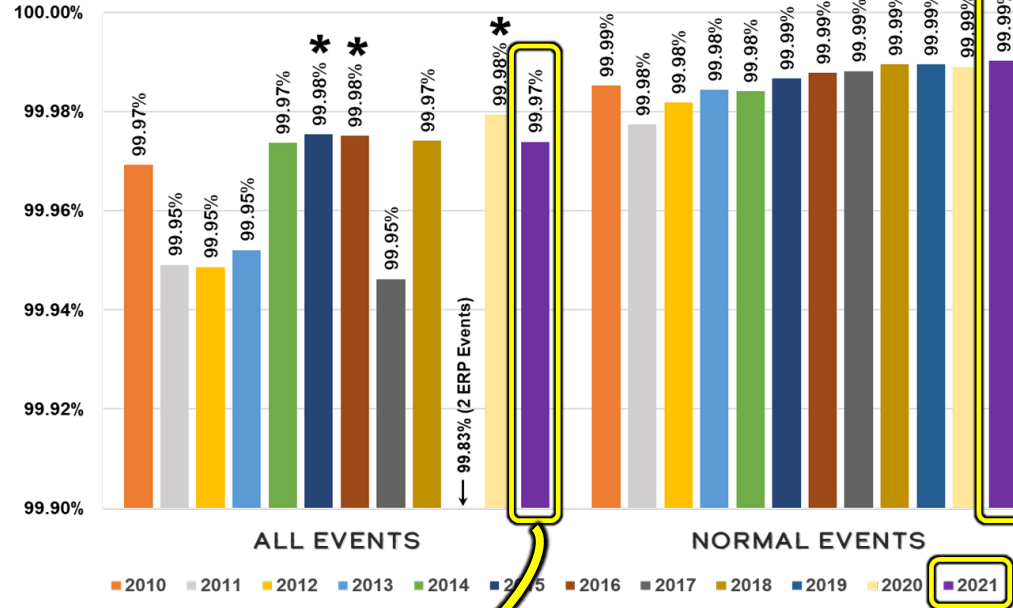
2021
Reliability Results

Comparisons

How did Carroll Electric compare to its prior experience?

RELIABLE

*3 Best Years Ever

Chart: Reliability percentages by year (2010–2021), grouped by ALL EVENTS and NORMAL EVENTS.

ALL EVENTS values: 99.97%, 99.95%, 99.95%, 99.95%, 99.97%, 99.98%*, 99.98%*, 99.95%, 99.97%, 99.98%*, 99.97% (99.83% (2 ERP Events) →)

NORMAL EVENTS values: 99.99%, 99.98%, 99.98%, 99.98%, 99.98%, 99.99%, 99.99%, 99.99%, 99.99%*, 99.99%*, 99.99%, 99.99%*

Legend: 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021

5ᵗʰ Best Year

ALL EVENTS

1.	2020	99.9794%
2.	2015	99.9753%
3.	2016	99.9751%

NORMAL EVENTS

1.	2021	99.9902%
2.	2019	99.9895%
3.	2018	99.9895%

Best Year Ever!

Normal events exclude major events and scheduled outages. A major event is an event that stressed the energy delivery system beyond what is normally expected or anticipated, such as during severe weather or protective scheme and equipment malfunctions.
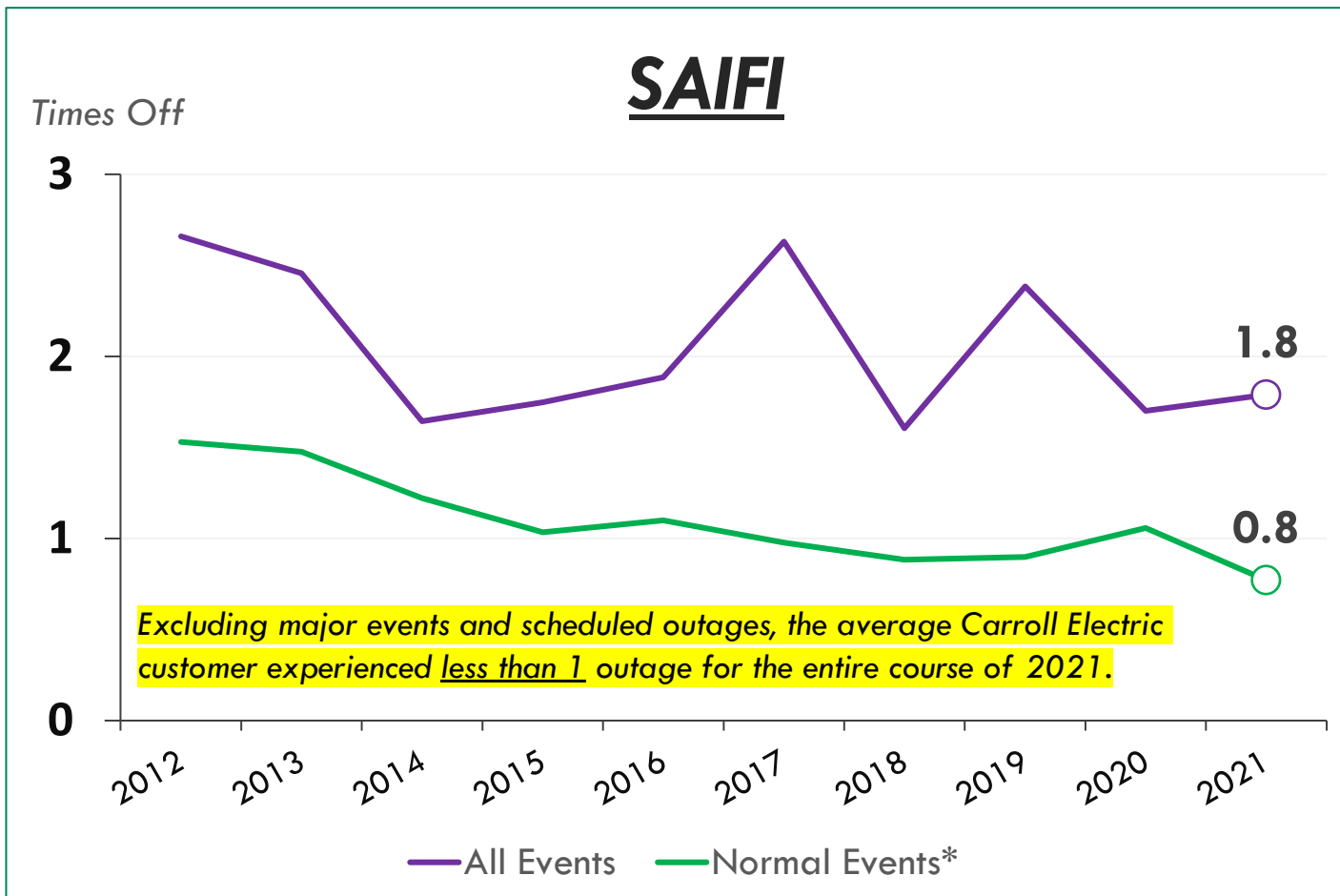
2021 Reliability Results

Frequency

How often do customers experience a sustained outage over the course of the year?

SAIFI

Times Off

Excluding major events and scheduled outages, the average Carroll Electric customer experienced _less than 1_ outage for the entire course of 2021.

1.8

0.8

—— All Events　　—— Normal Events*

The **System Average Interruption Frequency Index (SAIFI)** indicates how often the average customer at Carroll Electric experienced a sustained outage over the course of a year.

Normal events exclude major events and scheduled outages.

2021 Reliability Results

System Average Interruption Duration Index

Duration

How long do customers experience sustained outages over the course of the year?

All Events

2 hours – 17 minutes

Of the 8,760 hours available, the average Carroll Electric customer experienced just over 2 hours of service interruptions for the entire year.

Reliable electric service was delivered 99.9739% of the time (our 5th best year).

Normal Events*

51 minutes

Excluding major events and scheduled outages, the average Carroll Electric customer experienced less than 1 hour of service interruptions for the entire year.

Reliable service was delivered under these conditions 99.9902% of the time, **our best year ever!**

The **System Average Interruption Duration Index (SAIDI)** indicates the total duration the average customer at Carroll Electric experienced a sustained outage over the course of a year.

*Normal events exclude major events and scheduled outages.

Reliability Results

Duration

How long does it typically take Carroll Electric to restore power once an outage occurs?

Outage Restoration Times

Under normal conditions, it takes <u>66 minutes</u> for line services to restore service once an outage occurs.
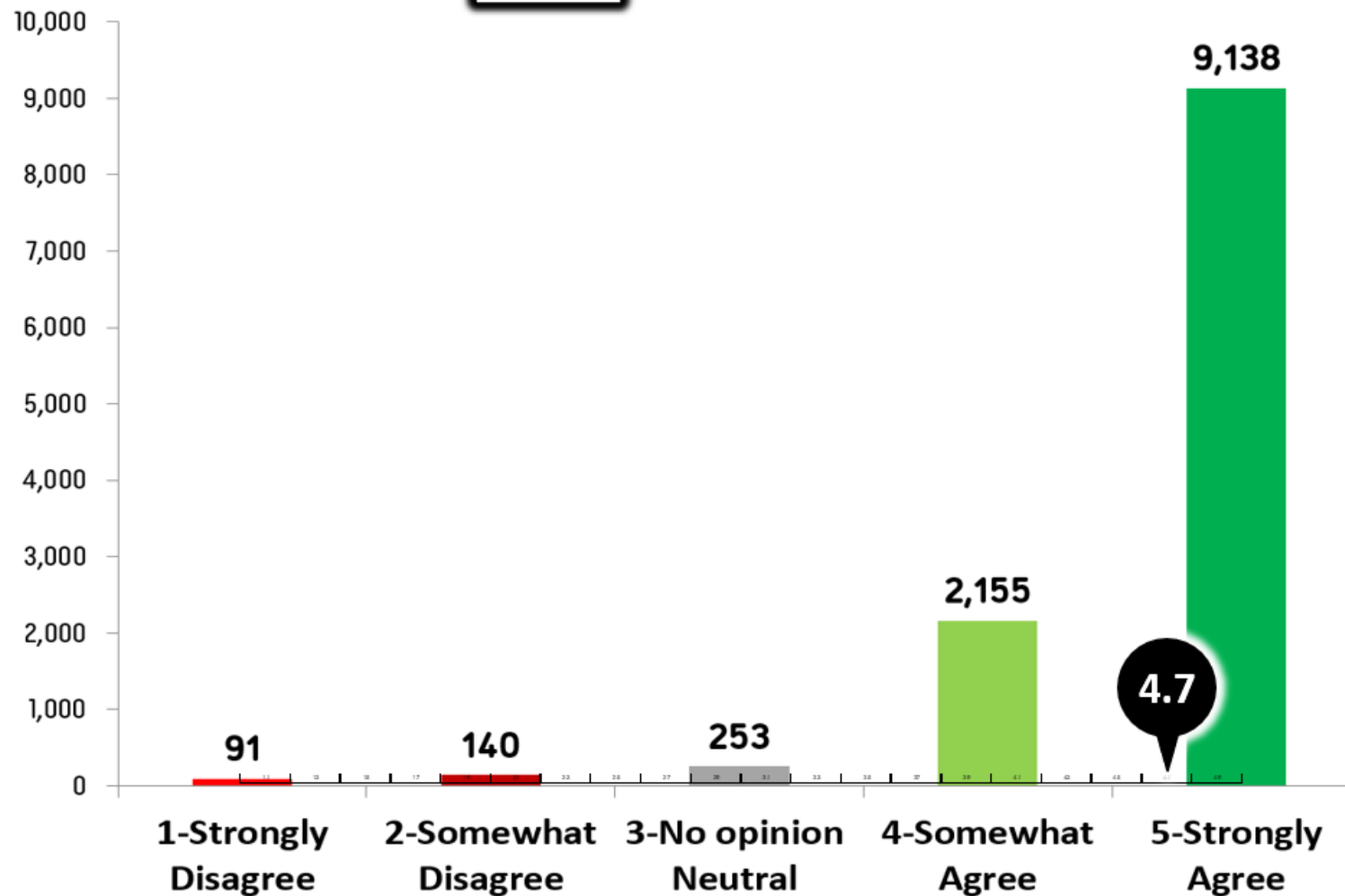
Reliability Results

Carroll Electric Cooperative's MISSION — We exist to serve our members with safe, reliable, and affordable electricity.

<u>Observations</u>

- The Cooperative experienced fewer *major events* than its ten-year average.

- Scheduled outages account for 1/3rd of reported outages but have little impact on reliability metrics.

- Excluding major event days and scheduled outages, the Cooperative continues to see improvements in reliability.

- Under normal operating conditions, ***<u>the Cooperative experienced its best ever service reliability!</u>***