

# 2021 RELIABILITY RESULTS

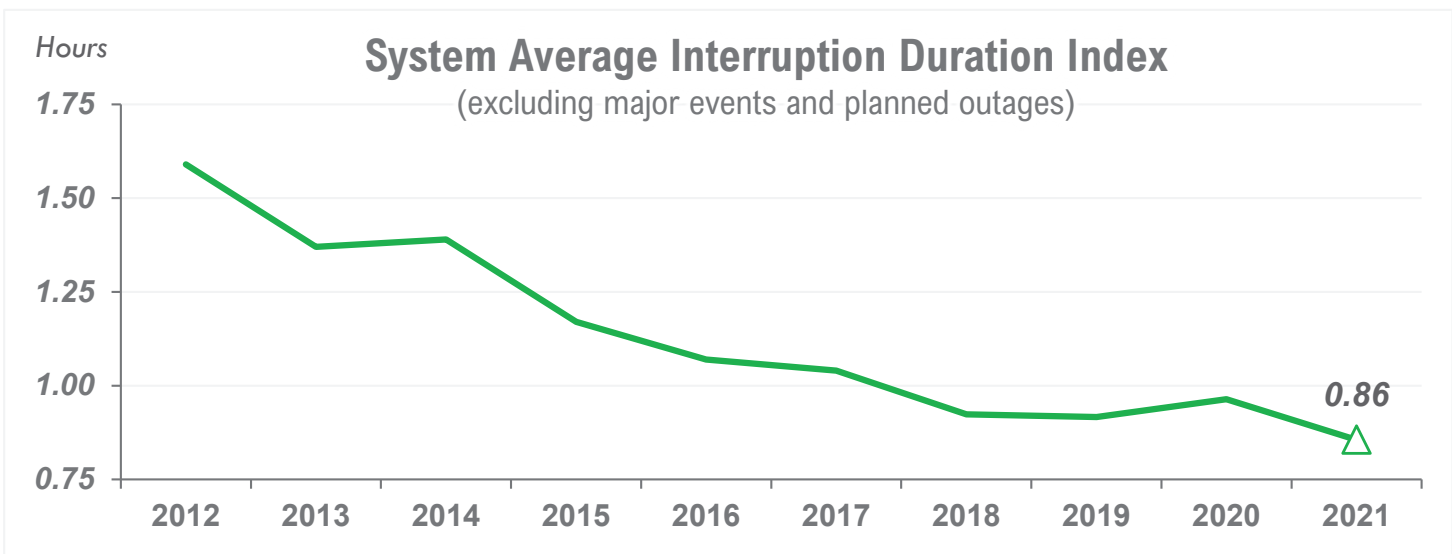
Reliability is a key aspect of utility performance. Whether it's a residential customer needing to wash a load of clothes or a business needing to start up a production line, the Cooperative's membership expects Carroll Electric to deliver safe and reliable electricity precisely when it's needed. The membership also expects their service to be restored in the shortest time possible when power outages occur.

One metric used to measure the reliability of U.S. electric utilities is the System Average Interruption Duration Index, which measures the total time an average customer experiences a non-momentary power interruption in a one-year period.

In 2021, the Cooperative recorded a System Average Interruption Duration Index of 2.29 hours. What exactly does that mean? Well, it means each Carroll Electric service location, on average, experienced only 2.29 hours of service interruptions for the entire year of 2021. That's significant when you consider there are 8,760 hours in a normal year. To put that another way, the average customer at Carroll Electric experienced uninterrupted electric service 99.9739% of the time.

But that's not the only reliability metric worth celebrating. Excluding major events like severe weather and planned outages, **the Cooperative achieved its overall best service reliability under normal operating conditions**. Under normal conditions, each service location, on average, experienced only 51 minutes (or 0.86 hours) of service interruptions for the entire year of 2021.

When we exclude events the Cooperative has little control over and focus primarily on those things it can control, service reliability continues to improve. As a member, your satisfaction is important. That's why Carroll Electric is passionate about delivering reliability.



## OPERATION ARBOR



### For non-profit organizations

Carroll Electric is inviting organizations within its service area to apply to participate in Operation Arbor. Trees will be purchased and planted by Carroll Electric under the direction of certified arborists in locations that protect the trees and the power lines. The future success of the trees will be the responsibility of the recipient.

To apply for complimentary trees to enhance the beauty of your community, school, park, or other green space, go to [carrollecc.com](http://carrollecc.com) and complete the Operation Arbor application. All program details are explained on the application. Deadline to apply is April 1, 2022.

## APPRENTICE LINEMAN SCHOLARSHIP



### For students

Carroll Electric is now taking applications to award a scholarship for enrollment in the fall 2022 Arkansas State University-Newport High Voltage Technology Program. The Cooperative will cover the entire tuition for the one-year technical certificate program. Upon completion, a 10-week paid internship at Carroll Electric Cooperative will be offered to the recipient of the scholarship. Apply by April 1, 2022.

For an application or more information visit: [carrollecc.com](http://carrollecc.com)  
call: 800-432-9720, ext. 1310  
email: [acaywood@carrollecc.com](mailto:acaywood@carrollecc.com)