



**Carroll Electric
Cooperative Corporation**

2022

Reliability Results

2022

Reliability Results

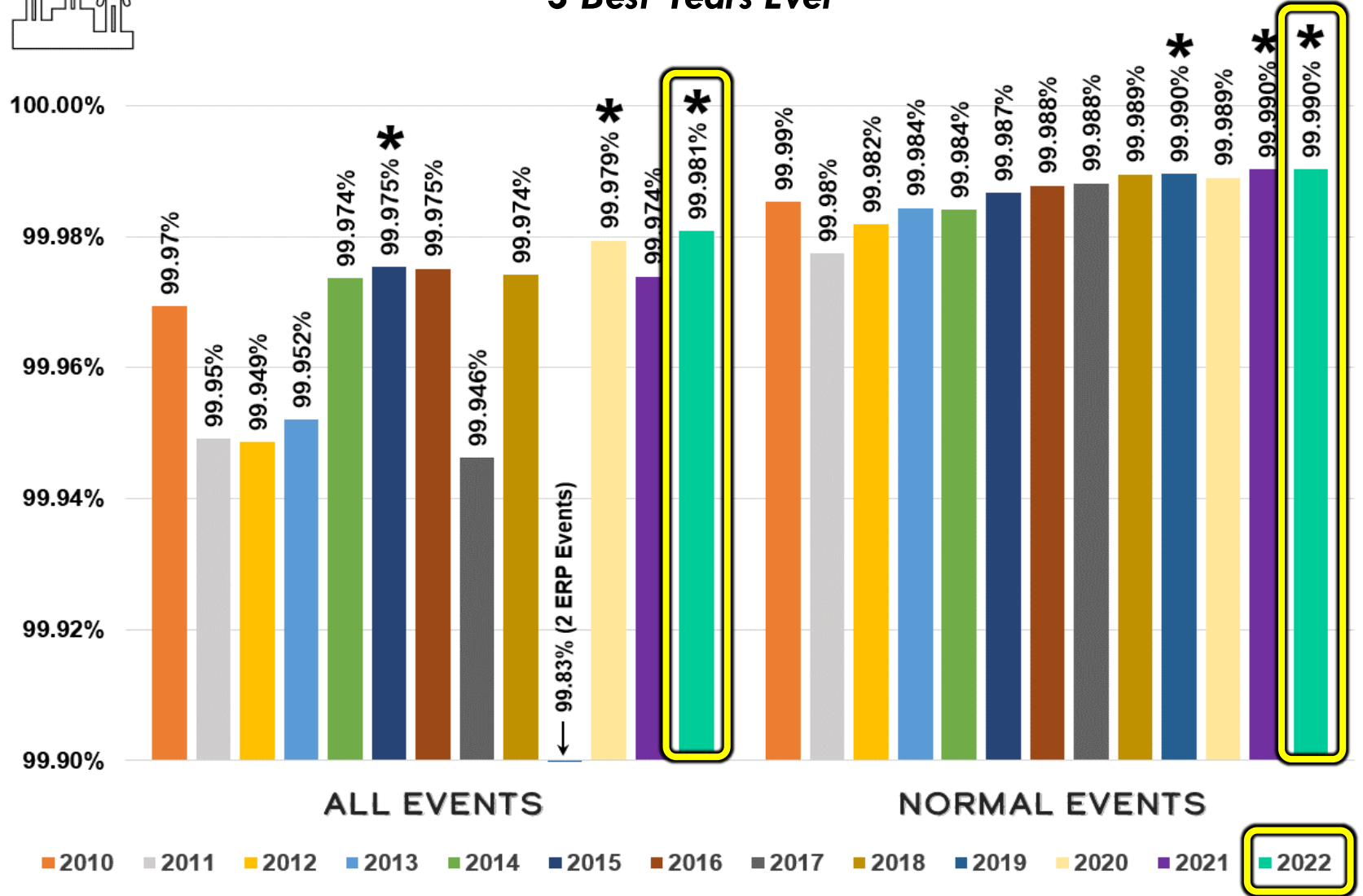


RELIABLE

**3 Best Years Ever*

Comparisons

How did Carroll Electric compare to its prior experience.



2022

Reliability Results



Comparisons

How Carroll Electric compares to other distribution utilities and prior experience.

RELIABLE

3 Best Years Ever

ALL EVENTS

	1.	2022	99.9808%
	2.	2020	99.9794%
	3.	2015	99.9753%

NORMAL EVENTS

	1.	2022	99.9903%
	2.	2021	99.9902%
	3.	2019	99.9895%

Best Years Ever!

Normal events exclude major events and scheduled outages.

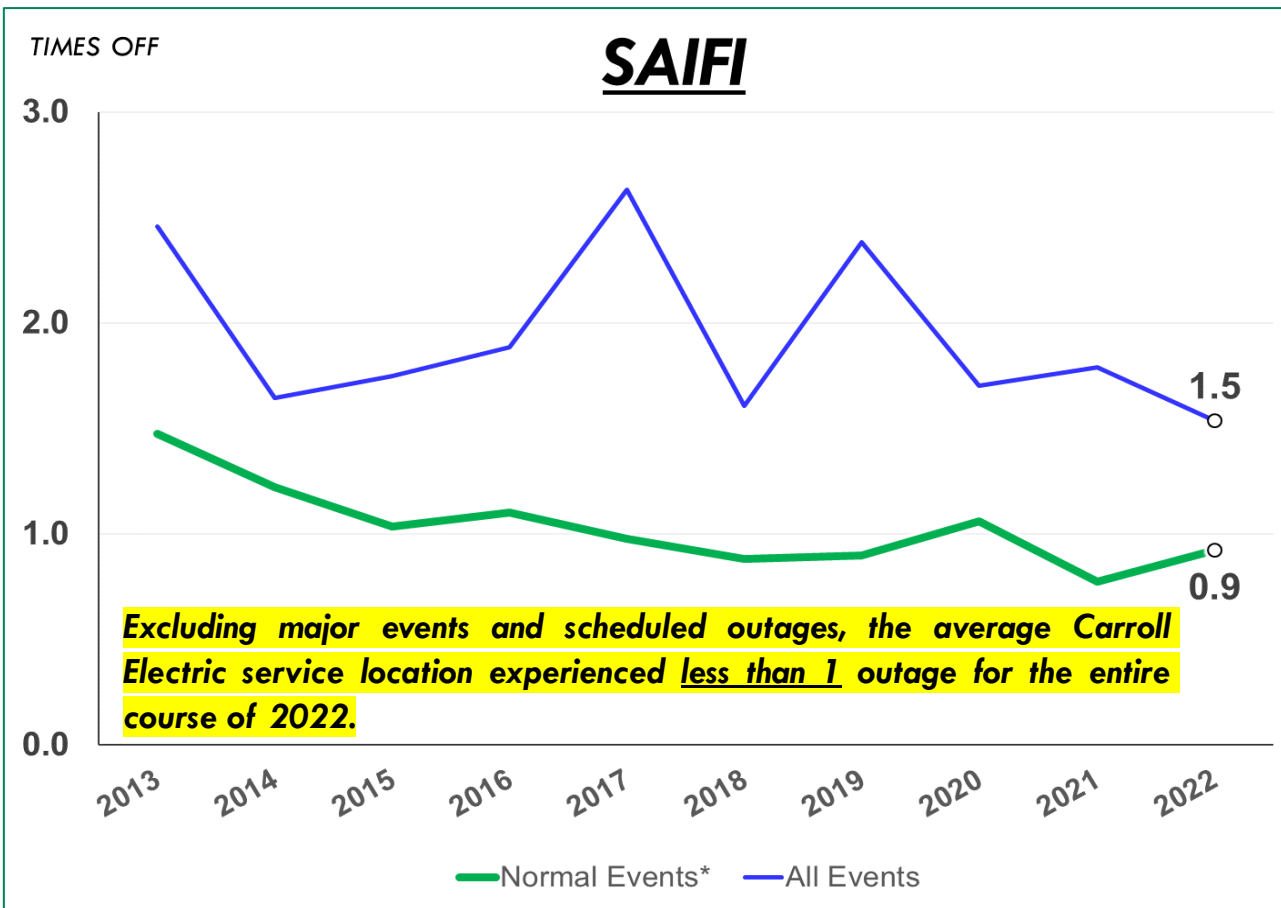
2022

Reliability Results



Frequency

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



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.

2022

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 **59 minutes** for line services to restore service once an outage occurs.



2022

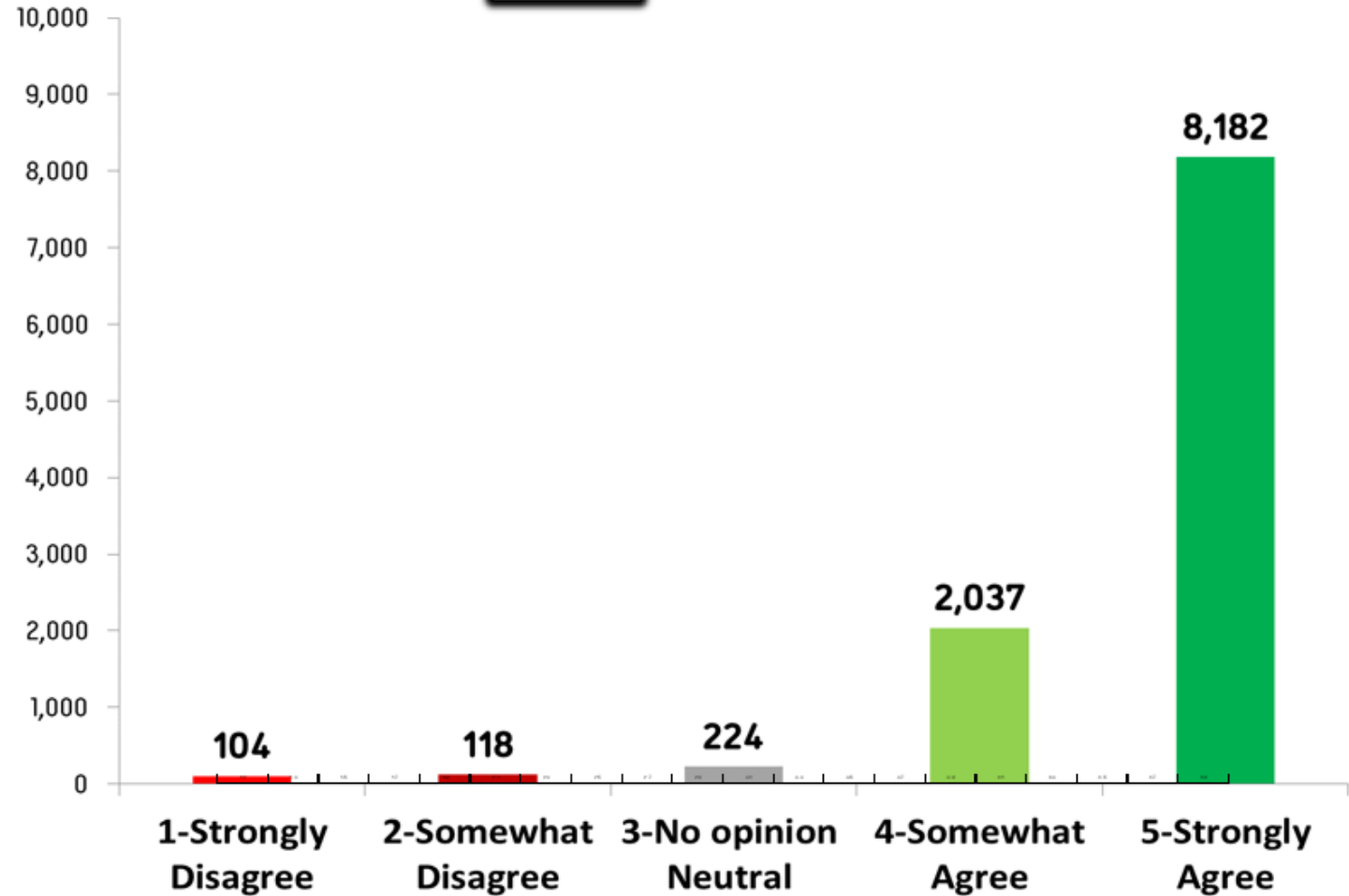
Reliability Results



Member Feedback

How does the membership of Carroll Electric view the Cooperative's reliability performance?

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



2022

Reliability Results

Observations

- Excluding major event days and scheduled outages, the Cooperative continues to see improvements in reliability.
- For all events reported, ***the Cooperative experienced its best-ever service reliability!***
- Under normal operating conditions, ***the Cooperative experienced its best-ever service reliability!***