



2024

# ***Reliability Results***

# 2024

## Reliability Results

Carroll Electric has broken its reliability record 11 times in the past 13 years.

# RELIABLE

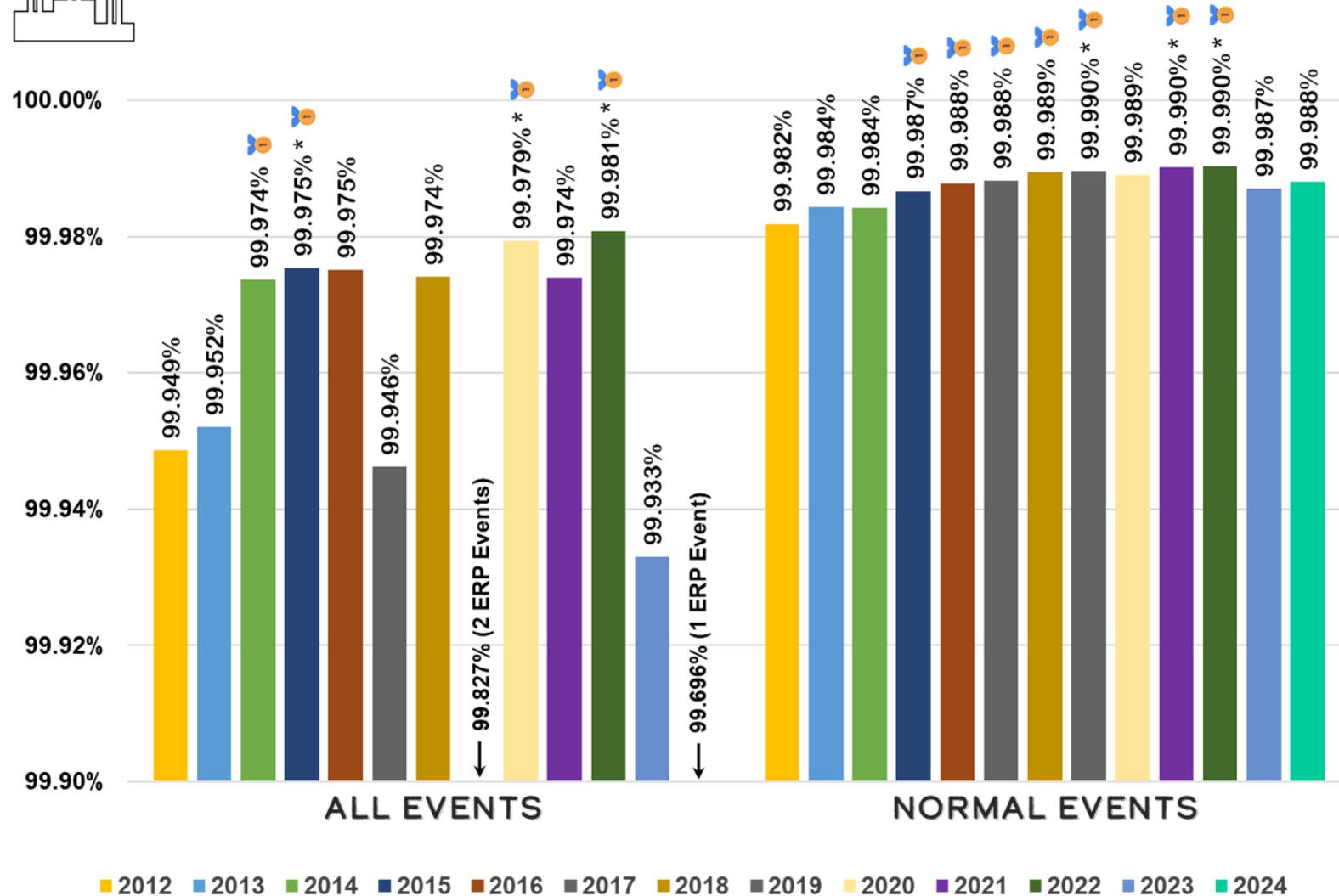


\*3 Best Years Ever

🏆 Reliability Record Broken

### Comparisons

How does Carroll Electric compare to other distribution utilities and prior experience?



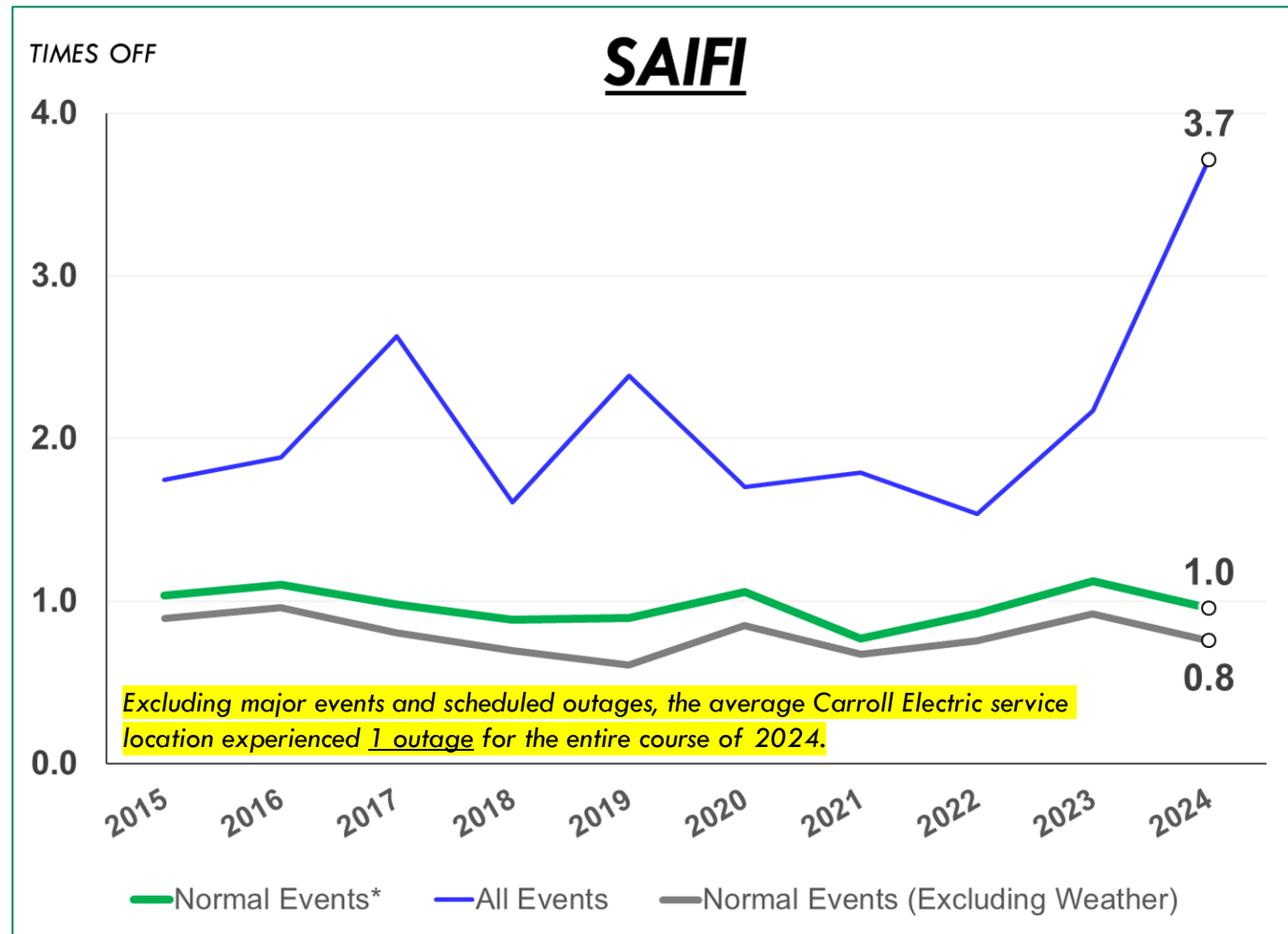
# 2024

## 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.

# 2024

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



# 2024

## Reliability Results

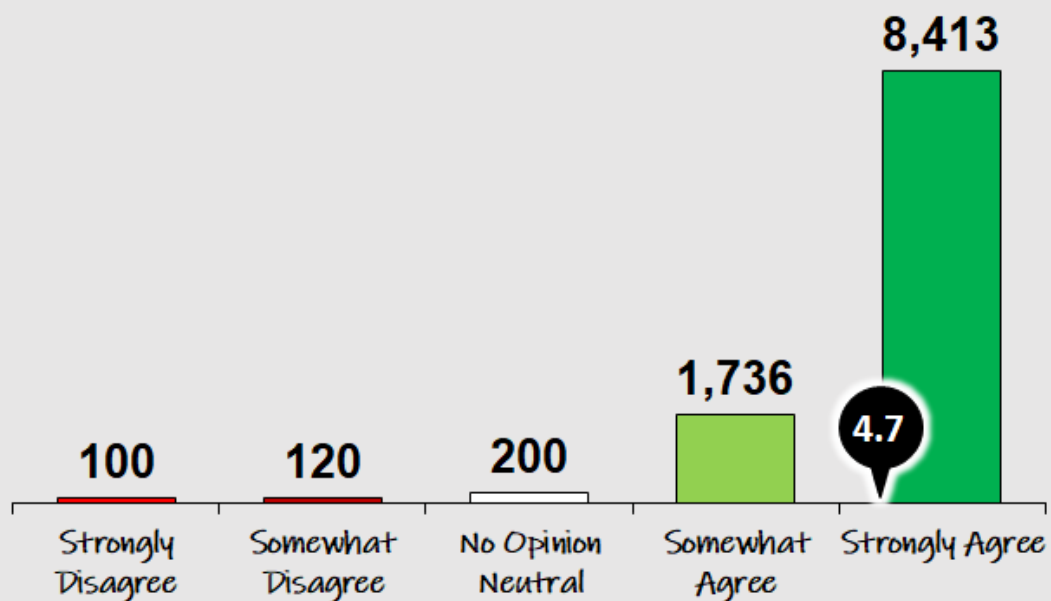


### Member Feedback

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

### SERVICE RELIABILITY

Question 1. Reliability of service in my area meets or exceeds my expectations.



	Agree	Disagree
2024	96%	2.1%
2023	96%	1.8%
2022	96%	2.1%
2021	96%	2.0%
2020	96%	2.2%
2019	95%	2.3%
2018	95%	2.6%
2017	94%	3.5%

# 2024

## *Reliability Results*

### Observations

- A single major event (*May's tornadoes*) can sway the results for the entire year.
- Excluding major event days and scheduled outages, *the Cooperative's reliability continues to perform at a high level!*
- *The Cooperative's reliability metrics continue to compare favorably within the industry!*