



2025

Reliability Results

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

RELIABLE

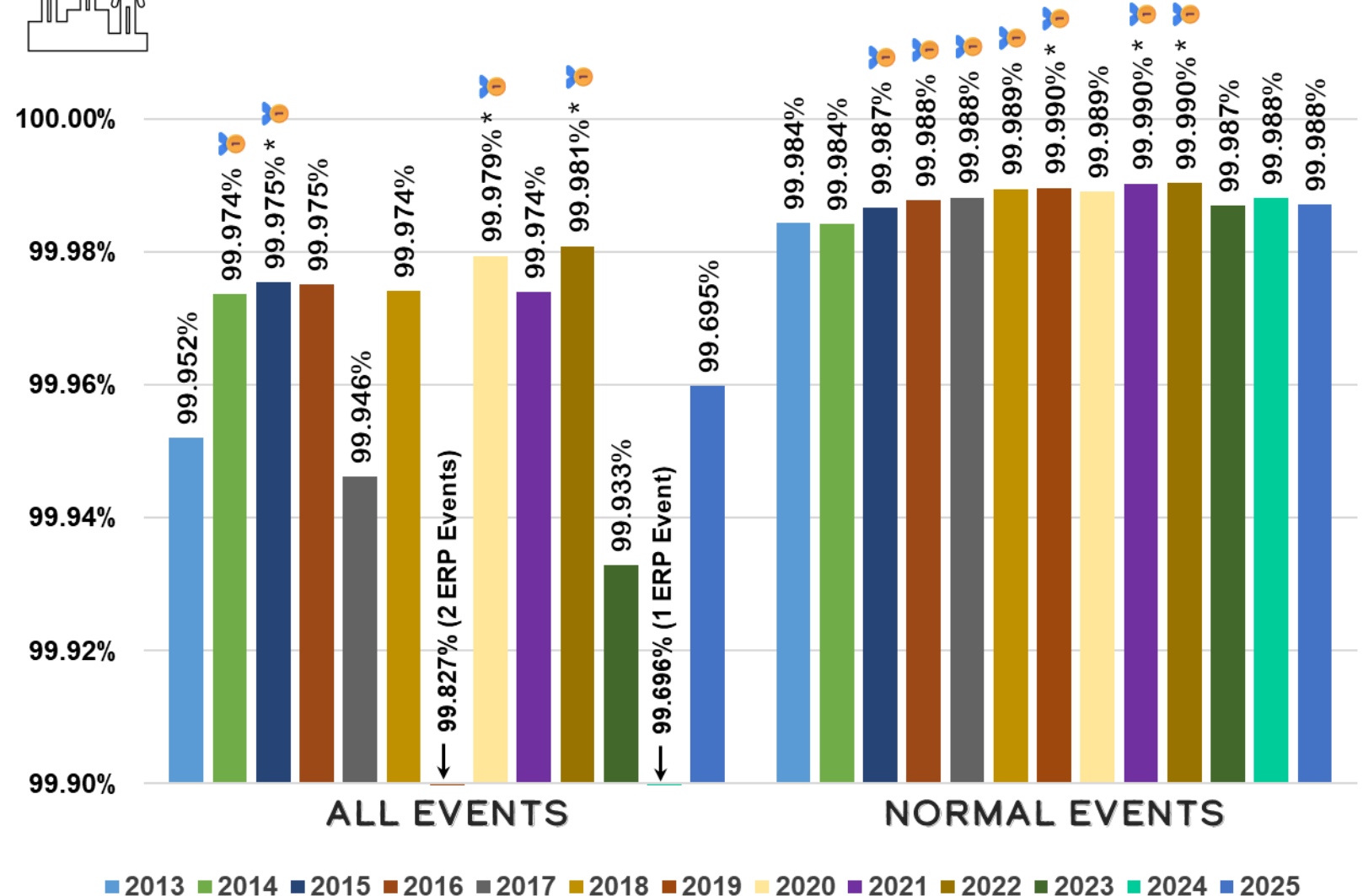


*3 Best Years

🏆 Reliability Record Broken

Comparisons

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



■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017 ■ 2018 ■ 2019 ■ 2020 ■ 2021 ■ 2022 ■ 2023 ■ 2024 ■ 2025

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Reliability Results



Frequency

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

System Average Interruption Frequency Index

Under normal conditions, the average Carroll Electric customer experienced **1.2 service outages** for the entire 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.

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Duration

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

Outage Restoration Times

Under normal conditions, it takes **61 minutes** for line services to restore service once an outage occurs.



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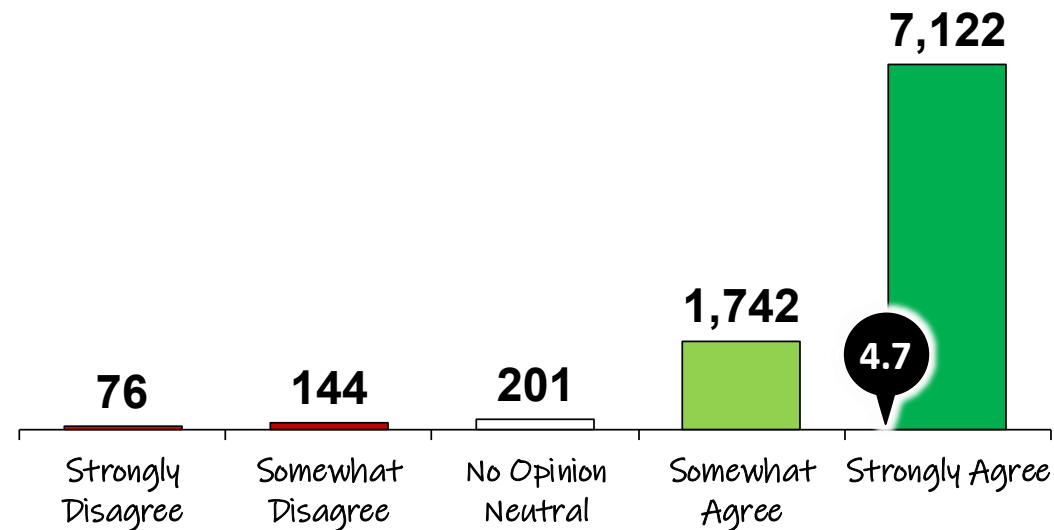


Member Feedback

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
2025	95%	2.4%
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%

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Observations

- Weather continues to account for the largest share of causation of outages and consumer hours reported.
- 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!***