Carroll Electric
Cooperative Corporation

2023

Reliability Results

2023

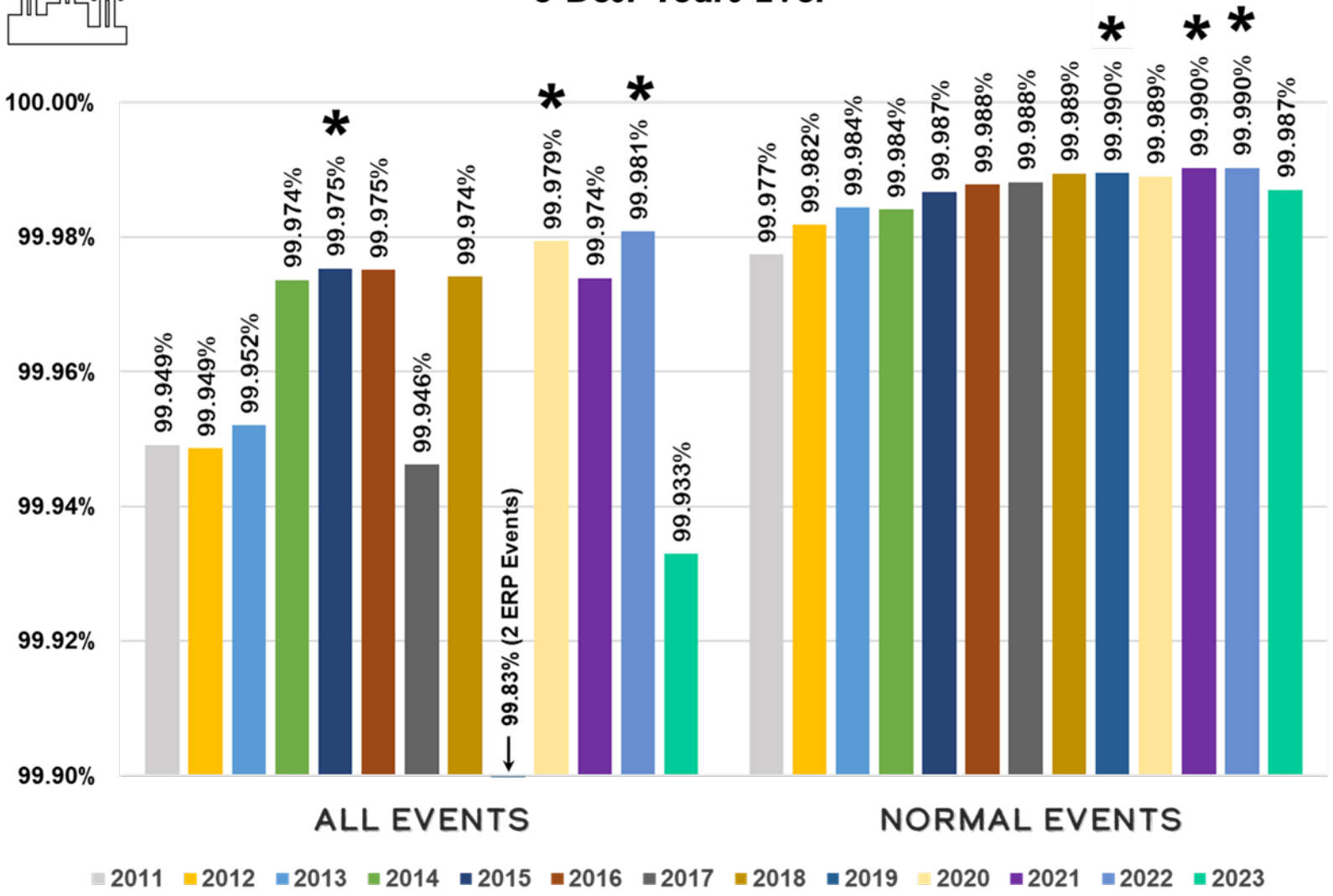
Reliability Results

Comparisons

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

RELIABLE

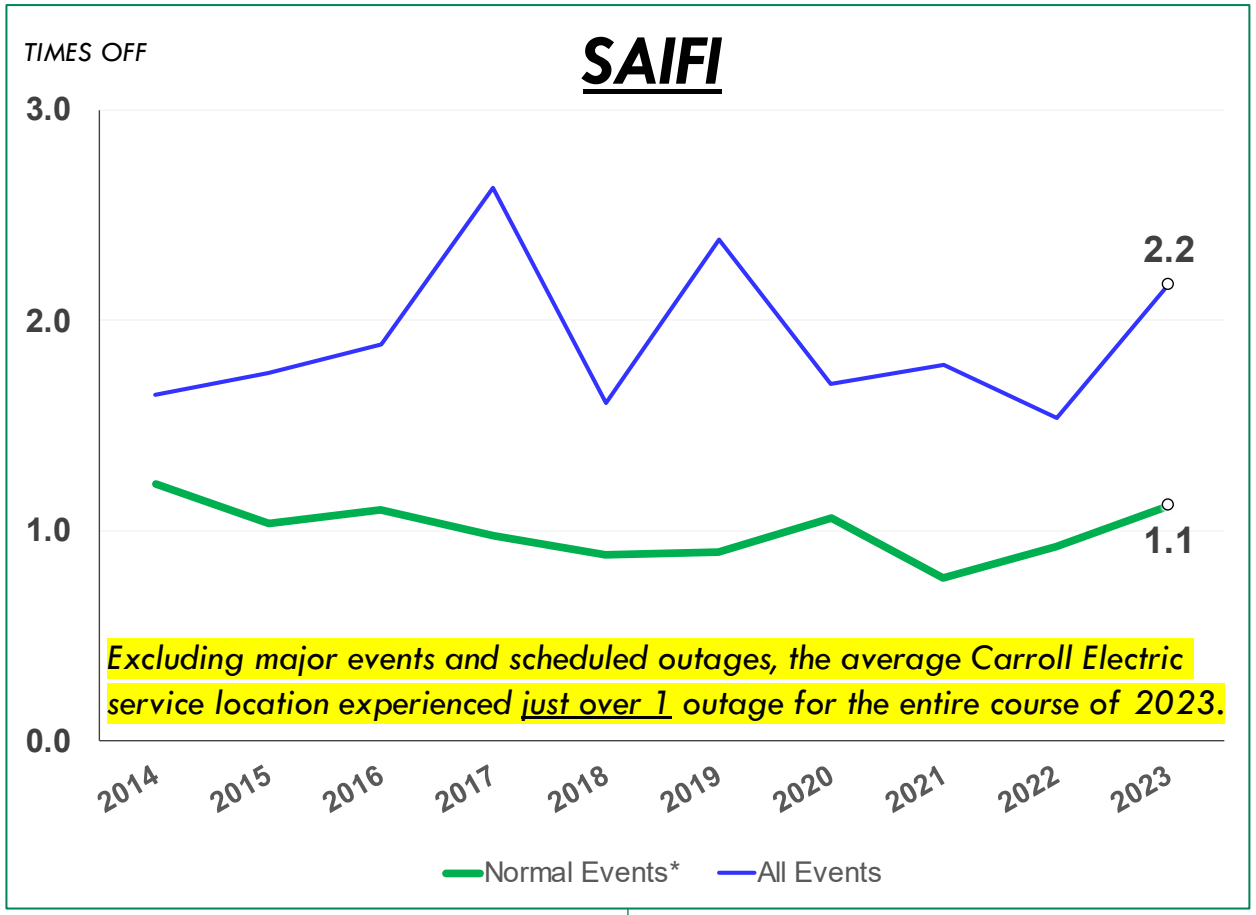
**3 Best Years Ever*



2023 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.*

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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 **1 hour and 8 minutes** for line services to restore service once an outage occurs.

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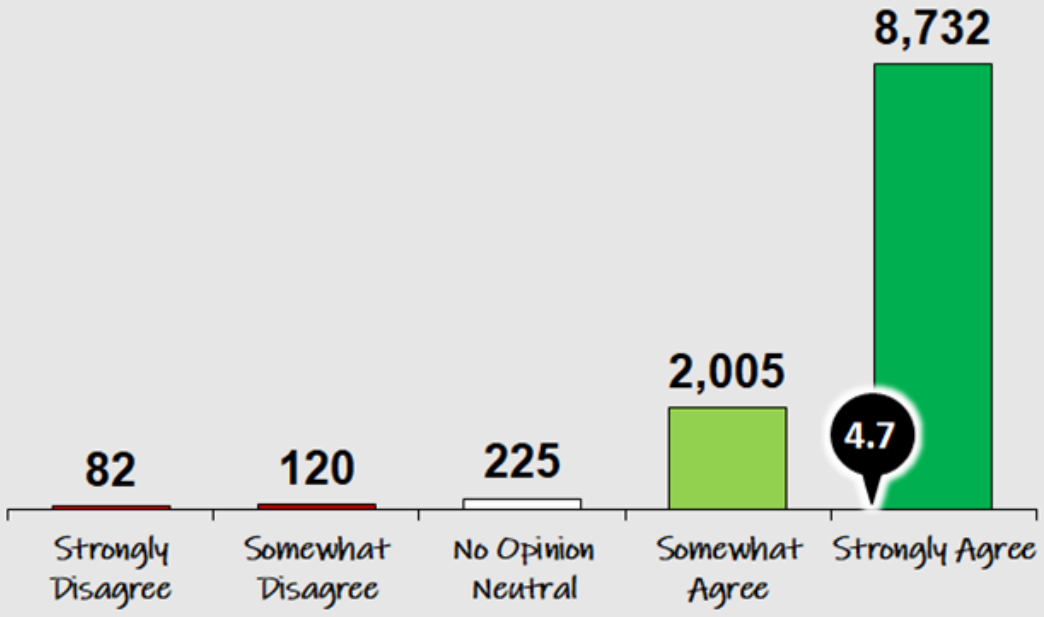
Reliability Results

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
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%
2016	94%	3.2%

2023

Reliability Results

Observations

- A single major event *(January's winter storm)* 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!***