



Carroll Electric
Cooperative Corporation

2022

Reliability Results

Carroll Electric experienced its **BEST-EVER** service reliability!

All Events - NEW RECORD

The percentage of time the average Carroll Electric customer had electricity at the flip of a switch last year was **99.98%**

What does that mean exactly?

Of the 8,760 hours available, the average Carroll Electric customer experienced **under 2 hours** of service interruptions **for the entire year.**

Normal Events - NEW RECORD

Under normal operating conditions, the average Carroll Electric customer experienced **51 minutes** of service interruptions for the entire year.

Under the same conditions, the average Carroll Electric customer experienced **less than 1** outage for the entire year.

Normal events exclude major storm events and scheduled outages.

RELIABILITY is and always will be our passion.

While we are proud to report that recent years have been the most reliable since the Cooperative's inception, just know that we are not done with trying to exceed member expectations.

HOW TO REPORT AN OUTAGE

Outages may be reported 24 hours a day, by one of the following methods:

- Call 800-432-9720
- Visit carrollecc.com
- Use the Carroll Electric mobile app

Update your contact information

Correct contact information helps us serve you better during an outage. Call our office at 800-432-9720 during regular business hours to update contact information.

Confirm the outage

Before reporting an outage, please confirm it by checking lights and appliances in all rooms. If you still have power in some areas, most likely a fuse or a circuit breaker in your house has blown. If all lights and appliances are off, please report the outage immediately.

Once you report the outage, please do not report the outage again unless an emergency arises.

During the outage

- During a prolonged outage, turn off major appliances, TVs, computers and other sensitive electronics. This will prevent overloading circuits during power restoration.
- Keep the refrigerator and freezer doors closed. If the doors stay closed during the length of the outage, a full freezer will hold its temperature for 48 hours, and a refrigerator will keep food safe for four hours, according to usda.gov.
- If using a generator, make sure to follow the manufacturer's guidelines to operate it safely. If you have any questions about safe installation, please call 800-432-9720.

After the outage

- Give the electrical system a chance to stabilize by gradually reconnecting any appliances you previously disconnected. When the power first comes back on, turn on only the most essential appliances, and wait a few minutes before reconnecting others.
- Check food for signs of spoilage, such as unusual odor, color or texture. Don't take chances with food you are not sure about. When in doubt, throw it out!

STAYING SAFE

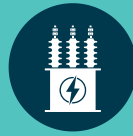
DURING AN OUTAGE

We work hard to provide the most reliable service possible. Rest assured, if the power is out, we are on it!

The length of time it takes to restore your power depends on several factors, including the:



Extent of the storm's destruction



Severity of utility equipment damage



Number and extent of outages



Accessibility to damaged equipment

STAY SAFE UNTIL POWER IS RESTORED

- Stay far away and keep others away from downed power lines, which could be live and deadly.
- If you come across a downed line, immediately call Carroll Electric to report it.
- Never enter a flooded room; the water could be energized.
- If you are standing in water, do not turn on/off power or flip switch.



Prepare for a storm by gathering these items:



Bottles of water



Non-perishable food



Portable phone charger



Prescriptions



Battery-operated radio

Flashlights



Extra batteries



Pet supplies



Blankets



Warm clothing



First-aid kit



Hand sanitizer

THANK YOU for your patience during outages. When the lights go off, we are working safely and efficiently to restore power. The safety of our employees, as well as those we serve, is our TOP priority.

Safe
Electricity.org®