

COOPERATIVE

# RESPONSIBILITY REPORT

2021

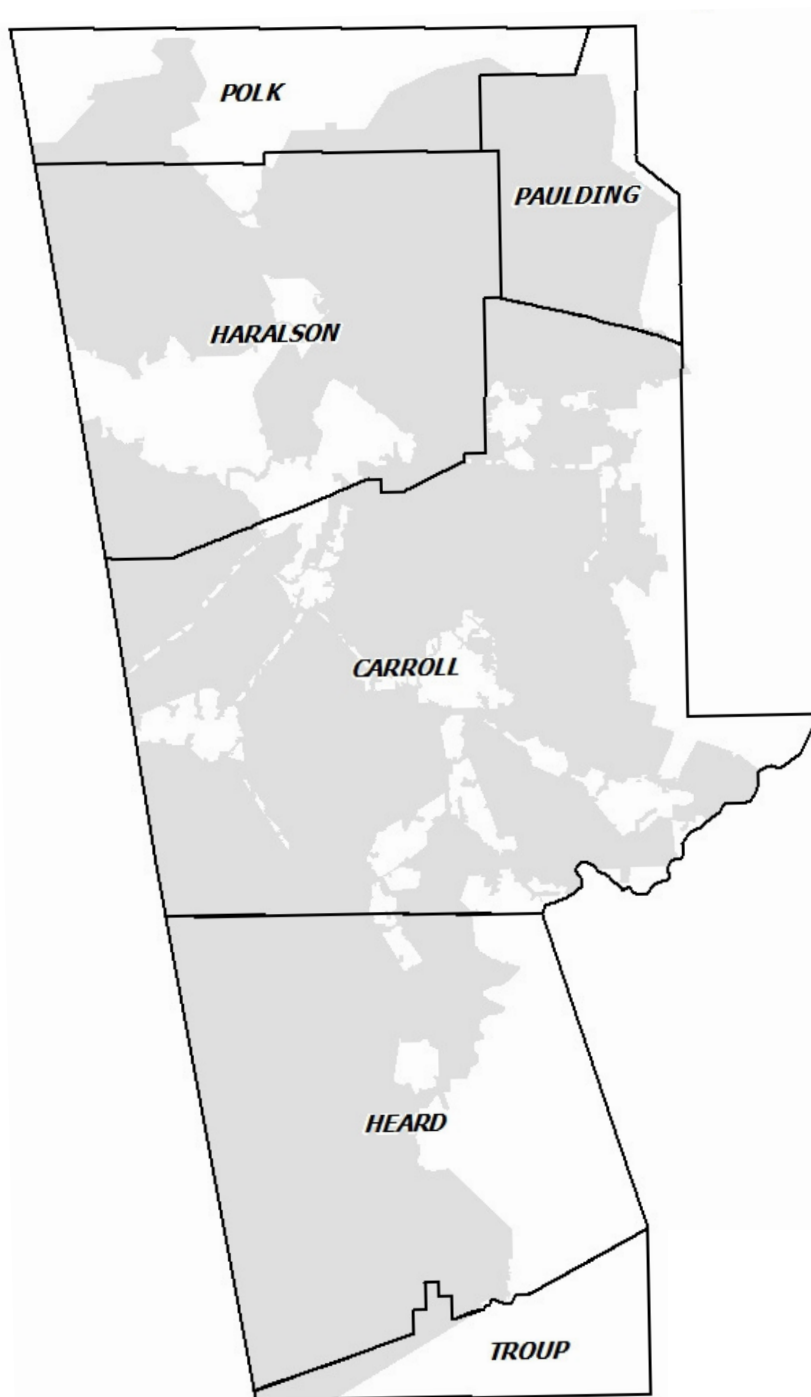




# Carroll Electric Membership Cooperative

Community Built. Community Builder.

Carroll EMC is a not-for-profit electric cooperative serving parts of Carroll, Haralson, Heard, Paulding, Polk, Troup and Floyd counties. It's purpose is to provide reliable power and service at the best value to its Member-owners.



## 53k

meters across  
approximately 5,549  
miles of line in 7  
counties.

## 25

distribution substations  
distributing more than  
1 billion kilowatt-hours  
of electricity annually.

## 3

office locations in  
Carrollton, Buchanan  
& Franklin.







# SERVICE





## SAFE AND RELIABLE

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Carroll EMC's sole purpose is to provide our Members with safe, reliable and affordable electricity. That has been our purpose for 85 years and will be our purpose for years to come.

### *Vegetation Management*

Tree limbs falling on electric powerlines are the number one cause of outages. Carroll EMC's extensive right of way maintenance procedures protect power quality and prevent outages by keeping vegetation growth at a reasonable distance. In 2021, approximately 706 miles were sprayed and 650 miles were trimmed.

### *Animal Safety*

Wild animals can cause outages and significant damage to cooperative infrastructure. To keep these animals out of trouble, we install animal guards, covers and insulators on our equipment.

### *Technology Advancements*

Technology helps us do our job better. Each year, we find new ways to keep power flowing more efficiently.

#### Advanced Metering System (AMI)

The cooperative's advanced metering system (AMI) is fully automated. This allows for remote management of meters and security lights as well as instant outage notifications and energy usage monitoring.

#### Distribution Automation

To minimize outage time, distribution automation (DA) lets engineers isolate outages to affect less Members. Our average system outage time was reduced by 44 minutes in 2021 because of this technology.

#### Automatic Vehicle Locating System

The automatic vehicle locating system (AVLS) lets us know where our crews are located, so they can be dispatched to a nearby area quickly for Member requests, emergency calls or outages. All Carroll EMC fleet vehicles have an AVLS installed.







# ENVIRONMENT



## PROTECTING THE FUTURE

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**Without natural resources, electricity could not be generated. Carroll EMC respects the environment and continues to adopt sustainability best practices.**

### ***Renewable Energy***

Carroll EMC is a member-owner of Green Power EMC, a renewable energy cooperative.

Our renewable energy portfolio includes solar, biomass and landfill gas (methane). Every Member receives energy and benefits from these renewable sources. Members also have the option to purchase additional green power.

### ***Electric Vehicles (EV)***

Choose to charge your EV at our Carrollton office. In addition to the Level 2 charging station, two DC fast chargers are available to the public. In 2021, there were more than 230 charging sessions at our stations!

We continue to promote our Drive Free for a Year and Home Charger Rebate programs because it pays to be green.

### ***Keep Carroll Beautiful (KCB) Partnership***

Carroll EMC partnered with KCB and adopted a portion of Highway 113 as part of the Adopt-a-Mile program. Employees clean the roadside quarterly. We also continue to collect electronics throughout the year to donate to KCB's bi-annual e-recycling drive. More than 1,250 pounds were donated in 2021.

### ***Self-Service Options***

Members have a number of self-service options to pay bills, monitor usage, report outages and conduct energy audits all online using the Carroll EMC mobile app or website.

Additionally, Members can enroll in electronic billing to save paper. Energy efficiency programs, like the water heater rebate, are another green opportunity we give Members.



# COMMUNITY





## CONCERN FOR COMMUNITY

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**Community built, community builder—  
it is not just a slogan. It is our history,  
and it is our future.**

### ***Annual Meeting***

A total of 4,567 ballots were returned and verified in our second Annual Meeting by mail.

### ***Capital Credits***

As a not-for-profit electric cooperative, Carroll EMC returns excess operating revenue back to its Members through capital credits. \$3.3 million was returned to Members in 2021.

### ***Carroll EMC Foundation***

79.06% of our Membership participated in the Operation Round Up® program that has allowed for more than \$4.2 million to be put back into our communities through grants, scholarships and other forms of donation since 2001. The Carroll EMC Foundation administers the funds of ORU®.

#### Scholarships

A total of 47 scholarships were awarded to students in 2021. This includes the Lineman School, Foundation and Extending Hope scholarships.

#### Grants

45 local organizations received Impact grants and 96 teachers were awarded Bright Ideas grants.

#### Donations

Carroll EMC donated funds to 28 food banks and soup kitchens; supported five 4-H clubs; and warranted assistance for 31 house fires.

### ***Broadband***

Infrastructure buildout for the first 800+ miles of fiber internet service began! The buildout is expected to take 24-36 months and serves parts of Carroll, Haralson and Heard counties. It is the combined goal of Carroll EMC and SyncGlobal Telecom/Crossbeam to provide a broadband option to all of our Members.







# WORKFORCE



## A FAMILY DYNAMIC

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**Carroll EMC provides a stable work environment with a family-orientated perspective. Everyone knows everyone, and we work together to provide the best service.**

### ***Work-Study Program***

More than 70 students have been through Carroll EMC's work study program since 2000 which allows qualified high school and undergraduate students to work part-time at the co-op. With a number of professional fields at their fingertips, students are encouraged to explore and cross-train in different departments.

At the end of 2021, Carroll EMC employed 142 professionals including both full-time and part-time employees. Of the full-time employees, 24 were previously student workers.

### ***Wellness***

In addition to competitive retirement plans and benefits, employees at Carroll EMC can participate in its yearly wellness program and enroll in the fitness center. 96% of our employees participated in the wellness program, and 82 were members of the employee-owned gym in 2021.

Serving is a health benefit. All employees participated in a volunteer event through the Together We Serve program for a combined total of 444.5 hours in the community!

### ***Top Workplace***

Carroll EMC has been the recipient of the Atlanta Journal-Constitution's Top Workplaces Award for seven consecutive years and has been named one of the Best Places to Work by the Atlanta Business Chronicle for seven years. These honors are based on employee feedback and are a reflection of a positive workplace culture.

### ***Safety***

Safety is Carroll EMC's top priority. Employees worked more than 250,000 hours with no lost-time accidents including 5,101 storm hours helping six sister cooperatives. Our underground division was even awarded the 811 Day Utility Award for safe digging!







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