

# COOPERATIVE RESPONSIBILITY REPORT

2020



# ABOUT CARROLL EMC

Carroll EMC serves more than 52,000 meters. 94% of these are residential and 6% are commercial and industrial accounts. Carroll EMC's service area covers approximately 1,100 square miles in Carroll, Haralson, Heard, Paulding, Polk, Troup and Floyd counties in West Georgia. The Cooperative maintains three office locations. The main office is in Carrollton and district offices are in Buchanan and Franklin.

The system covers approximately 5,491 miles of line with 25 distribution substations distributing more than 1 billion kilowatt-hours of electricity annually to more than 52,000 meters. Wholesale electricity is purchased primarily from Oglethorpe Power Corporation (an electric generation and transmission cooperative) and from other wholesalers.

The Cooperative was founded in 1936 by local farmers and homeowners after being told by urban power companies that rural electricity was financially infeasible. The system's first 117 miles of service lines were built and energized in 1937 in Carroll and Heard counties.

As a cooperative, Carroll EMC embodies a business philosophy of operating at the lowest possible cost for its Members, who each share in the business' ownership. The utility is not-for-profit, and Members have democratic control.







# SERVICE

As a Member-owned cooperative, Carroll EMC continually looks for ways to effectively and efficiently serve its Membership. We strive to provide safe, reliable power at the lowest cost through maintenance and updates to operations.

## RIGHT-OF-WAY

### 1,252 MILES CLEARED

Carroll EMC maintains a vegetation management program to clear right-of-way across 5,491 miles of line. 685 miles were sprayed and 567 miles were trimmed in 2020.

## ANIMAL GUARDS

### INSTALLED IN 19 SUBSTATIONS

Wild animals can also damage the cooperative's infrastructure. To avoid outages and keep wildlife out of trouble, the cooperative installs animal guards in its substations.

## TECHNOLOGY ADVANCEMENTS

### INCREASED SERVICE RELIABILITY

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

To minimize outage time during outage events, distribution automation (DA) lets engineers isolate those outages to affect less Members. There are a total of 193 DA devices installed in the field including 18 installed in 2020. Our average system outage time has been reduced by 56 minutes per year because of this technology.

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. A total of 100 AVLSS have been installed.

# PAYMENT OPTIONS

## PAY YOUR BILL ANYTIME, ANYWHERE

In addition to its three office locations with Member Services Representatives ready to assist in the lobby or drive-thru, there are self-service options including the mobile app, PaySite kiosks, automated phone system, text-to-pay, mail and website.

Don't want traditional billing? Carroll EMC also offers budget billing, levelized billing and PrePay. You choose what is best for you. In 2020, 5,523 Members were enrolled in PrePay billing.

# PARTICIPATION

## YOUR VOICE IS HEARD

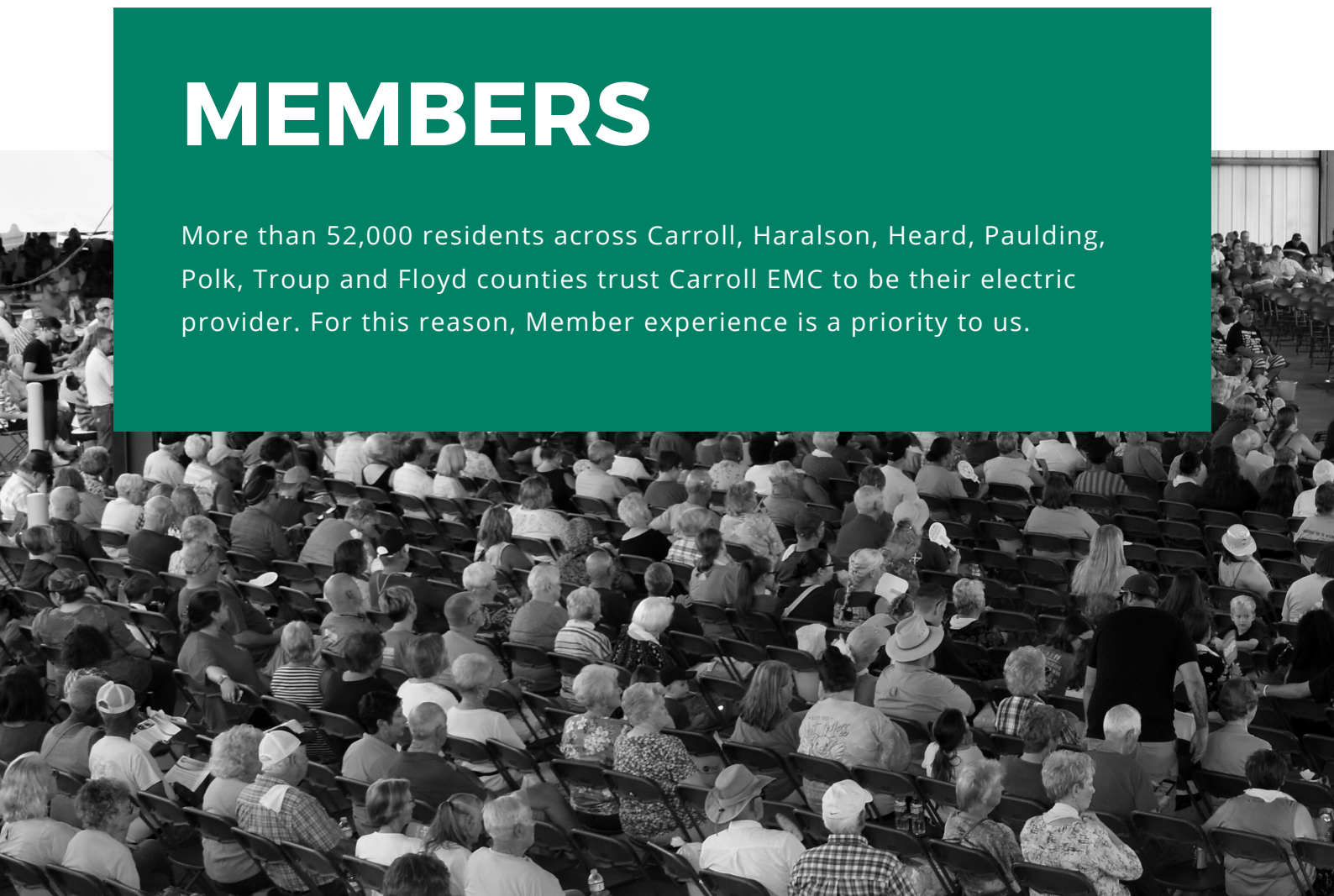
We value your input and appreciate your active participation in setting policies and making decisions. In our first Annual Meeting by mail last year, 3,536 ballots were returned and verified.

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 Carroll EMC Members in 2020.

77% of our Membership participated in the Operation Round Up® program that has allowed for almost \$3.9 million to be put back into our communities through grants, scholarships and other forms of donation.

# MEMBERS

More than 52,000 residents across Carroll, Haralson, Heard, Paulding, Polk, Troup and Floyd counties trust Carroll EMC to be their electric provider. For this reason, Member experience is a priority to us.





# SUPPORT

## BUILDING GOODWILL

A total of 42 scholarships were awarded to students in 2020. This includes the Lineman School scholarships, Foundation scholarships and Extending Hope scholarships.

Carroll EMC donated funds to 25 food banks and soup kitchens; supported five 4-H clubs; and warranted assistance for 17 house fires.

50 local organizations received Impact Grants. These organizations or projects have a primary goal to to improve the quality of life for residents in communities within the service area.

Three on-site American Red Cross blood drives were hosted at the Carrollton headquarters. A total of 110 units of blood were collected and donated.

Carroll EMC helped other cooperatives during storms for 7,375.50 hours.

# BROADBAND

## BRIDGING THE DIGITAL DIVIDE

Carroll EMC announced its partnership with telecommunications provider, SyncGlobal Telecom, to launch a broadband fiber buildout in the cooperative's service territory.

SyncGlobal Telecom was awarded \$12.5 million in USDA/RUS Reconnect grant funds. Coupled with matching funds between SyncGlobal and Carroll EMC, the initial capital investment will amount to almost \$20 million for this first stage of deploying broadband.

# COMMUNITY

Carroll EMC is community built and is a community builder. As a testament to our founding principle, 'concern for community,' we support our surrounding residents through more than simply providing electricity.





# EMPLOYEES

Employees are at the root of Carroll EMC's success. A focus on best practices and workplace culture enables the cooperative to attract and retain top talent.

## WORKFORCE

### EQUAL OPPORTUNITY EMPLOYER

The cooperative's workforce is made of diverse individuals who are experts in a variety of fields. At the end of 2020, Carroll EMC employed 142 professionals including both full-time and part-time employees. Of the full-time employees, 21 were previously student workers.

## CULTURE

### ROOM TO GROW

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 six years. These honors are based on employee feedback and are a reflection of a positive workplace culture.

In August, the cooperative reached a safety milestone by achieving three million hours without a lost time accident, and four OSHA recordables were reported. Safety is our top priority at Carroll EMC.

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. 98.25% of Carroll EMC employees participated in the wellness program and 86 were members of the employee-owned gym in 2020.





# SUSTAINABILITY

The cooperative honors the environment and its natural resources through sustainability efforts while keeping the power supply reliable and affordable for years to come.

## STAYING GREEN

### SAFEGUARDING THE FUTURE

Carroll EMC added its first electric vehicle to the fleet and installed a public charging station. Committed to giving its Members the same opportunity to go green, the Drive Free for a Year and Home Charger Rebate programs were also launched.

Employees collected and donated 2,137 pounds of electronics to the Keep Carroll Beautiful e-recycling drive.

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.

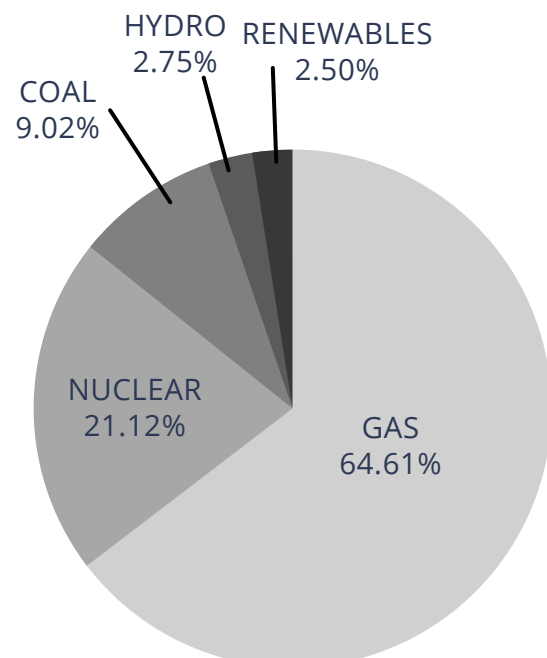
Advancements in technology means less time on the road resulting in fuel savings and improved response time.

## POWER MIX

### ADOPTING RENEWABLES

Carroll EMC is a member-owner of Green Power EMC, a cooperative that provides electricity generated by renewable sources.

The cooperative receives energy from multiple renewable sources including solar, biomass and landfill gas (methane). Every Member receives energy and benefits from these renewable sources.





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