State and Local Officials:

Thank you for your thoughtfulness and patience this week. Please pass along our sincerest gratitude to those responding to the challenges these storms have created. It is a privilege to work alongside you.

Below is an update on Carroll Electric’s Emergency Restoration Plan (ERP):

1. Full system assessment completed. Approximately 1,200 broken poles, plus other significant damages, have been identified. I cannot emphasize enough that the debris from these violent storms presents extreme challenges in accessing and repairing electric distribution facilities. Some facilities were fully engulfed in debris. Many line segments will have to be rebuilt entirely.
2. Outside assistance has been aggressively pursued. From the beginning of this event, outside utility assistance has been enabled. A big thank you is extended to external resources, which now totals 205 crews, with 677 people and 570 pieces of equipment from 11 states. Additionally, we are remobilizing both internal and external resources as restorations occur. We will continue to add/adjust the mix of resources to meet the conditions.
3. Significant challenges are being overcome. Appreciation is likewise expressed for fuel and material suppliers, lodging and hospitality, food service providers, and other support services such as laundry. It is impossible to recognize everyone, but we are humbled by the countless acts of kindness and words of encouragement.
4. Our MISSION matters. We remain focused on a singular goal: SAFELY RESTORE SERVICE AS QUICKLY AS POSSIBLE. Electricity is essential to modern life under *normal* circumstances. For many, these are some of the *most challenging conditions* ever experienced. Yet we are inspired by those affected. An overwhelming majority of people have extended appreciation, patience, and compassion to everyone responding to these events.

We continue to recognize that people need practical information to make decisions. Enough data has been accumulated to make an initial projection of a full restoration ([link here](https://carrollecc.com/outage-response)). While 94% of affected accounts have been restored, the difficult work required for the remaining accounts cannot be understated. Presently, we believe at least another week of restoration work remains.

We are also concerned about the weather forecast, soil conditions, and limbs that continue to fall and cause additional damage. As more data points become available, we will continue to refine this estimate.

I cannot adequately express my gratitude to our team, both the boots on the ground and everyone behind the scenes contributing to their success. If this work is approached without a responsible attitude, it becomes even more hazardous.

Feel free to use this information for your communications needs. Respectfully,

Rob Boaz President/CEO