

## Report inoperative outdoor lights

If you are aware of an inoperative or malfunctioning outdoor light on Clay Electric's lines, sign into your **MyClay-Electric** account and click on "Submit an Inquiry." Then click on "Other Issues/General Inquiry" followed by "Outdoor Light Problem."

This brings up a webform to report the light issue. You can simply toggle "Send My Current Location" if it is your light you are reporting. If it is another light, you can provide the details in the form. You may also call 1-800-224-4917 to report the problem.



When reporting a problem, you will need to provide the following so the co-op can make the repair and contact you should there be any questions:

- 1) Specific street address where the outdoor light is located.
- 2) A description of where the outdoor light is located on the property.
- 3) Description of the nature of the malfunction or failure of illumination of the outdoor light.
- 4) Sufficient contact information to include your name, address, telephone number, account number and email address.

*This information is printed in compliance with Florida Statute 768.1382.*

## Prepaid billing puts you in control

The PrePaid Program helps you get ahead on paying for your energy use and keeps you from falling behind.

Electricity is paid for up-front, which is similar to putting gas in a vehicle. As the amount of fuel goes down, the driver determines when and how much fuel to add to the tank.

PrePaid means:

- No deposits
- No late payment penalties
- No disconnection fees

Members in PrePaid will receive text or email alerts letting them know how much money is left in their account and about how many days of electricity they have left. Members are encouraged to keep their balance above \$25.

Interested? Contact Clay Electric to speak with a member services representative.

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## Behind on your account? Help is available

Members who are behind on their account are encouraged to apply for bill payment assistance with the Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is a federally-funded program administered by states and it provides critical home heating and cooling help to millions of vulnerable American families every year.

Local organizations that can help members is located on the "Billing and Payment" page under the "Member Information" tab of Clay Electric.com.

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Power Line is an informational publication of Clay Electric Cooperative, Inc. It is distributed monthly with members' statements. If you have questions or comments about Power Line, write Nick Jones at P.O. Box 308, Keystone Heights, FL 32656; or email: [NJones@clayelectric.com](mailto:NJones@clayelectric.com). Clay Electric Cooperative's Board of Trustees will meet at noon July 23 and Aug. 22 in Keystone Heights.

The Clay Electric Cooperative, Inc. \_\_\_\_\_

# Power Line

July 2024

## Summer's here: Have a storm plan

Safety is one of those things we can't stress enough, and that applies to each of our employees as well as our members.

While adults by and large understand the dangers of a thunderstorm and the risks of going outdoors while lightning is in the area, the same doesn't always apply to youngsters. As parents, the storm season highlights an important time of the year to stress safety to your children and teenagers — and to have a storm plan in place.

### Before the Storm

- Determine the safest place to shelter in the event of a storm or tornado, like a small windowless room.
- Discuss the dangers, like lightning, which can strike 10 miles outside a storm.
- Make a storm kit with water, non-perishable food, first aid and flashlights.

### During the Storm

- Pay attention to local weather alerts on your smartphone, TV or radio.
- If you find yourself in the path of a tornado, head to your safe place.
- If you're driving, don't try to outrun the storm. Find a safe place to pull over.

### After the Storm

- If the power is out, conserve your phone battery as much as possible.
- Stay off the roads if trees, power lines or utility poles are down.

# When power's out, we're all working: 5 facts about restoration

One thing we're accustomed to being asked about at Clay Electric is restoration times. Why are some outages longer, and why are some just momentary?

During the summer, the threat of an outage increases as weather events continue to be the leading cause of power outages. High winds, lightning strikes, and wildfires can cause major damage to electrical equipment. Fortunately, Clay Electric is no stranger to Mother Nature's curveballs, and we're ready to respond at a moment's notice if the lights go out.

Here's a look at the restoration process, which might enlighten you to some things that happen when crews go to work to bring the power back:

**1) It's a team effort.** Every one of Clay Electric's employees are working to get your power restored as soon as possible. Our member services representatives are taking your calls, engineers and field staff are surveying the damage, our vegetation management team is clearing hazards, dispatchers are organizing crews, and communicators are keeping everyone informed of progress or potential dangers. When your power goes out, we all work together quickly and safely to get you back to normal.

**2) We assess the situation first.** Every outage is different, and we don't know how dangerous it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem(s) without compromising electric flow for the rest of our members.

**3) Flickering lights are a good thing.** Some folks mistake flickering lights for outages, but these "blinks" are important because they indicate our equipment worked and prevented

## WHAT CAUSES POWER OUTAGES?



a possible outage likely caused by wayward animals or stray tree limbs on the lines.

**4) Restoration is normally prioritized by the largest number of members we can get back on in the shortest amount of time.** Our crews focus on responding first to public safety issues and critical services like hospitals. Then we complete work that impacts the largest of number of people first.

**5) Our employees face many dangers.** Besides working around high-voltage electricity, our crews are on alert for wild animals, weather elements, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please reduce your speed.)

We do our best to avoid power disruptions, but at times they are inevitable. If the lights go out, know that your cooperative is working as quickly and safely as possible to restore power. If you experience an outage, please let us know by reporting it through the **MyClayElectric** app or by calling 1-888-434-9844.

Scan code with your smartphone to download the **2024 Hurricane Preparedness Guide**



ATLANTIC HURRICANE SEASON: JUNE 1 - NOVEMBER 30



**WE'RE READY.  
ARE YOU?**

 Clay Electric Cooperative, Inc.  
A Buckhannon Energy Cooperative

**HURRICANE  
PREPAREDNESS GUIDE**