

## Notify us if you use a solar energy system

The State of Florida requires the co-op to keep track of the amount of electricity received via customer-owned alternative energy sources.

At present, the co-op has more than 2,000 members who own solar systems. These systems generate electricity for home use and excess power is returned to our distribution system. Using a special meter, the co-op records the amount of electricity returned.

If you own or plan to have one of these systems installed, make sure you've signed an Interconnection Agreement with us. If you plan to increase the size of your existing system, you must also let the co-op know. It is a state requirement, and it is your responsibility to notify us if you are operating or plan to operate an alternative energy system.

Letting us know is important for safety reasons and for billing purposes, and to ensure you receive credit for putting power back into the co-op's distribution system.

Call our Energy Services Division at 1-800-224-4917 to let us know if you have solar or you are interested.



## MEMBER SERVICES

### ONLINE ACCOUNT INFORMATION

Visit [MyClayElectric.com](http://MyClayElectric.com) to access your account information:

- View current charges and account balance
- View past bill statements/account history
- Report a power outage or view status
- View energy usage and find ways to save
- Add an authorized user to view account
- Request Paperless Billing
- Sign up for automatic monthly payments

**OPERATION ROUND UP** — Operation Round Up is a program to generate and collect voluntary donations that are used to benefit organizations in Clay Electric's service area for the purpose of improving the quality of life of our members and their communities. Participating members' electric bills are rounded up to the next dollar amount. The funds are placed in a separate account to be allocated by the Clay Electric Foundation.

**PROJECT SHARE** — Help others by designating a tax-deductible amount to be added to your electric bill or make a one-time donation.

**ENERGY SMART REBATE PROGRAM** — Offers rebates for members who install additional insulation in their homes, or who install a high efficiency heat pump or solar water heating system.

**METER ACCESS** — Clay Electric's AMI meters include technology allowing them to be read remotely. These meters improve meter reading efficiencies and accuracy, but even with remote reading capabilities, the member is responsible for keeping the meter clear of obstructions and providing the co-op with access to the meter. The meter is Clay Electric's property and we require access. Providing access allows staff to conduct maintenance or obtain a manual reading.

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 Justin Caudell at P.O. Box 308, Keystone Heights, FL 32656; or email: [jcaudell@clayelectric.com](mailto:jcaudell@clayelectric.com). Clay Electric Cooperative's Board of Trustees will meet at noon Tuesday, Nov. 15 and Thursday, Dec. 15 in Keystone Heights.

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

# Power Line

November 2022

## Hurricane Ian clips North Central Fla.

Despite dodging a direct hit in September from Hurricane Ian, wind and rain from the storm caused widespread power outages in the co-op's 14-county service territory on Sept. 28 and 29.

At the height of the storm, about 30,000 accounts were without power. More than 70 percent of members had their lights back on in 24 hours and restoration was substantially complete on Sept. 30. About 1,000 accounts hit hardest in Lake, Marion, Putnam and Volusia Counties had their service back by the afternoon of Oct. 1. The storm caused several individual outages that took longer to restore and some areas had extensive damage to repair.

Initially, forecasts were dire for North Central Florida and Ian was going to crawl



Continued inside



Clay Electric Cooperative was rated by our customers

**#1 in Customer Satisfaction  
with Residential Electric Service  
Among Cooperatives**

For J.D. Power 2021 award information, visit [jdpower.com/awards](http://jdpower.com/awards)





Wind and rain from the outer bands of Hurricane Ian caused individual outages that took longer to restore and some areas had extensive damage to repair.

## HURRICANE IAN

Continued from front

across the area.

The cooperative began monitoring the storm and gathering materials Sept. 23.

"We always prepare for the worst and hope for the best," said Clay Electric General Manager/CEO Ricky Davis. "I'm proud of our crews' swift power restoration efforts, and our hearts and prayers are with everyone who was not as fortunate as we were with the storm."

Outside crews from West Florida Electric Co-op, Pike Electric and numerous contract crews assisted co-op personnel in the restoration process.

The official Atlantic Hurricane Season continues until Nov. 30 and Clay Electric urges its members to be storm ready. To help you prepare, the co-op offers a list of preparations in an annual hurricane guide. It is available at ClayElectric.com and at the co-op's six district offices, as are generator safety instructions, a storm supply list and answers to frequently asked questions.



## After storms, beware of scams, fraudsters

Natural disasters and severe weather can create opportunities for fraud in their wake, occurring at a time when people may be more vulnerable.

Scammers use phone, text, mail, email, and even go door to door to target residents.

### Watch out for red flags

First, know officials with disaster assistance agencies do not call or text asking for account information, and there are no fees to apply for or get disaster assistance from FEMA or the Small Business Administration. Anyone claiming to be a federal official who asks for money is an imposter.

Remember, phone scams often use spoofing techniques to deliberately falsify information transmitted to your caller ID to disguise their identity or make the call appear to be official.

If someone claims to be an official, hang up and call the number listed on that agency's official website. Never reveal information unless you've confirmed you're dealing with a legitimate official. Workers and agents who knock on doors of residences are required to carry official identification and show it upon request.

### Steps for avoiding insurance scams

If you get a phone call about an insurance claim or policy, don't give out any personal information or agree to any payment until you can independently verify the call. If the caller says they're from your insurance company, hang up and contact your agent or the company directly using the number on your account statement. Policyholders with the National Flood Insurance Program (NFIP Direct) can call 1-800-638-6620.

Contractors may also call claiming to be partners with your insurance provider.