

Power Line

YOUR CO-OP NEWS | OCTOBER 2026

Cybersecurity is part of reliable service



Report from
the manager
Andy Chaff
GM/CEO



Threats to electric service don't always come in the form of storms, falling trees or crashes. Some arrive through a phone call, an email or a compromised account.

October is Cybersecurity Awareness Month, but protecting your cooperative's systems and information is a year-round part of providing safe, reliable electric service. Cyber crooks wake up every day looking for new ways to take advantage of people.

That protection involves more than software and equipment. Employees here are trained to recognize suspicious messages, protect sensitive information and respond when something doesn't look right.

Members can strengthen their own security by using unique passwords, installing software updates and being cautious with unexpected calls, emails and text messages. A message that creates urgency, requests personal information or directs you to an unfamiliar payment method should immediately raise a red flag.

I encourage you to add a layer of protection to your **MyClayElectric** account by activating two-factor authentication. To turn it on in the **MyClayElectric** app, select **More > Settings > Security > Two-Factor Authentication**.

As threats change, your cooperative will continue evaluating its defenses and preparing for what may come next. Taking a few minutes to secure your own accounts can help protect your personal information, too.

BOARD MEETINGS

Clay Electric Cooperative's Board of Trustees will meet at the headquarters building in Keystone Heights at 11 a.m. (or shortly thereafter) on Oct. 22, Nov. 16 and Dec. 17.

ClayElectric.com

800-224-4917

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Caller ID can be faked

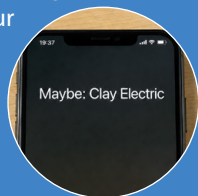
Scam calls are designed to sound urgent and convincing. The caller may know your name or address, and your caller ID may even display "Clay Electric."

None of that proves the call is legitimate.

Clay Electric will never call you to demand immediate payment, work out a payment plan or offer services you haven't requested. We also don't use third parties to collect payment by credit card or prepaid card, or through payment apps such as Cash App, Venmo or Zelle.

Don't engage with anyone who contacts you by phone, email or at your door and makes one of these requests. Never provide personal information or details about your account unless you called Clay Electric yourself.

If you suspect a call is a scam, hang up and call Clay Electric directly at **1-800-224-4917**. Never click a suspicious link or open an unexpected attachment in an email or text message.



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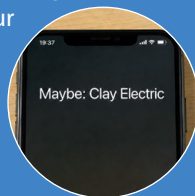
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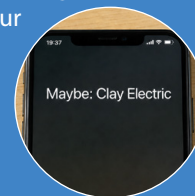
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Clay doesn't partner with solar contractors

Members have reported being approached by door-to-door solar sales representatives who claim they're partnered with Clay Electric.

Clay Electric doesn't sell rooftop solar systems, endorse or partner with a particular installer, or provide information about our members to solar companies.

If you're considering rooftop solar, our energy analysts can help you look at your overall energy use and understand the potential costs, savings and operational considerations before making a decision.

Visit ClayElectric.com/solar-power to get started.



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