

## Co-op now offering GenerLink switches

While Clay Electric strives to maintain a high level of service reliability, severe weather can cause interruption in service.

To aid members in coping with power outages, the co-op is offering the GenerLink emergency transfer switch. The switch provides a quick, safe and easy way for you to connect portable generators to your home's electric system.

The switch is a five-inch device that is installed behind the electric meter by co-op personnel. GenerLink eliminates the hassle of running multiple extension cords or the limited use of appliances. It also detects when a generator is operating and automatically disconnects from our distribution system, which eliminates the danger of backfeeding.

With the device, nearly any appliance (up to the capacity of the generator) can be run by simply energizing appliances from the breaker panel.

The GenerLink emergency transfer switch is available in 40-amp models for single-phase service with a 200-amp or smaller meter base. You will need to know what plug type your generator has to ensure the proper cord is provided. A list of compatible generators can be found at [www.generlink.com](http://www.generlink.com).

A GenerLink 40-amp switch with a 20-foot cord is \$700 plus tax, and includes installation. A switch and cord with surge protection installed is \$800 plus tax. The purchase will be applied as a one-time charge on your power bill.

For more information, or to order a GenerLink switch, contact the co-op's Energy Services Division by email at [energyservices@clayelectric.com](mailto:energyservices@clayelectric.com).

## FRAUD ALERT

### Misleading information, unsolicited phone calls are on the rise in area

Clay Electric has recently seen a rise in reports of scam calls and misleading offers. The cooperative once again reminds its residential and commercial members that it does not make phone calls to collect on past due bills or offer unsolicited services.

Several members in Clay County have reported receiving a flyer in the mail that says Clay Electric is offering rebates for free attic insulation. The mailer states that a free inspection is required and comes with a business reply envelope. This offer is not from Clay Electric.

Another member in Keystone Heights received a local phone call that identified itself on the screen as originating from Clay Electric, but was not a number belonging to the co-op.

Clay Electric encourages its members to be very suspicious of anyone who contacts them and claims he or she represents the co-op and wants to offer a service or be paid for an overdue bill. The cooperative does not offer services or collect past due amounts in this manner. Clay Electric informs its members of services in official publications and sends a reminder letter for past due bills. If you are at all suspicious of someone claiming they're with the power company, hang up and call Clay Electric at 1-800-224-4917.

"We especially urge our members to ignore suspicious requests for personal information such as bank account numbers, credit card numbers, user names and passwords, or Social Security numbers," said Chief Public Relations Officer Derick Thomas. "Members should not share personal information over the phone."

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

# Power Line

June 2018

## Outdoor light not on? Let us know

If you are aware of an inoperative or malfunctioning outdoor light on Clay Electric Cooperative's lines, call 1-800-224-4917 to report the problem, or visit [www.clayelectric.com](http://www.clayelectric.com) and fill out the online form.

When reporting the problem, you will need to provide the following information so the co-op can make the appropriate 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) A 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 (if a Clay Electric Cooperative member) and email address (if using the online form).

This information is printed in compliance with Florida Statute 768.1382.



# Tax-free holiday for disaster supplies set

Floridians can save money this month when buying qualifying disaster preparedness supplies.

Passed by the Florida Legislature and signed into law by Florida Governor Rick Scott, the 2018 Disaster Preparedness Sales Tax Holiday begins at 12:01 a.m. Friday, June 1 and ends at 11:59 p.m. Thursday, June 7.

“The 2018 Disaster Preparedness Sales Tax Holiday is an opportunity for Floridians to purchase supplies in preparation for a variety of storm-related activity,” said Leon Biegalski, executive director of the Florida Department of Revenue. “From powerful thunderstorms and tornados, to tropical storms and hurricanes, Florida experiences a range of potentially dangerous weather throughout summer and fall. We encourage Floridians to participate in this sales tax holiday as being proactive is in the best interest of their safety.”

The Florida Department of Revenue issued a Tax Information Publication (TIP) that addresses the holiday and posted the TIP on [www.floridarevenue.com](http://www.floridarevenue.com). The TIP outlines qualifying items ranging from portable, self-powered light sources selling for \$20 or less to portable generators selling for \$750 or less.

For more information on the holiday, visit [www.floridarevenue.com/DisasterPrep](http://www.floridarevenue.com/DisasterPrep).

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## Members' opinions are needed

Clay Electric will be gathering the opinions of its members through a telephone and online survey this month. The results of the survey will help the co-op evaluate its services and communications efforts. The survey will be conducted by TSE Services of North Carolina and should take only a few minutes. Members are encouraged to participate in the survey if they receive a phone call or email.

Report from  
the manager

**Ricky Davis**

General Manager/CEO



## How we restore power during severe weather

With June 1 marking the beginning of the 2018 hurricane season, and afternoon thunderstorms becoming more likely, it's a good time to share information about what our restoration priorities are when a widespread power outage occurs.

Our main emphasis is to work quickly and safely to get your power back on. One of our first priorities is doing an assessment of the system's damage. This helps us concentrate our efforts in areas where we can do the most good.

Our power restoration efforts typically involve five steps:

**1** Transmission towers and lines supply power to one or more transmission substations. Many thousands of people could be served by one high-voltage transmission line, so if there is damage here, it gets attention first.

**2** Substations serve thousands of accounts, so when a major outage occurs, the local distribution substations are a priority. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected here, power may be restored to a large number of people. Efforts are also made to restore service to priority accounts like hospitals, law enforcement facilities and key commercial accounts, since these are critical to health services, maintaining

order, supplying food and other essential items needed by the public.

**3** Main distribution feeder lines are addressed next. These feeder lines carry electricity away from the substations to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by these feeder lines could see their lights come on, as long as there is no problem farther down the line.

**4** Branching out from the feeder lines are tap lines, which carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

**5** Sometimes damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it. If there is damage to the service installation on the home or building, you will need to call a licensed electrician to have these repairs made.

We also have restoration information on our website, including an outage map, at <http://outagemap.clayelectric.com>. This map shows the general location and the approximate number of power outages on Clay Electric's lines. The outage map also shows the outage information in two views: (1) by district and (2) by county. When viewing information by county, you can click to zoom in for a more detailed view.

To report an outage, visit <http://outagereport.clayelectric.com> or call **1-888-434-9844**.

Understand that if a major outage event occurs, we pledge to do our best to get your power back on as safely and efficiently as possible.