

Hurricane forecast calls for 16 storms

A forecast team from Colorado State University is predicting an above-average level of activity in the Atlantic basin this hurricane season.

The CSU Tropical Meteorology Project says there will be an average of 16 named storms, with eight of those storms developing into hurricanes in the Atlantic this season, which runs from June 1 through Nov. 30. The historical seasonal average is 12 tropical storms, with 6.4 of them becoming hurricanes.

The team predicts:

- A 69 percent chance at least one major hurricane will make landfall on the U.S. coastline in 2020 (the long-term average probability is 52 percent).
- A 45 percent chance a major hurricane will make landfall on the U.S. East Coast, including the Florida Peninsula (the long-term average is 31 percent).
- A 44 percent chance a major hurricane will make landfall on the Gulf Coast from the Florida Panhandle west to Brownsville (the long-term average is 30 percent).

The 2019 Atlantic hurricane season saw six storms become hurricanes, with three of them reaching major hurricane status.

Members are reminded to take the proper precautions and to remember that it takes only one landfall event nearby to make this an active season.

The co-op offers resources to help prepare for the possibility a hurricane may strike North Florida, including an annual Hurricane Preparedness Guide. Copies of the 2020 Preparedness Guide are available at www.clayelectric.com/reliability-restoration/storm-center and at our six district offices.

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit ClayElectric.com to access your account information:

- View current charges & account balance
- View past bill statements/account history
- Make a one-time payment online
- Sign up for Average Billing Plan
- View estimated meter reading dates
- Request emailed bill statements (Clay eBill)
- Sign up for automatic monthly payments
- Report your power outage:

<https://outagereport.clayelectric.com>

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.

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

METER ACCESS — Clay Electric's AMI meters include technology allowing them to be read without physical access to the meter. 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 to the meters allows staff to conduct routine maintenance and to access the meters on an as-needed basis to obtain a manual reading.

Power Line is an informational publication of Clay Electric Cooperative, Inc. It is distributed monthly with members' billing 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. Clay Electric's Board of Trustees will meet at noon Thursday, June 25 and Thursday, July 23 in Keystone Heights.

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The Clay Electric Cooperative, Inc. _____

Power Line

June 2020

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 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.



Report from
the manager

Ricky Davis

General Manager/CEO



We're here to help you

The electric utility industry is undergoing rapid change, and technology is paving the way for innovation in the way energy is used, produced, stored and shared. Consumers are interested in more green energy alternatives while smart homes and apps make managing energy use and paying your electric bill more convenient than ever.

While the changing energy market has created more options, it has also resulted in more utility scams and misleading information surrounding solar installations in particular. That's because of two factors.

Utility scams are common because of the vast number of utilities that exist, and consumers are understandably anxious with the threat of disruption to their electric, heating or water service. Second, new products and services in our industry provide an opening for scammers and pop-up companies to provide misleading information or sub-par products and services.

Avoid phone scams

A common phone scam typically begins with a phone number that appears to be from a valid utility company. The scammer will claim you have a past due account and threaten to disconnect service or take legal action. The scammer will typically demand that you use a prepaid debit card or money order, often within a very short, urgent time frame to pay the "past due" amount.

You can combat this scam by being aware of the status of your account. Never give your banking or personal information over the phone to someone you did not call. If you have a question or concern about your bill, call us directly at

1-800-224-4917. Do not use the phone number given by the scammer.

Avoid solar scams

Another scam we see from time to time is connected to rooftop solar. Homeowners with rooftop solar may receive a sales call offering an accessory, upgrade or extended warranty to their solar array. The calls could be from crooks claiming to represent a solar company, promising to replace faulty or broken parts or improve efficiency. Again, if you are not expecting the call, don't be fooled. These calls offering misleading information are likely a scam. Call us or the company that installed the solar array if you think there may be a problem. Other than occasional cleaning, rooftop solar (if installed correctly) is virtually maintenance-free.

Use trusted sources

If you're considering solar for your home, make sure you are working with a reputable company. Because this is still an emerging industry with evolving technology, there has been a proliferation of pop-up companies in the market to make a quick buck. Representatives of rooftop solar companies may have more sales experience than knowledge of the electric industry, and their primary goal could be making a sale and moving on to the next prospect.

Our Energy Services Division can offer a candid assessment to determine whether rooftop solar is right for you. After all, we have a different "bottom line" that is not directly tied to the sale of a product or service. We take a more holistic, objective view of how to achieve energy and cost savings for our members, and that may or may not include rooftop solar.

In this ever-changing environment, it's important to remember you have a trusted energy adviser — your local electric cooperative. We are a community-focused organization that works to efficiently deliver safe, reliable and affordable electricity to our members.

Remember, we're just one call or click away at ClayElectric.com, so please reach out with any questions about your electric service or bills — we're here to help.

Call before you dig to avoid costly mistakes

Planning to work on an outdoor project? Careless digging poses a threat to people, pipelines and underground facilities.

Here are five easy steps for safe digging:

- 1. NOTIFY:** Call 8-1-1 or make a request online at www.sunshine811.com two to three days before your work begins. The operator will notify the utilities affected by your project.

- 2. WAIT:** Wait two to three days for affected utilities to respond to your request. They will send a locator to mark any underground utility lines.

- 3. CONFIRM:** Confirm that all affected utilities have responded to your request by comparing the marks to the list of utilities the 8-1-1 call center notified.

- 4. RESPECT:** Respect the markers provided by the affected utilities. The markers are your guide for the duration of your project.

- 5. DIG CAREFULLY:** If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project location.

