

# the Co-op Connection

AUGUST 2023

NEWS AND INFORMATION FROM YOUR POWER PARTNER



# Youth On Tour at Our Nation's Capitol



Thousands of students from across the nation traveled to Washington D.C. in June for the incredible opportunity to attend the annual Youth Tour organized by the National Rural Electric Cooperative Association.

Three local high school students were selected to attend this year's Tour as representatives of Central Florida Electric Cooperative: Madeline Rohrer, Williston High School, Calista Knapp, Chiefland High School, and Veronica Rigby, Dixie County High School.



CFEC Youth Tour representatives pose for a photo in front of the White House following a busy day of touring the numerous museums, memorials, and monuments located around the National Mall.



**Central Florida Electric  
Cooperative, Inc.**

~YOUR POWER PARTNER~

Our mission is to be the finest example of an electric cooperative where excellent service, competitive rates and concern for the consumer, community and environment guide our every action.

Cover photo: Florida Youth Tour students pose with Congressman Neal Dunn on the steps of the Capitol Building

Throughout the week our students enjoyed the opportunity to tour a number of historic places including the Capitol building, the Pentagon, Arlington National Cemetery and George Washington’s home at Mount Vernon.

CFEC students also had the unique opportunity to personally meet and discuss legislative issues with a few of their representatives in Washington. In these interactions, legislators walked students through the legislative process, explaining how bills make it through the legislature while also answering all their questions about the job and issues that are important to them. This year, our students were able to meet with both Congresswoman Kat Cammack and Congressman Neal Dunn, who both represent portions of our service area and have been great supporters of rural electric cooperatives like CFEC.



**Florida Youth Tour representatives pose for a photo at the Franklin Delano Roosevelt Memorial.**

Thank you Congresswoman Cammack and Congressman Dunn for your continued support of electric cooperatives across the nation as we work to provide safe and reliable power to our members while also investing in the communities we serve through programs like the NRECA Youth Tour.



**Florida Youth Tour representatives pose for a photo with U.S. Congresswoman Kat Cammack from Florida’s 3rd Congressional District.**



**Representatives and chaperones meet with Congressman Neal Dunn from Florida’s 2nd Congressional District on the steps of the Capitol building.**

# 7 Steps to Restoring Power

Central Florida Electric Cooperative, in cooperation with our power generator, Seminole Electric Cooperative, brings power to your home along lines of various sizes. When your power goes out, it could be from any number of reasons, from a tree limb nearby your home to a major disaster, such as a hurricane. Most often, power is restored quickly. However, there are times when restoration is a much more extended process.

For a major outage, line crews may work many long hours over the course of days. Outside crews may be brought in and do the same. Eventually, the pattern of lines and poles are rebuilt and repaired, and your electricity is flowing again.

Restoring power to CFEC's Members follows a detailed plan. The steps that are followed to repair the electric system and restore power is explained in these seven steps.



1.

## Outages Reported

Members have many options for reporting a power outage: call 1-800-227-1302 or 352-493-2511, and follow the prompts of the Automated Outage Response system; use the Power Partner App, on the home page, click "Outage," then select "Report an Outage," fill out the form as to outage information and press "Report Outage;" report the outage online at [www.cfec.com](http://www.cfec.com) by clicking on the "Report Outage" button located at the top of the page, fill in the "Identify Outage Location," form and click "Submit."

CFEC's Automated Outage Response System uses customer telephone numbers to quickly locate accounts and corresponding locations. Therefore, it is important to update phone numbers and mailing address associated with your service location. If the account does not have an associated phone number, an address or account number can be used to report the outage.

Remember, an outage may be a few customers up to thousands. Your patience while the problem is assessed, and power is restored is appreciated.

2.

## High-Voltage Transmission Lines

Transmission towers and power lines supply electricity to one or more local distribution substations. These towers and lines seldom fail, but they can be damaged in severe storms. When damaged, these supply lines must be repaired first to restore power to the rest of the system.





3.

### Distribution Substations

Local distribution substations can provide power to hundreds or thousands of members. In the event of a major outage, line crews inspect substations to determine whether problems stem from high-voltage transmission lines feeding into the substation, the substation itself or something farther down the line. If the problem can be corrected at the substation, power may be restored to many members.

4.

### Main Distribution Lines

If the problem can't be isolated at the substation, main distribution supply lines are checked next. These lines deliver electricity to large groups of members in communities or housing developments. When power is restored at this stage, all members served by these distribution lines will have power if there are no problems farther down the line.



5.

### Tap Lines

If a localized power outage remains after inspection of the substation, then supply lines, also known as tap lines, are inspected. Tap lines carry power to transformers mounted on utility poles or placed on pads for underground service outside homes, schools and businesses. Line crews make these repairs based on restoring service to the greatest number of members.



6.

### Individual Homes

Sometimes, damage occurs on the service line between a home and the transformer on a nearby utility pole. This can explain why you don't have power when your neighbor does. Always call to report an outage to help line crews isolate local issues like these. CFEC will repair all power lines and equipment leading to homes or businesses. Members are responsible for any repairs to equipment once power is brought in by the service wire. Other than the meter, Members will need to call a licensed electrician for repairs to the weatherhead, service riser or bracket.



7.

### Work Until Power Is Restored

In the event of a hurricane or other big storm, a system of mutual aid allows electric cooperatives to send additional line crews for assistance. With everyone working together, several of these steps are often being addressed all at once to restore power as quickly as possible. Whether the outage is big or small, CFEC's line workers stay on the job until power is restored.



## Setting the record straight..

**When we started this fiber effort, we knew the most difficult message was going to be, “someone has to be first and someone has to be last.”**

By the time that you get this publication, we should be close to finalizing our plans for when all phases of construction will be completed and plan to communicate our full build schedule very soon to provide more clarity on when certain areas can expect service. Now that we have our first customers up and running, we are setting our sights on speeding up construction and the installation process even faster than we originally planned on. Many thought that we would not, or could not, do what we are doing; well, it is happening.

As well, we have received reports from members in our area stating they are being told by another provider that we (CFEC) have lost our grants and are no longer coming to certain areas. This could not be further from the truth. We have been notified that we were selected for two grants so far, but the reality is that we started this process before the grant process started. That is to say, the grants will be welcomed but we were not waiting on them. Rest assured, if you are our member, we are coming to you. And even if you are served by another utility provider, we are coming to you too. In those areas, especially Duke Energy served areas, plans are being made to provide fiber service to you as soon as possible. So far, Duke Energy has been excellent to work with and having worked there for 13 years, we have not expected anything different.

So, for those of you that now know (or will know shortly) that it may be a bit longer before we get

to you, CFEC has a favor to ask. Please be patient and remember that if you are a member of CFEC that this fiber business is owned by you. The more customers that sign up, the better it will perform for not only you but for our community.

And, if you

are not a member of CFEC, remember that this is a community-owned platform that will focus on exceptional service and affordable pricing while making meaningful investments in the communities we serve - just like CFEC has for the past almost 85 years.

While we understand that there might be other providers that may be able to get to you sooner, you will find the speed, reliability and affordability of 100% fiber provided by Fiber by Central Florida is everything you need to keep your home or business fully connected. Please celebrate with us as we reach milestones on our way to complete this effort – our goal is that 3,000 customers will be enjoying this incredible service by December of this year, but ultimately hope to provide up to 16,000 homes and businesses – if not more – with 100% fiber broadband when our network is complete!



**Denny George**  
GENERAL MANAGER

## Don't just take it from us... take it from them!

With over 100 homes now enjoying the reliable high speeds provided by Fiber by Central Florida, you don't just have to take it from us how incredible Fiber-to-the-Home technology is. Take it from a couple of members who have already joined us - this service is everything we have promised!



"I'm thankful for Fiber by Central Florida for working so diligently on getting High Speed Internet to our area.

It is something this area has wanted and needed for quite some time.

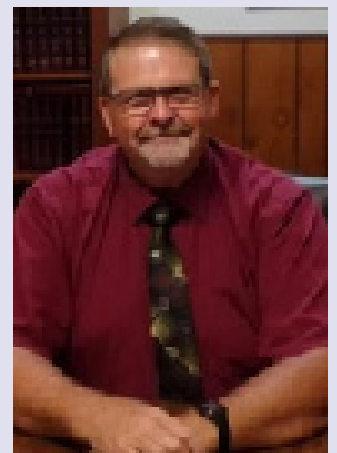
My Fiber was installed in late June 2023 and the whole process was very professionally done, from the appointment setup to the guys coming out and installing at my home/office, even the follow-up calls making sure I was satisfied.

It has been great! As someone who relies on the internet for work, it has improved my productivity and made my life easier!"

- **Layne Mercer**, *Dawn Realty*

"Folks, I just want to give a shout-out about Fiber by Central Florida. It has been a blessing, no buffering, a clear streaming t.v. picture and we can be working on our computers while watching a movie. Imagine that!!! I am saving \$140.00 per month for a extremely fast, reliable internet service. Very friendly customer service and the installation crew was top notch. I can not say enough about the process from beginning to end. I strongly recommend Fiber by Central Florida."

- **Walter Wobig**, *Gilchrist County Chamber of Commerce*



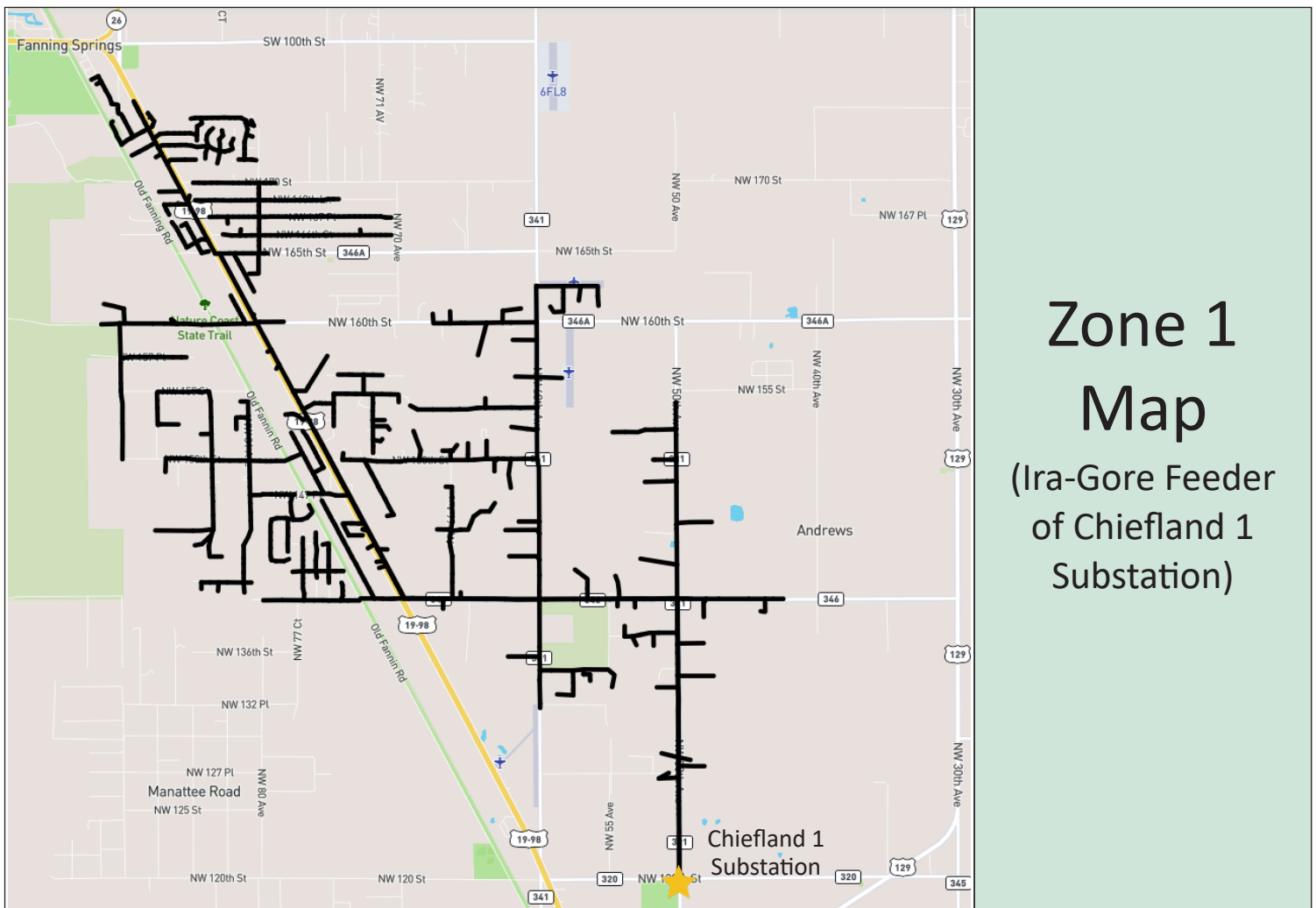
If you are interested in providing a customer testimonial to share your fiber experience with your community, you can email your testimonial to [mredd@cfec.com](mailto:mredd@cfec.com) and you may be featured in future Co-op Connections!

# Zones 1 & 2 Now Open for Fiber Installs in Chiefland Area

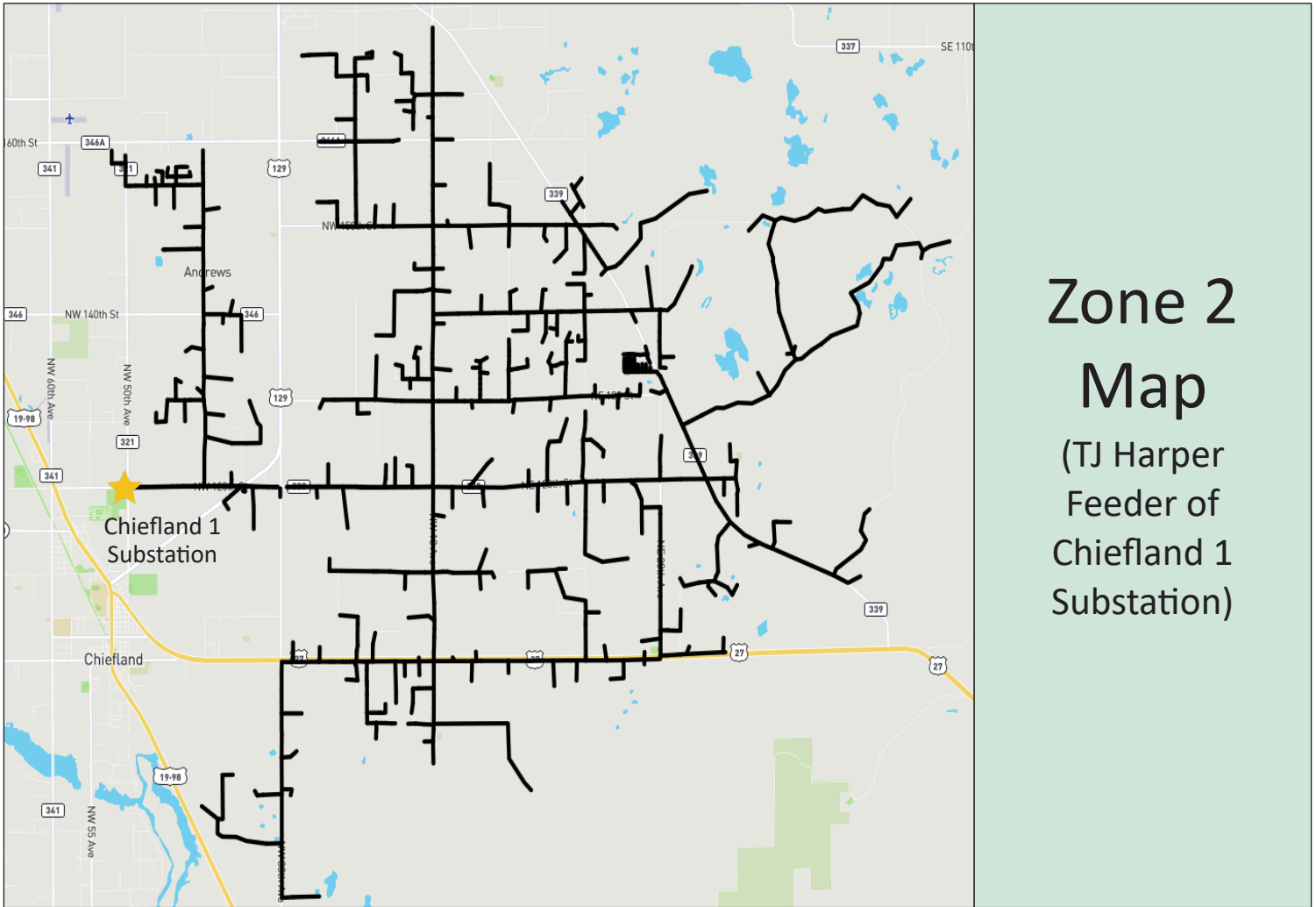
We are now scheduling home installations for members served by our first two “live” Zones off the Chiefland 1 Substation. Zone 1 (Ira-Gore Feeder) serves members in the area primarily northeast of Highway 19 towards Fanning Springs, while Zone 2 (Tj Harper Feeder) serves members primarily east of Chiefland.

More Zones in the Chiefland and Trenton areas are soon to follow so stay tuned!

**Check out these the Zone 1 Map below and the Zone 2 Map on the next page to see if you are located in either of these areas and schedule the installation of your Fiber-to-the-Home internet service today!**








**Zone 2  
Map**  
(TJ Harper Feeder of Chiefland 1 Substation)

Check out our residential internet service plans to see which plan is right for you and your family. Learn more about Fiber-to-the-Home service and when it may be available in your neighborhood at [www.fiberbycentralflorida.com](http://www.fiberbycentralflorida.com)!

**Basic Service** 

**\$49.99/month**  
Plus applicable taxes and fees

- Up to 100 MBPS Upload
- Up to 100 MBPS Download
- Optimum Performance for 0-5 Devices
- Includes Managed WiFi/Wireless Router

**Premium Service** 

**\$79.99/month**  
Plus applicable taxes and fees

- Up to 1 GBPS Upload
- Up to 1 GBPS Download
- Optimum Performance for 5-15 Devices
- Includes Managed WiFi/Wireless Router

**Ultimate Service** 

**\$99.99/month**  
Plus applicable taxes and fees

- Up to 2 GBPS Upload
- Up to 2 GBPS Download
- Optimum Performance for 15+ Devices
- Includes Managed WiFi/Wireless Router and Safe & Secure Package

## HERB-CITRUS BUTTER

### INGREDIENTS

- 1/2 cup unsalted butter, room temperature
- 1 tablespoon fresh herbs (rosemary, thyme, parsley), finely chopped
- 1 tablespoon citrus zest (orange, tangerine, lime, lemon), finely chopped
- 1 tablespoon fresh garlic, chopped fine
- 1 teaspoon all-purpose Florida seasoning blend (such as Everglades)
- Sea salt and fresh ground pepper, to taste

### PREPARATION

In a small bowl, combine the butter, chopped herbs, seasoning blend, chopped garlic and citrus zest. Lightly season with salt and pepper and stir to combine. Place on a sheet of wax paper and evenly roll it to form a cylindrical shape, then place in the refrigerator to harden. When firm, slice into discs. Serve cold or melted for dipping.



## FLORIDA HONEY BUTTER

### INGREDIENTS

- 1 heaping tablespoon Florida honey, plus more to taste
- 2 sticks butter, softened to room temperature
- 1 tablespoon fresh thyme, removed from stems and chopped fine
- 1 teaspoon seasoning blend (your favorite)
- Sea salt and fresh ground pepper to taste
- 1 lemon, zested

### PREPARATION

In a small bowl, combine all ingredients. Use a fork to fold and then whip all the ingredients together. Taste honey butter and adjust seasoning to preference with salt, pepper and extra honey if desired. Spoon the honey butter into a small glass jar with a tight-fitting lid for storage. To serve, remove the honey butter from the refrigerator at least 30 minutes before you plan to use it.



## KEY LIME MUSTARD DIPPING SAUCE

### INGREDIENTS

- 1 cup low-fat mayonnaise
- 5 tablespoons Dijon mustard
- 4 Key limes (or two regular limes), juiced
- Sea salt and fresh ground pepper, to taste

### PREPARATION

In a small bowl combine the mayo, mustard and lime juice. Taste the mustard sauce and adjust seasoning with salt and pepper. Serve dipping sauce with seafood, such as stone crab claws or shrimp, or with chicken tenders or bite-size pieces.



## 7 Ways To Pay Your Bill:



### In Office / Drive-Through

Make your payments at any CFEC location during working hours or place your payment in a drop-box after hours.



### Mail

Mail your payment to: Central Florida Electric Cooperative, Inc., P.O. Box 9, Chiefland, FL 32644. Allow for adequate delivery time or the payment may be late.



### Phone

Pay by phone at 352-493-2515 or toll free at 844-434-3962 through a third-party provider. A \$2.50 service fee will be charged by the provider per \$500 transaction and is NOT a charge by CFEC. Payments made by phone are posted to the member's account at the time of payment.



### Online

Go to [www.cfec.com](http://www.cfec.com) to pay online. Choose the e-check option to pay with NO FEE. To pay with credit or debit card, a \$2.50 convenience fee will be applied by the third-party payment provider.



### Power Partner App

Use CFEC's Power Partner App to make a payment. Choose e-check to pay with NO FEE. A convenience fee of \$2.50 will be charged to pay by credit card or debit card.



### Bank Draft

Set up automatic recurring bank draft payments and receive a \$1 CREDIT on your bill each month. Members can use their bank routing and account information to complete a Bank Draft Application to ensure timely payment each month. Applications can be found online at [www.cfec.com](http://www.cfec.com) under the Documents tab, then under Member Benefits & Safety Documents, or at any of our office locations.



### Bank Locations

Payments can be made at Seacoast Banks located in the CFEC service area or at Lafayette State Bank in Bell, Fla., during their normal working hours. Returned checks or payment arrangements cannot be processed by these banks.

## Lights out? *We Need To Know.*

Outdoor lighting fixtures help light up dark areas near your home or business. Outdoor lights operate automatically by coming on at dusk and going out at daylight.

*At times, the outdoor light can malfunction or become inoperative. If this happens, please contact the cooperative so that we can repair the light in a timely manner.*

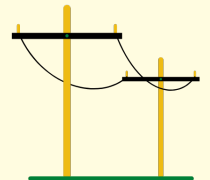


### WHEN REPORTING THE PROBLEM, CFEC NEEDS TO KNOW THE FOLLOWING:

1. A specific street address of where the outdoor light is located.
2. A description of where on the property the outdoor light is located.
3. A description of the type problem with the outdoor light.
4. Information, including your name, address, telephone number and account number.

## To Report A Power Outage:

- Call: 1-800-227-1302 or 352-493-2511, follow the prompts of the Automated Outage Response system.
- Use the Power Partner App: On the Home page, click "Outage," then select "Report an Outage." Fill out the form as to Outage information and press "Report Outage."
- Online: Click on the "Report Outage" button located at the top of the website. Fill in the "Identify Outage Location," form and click "Submit."



Central Florida Electric Cooperative, Inc.

~ YOUR POWER PARTNER ~

**Meeting Notice:** The Board of Trustees for Central Florida Electric Cooperative, Inc., meet on the fourth Monday of each month at 5 p.m. at the Cooperative's main office in Chiefland. Members are always welcome to attend.



**CENTRAL FLORIDA ELECTRIC  
COOPERATIVE, INC**



**Central Florida Electric  
Cooperative, Inc.**

~YOUR POWER PARTNER ~

PRSRST STD  
U.S. POSTAGE  
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ORLANDO, FL  
PERMIT NO. 3937

**MAIN OFFICE**

11491 NW 50th Ave.  
Chiefland, FL 32626-3247  
352-493-2511  
or 800-227-1302  
[www.cfec.com](http://www.cfec.com)

**Physical Address/Payment Locations**

**MAIL ADDRESS**

P.O. Box 9  
Chiefland, FL 32644-0009

**CROSS CITY OFFICE**

207 NE 210 Ave.  
Cross City, FL 32628  
352-498-7322

**INGLIS OFFICE**

167 Highway 40 West  
Inglis, FL 34449  
352-447-3553

**ADDITIONAL PAYMENT LOCATIONS**

Seacoast Banks  
Lafayette State Bank (Bell only)  
*For a complete listing of payment locations,  
go to [www.cfec.com](http://www.cfec.com).*  
*This institution is an equal opportunity  
provider and employer.*

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Florida law requires you to **MOVE OVER A LANE** for these vehicles that are stopped on the roadside helping motorists or providing services:

- Law Enforcement • Emergency Rescue •
- Ambulance • Fire Truck • Wrecker/Tow Truck •
- Garbage and Sanitation • Public Utility •
- Maintenance/Construction •



**IF YOU CAN'T MOVE OVER, YOU  
MUST SLOW DOWN TO 20 MPH  
UNDER THE POSTED SPEED LIMIT.**



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