




A Touchstone Energy® Cooperative 

We are committed to the well-being of our members and employees to provide safe, reliable power and maintaining the company's financial strength.

How to reach us

Garland Light & Power Co.
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Office hours: 8:00am-4:30pm
Mon-Fri

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March 2020

Causes of Power Outages

At Garland Light and Power Co., we hate when the power goes out just as much as you do. When there is an outage, we work hard to resume service as quickly and safely as possible.

Many times, the reasons for outages are beyond our control. **Here are the main reasons the power goes out:**

- **STORMS:** Conditions brought on by storms, such as high winds, ice and lightning, can interrupt service. Lightning itself does not impact outages as much as people think, but it can strike trees and cause branches or even whole trees to fall on distribution lines. Bigger problems arise, however, if lightning strikes substation equipment, such as a large transformer. Strong high winds and ice that accumulates on lines can also impact distribution.
- **TREES AND VEGETATION:** Branches, limbs or trunks can fall on lines and vegetation can grow around poles, lines or other equipment. Ice and wind can make matters worse. This is why we work so hard to keep power lines and equipment clear.
- **ANIMALS:** It is estimated that 11% of all outages are caused by our furry friend, the squirrel. They love to chew on the weatherproof coating around the lines. Other critters like turkeys, birds and snakes can interfere with service too.
- **ACCIDENTS:** Cars, trucks and farm equipment that have a run-in with a utility pole can cause an outage.
- **PUBLIC DAMAGE:** Unsafe digging, equipment or line damage, vandalism or theft can all cause interruptions in the energy chain.
- **OVERLOAD:** This happens when demand spikes, such as when too many air conditioners run on a hot summer day, causing blackouts or brownouts.
- **EQUIPMENT ISSUES:** We maintain and inspect all of our lines and equipment regularly; however, sometimes equipment malfunctions. We strive to address any problem as soon as it happens.



Please contact us at 307-754-2881 if you have any questions about outages or to learn more about the steps we take to provide reliable service.



Operation Roundup is a volunteer program in which Garland Light and Power Co. Members can choose to round up their electric bill to the next whole dollar each month, in order to help those in need. The money will be used to assist local individuals and non-profit organizations in the communities we serve.

Please return this form to our office if you would like to participate and help those who need a helping hand.

Funds are never provided for political purposes.

Yes! I'd like to help.

Member Signature

Date

SMART DEVICES

They're definitely smart, but not always secure

For many of us, buying and using technology to make our homes smarter and interconnected is as tempting as walking through a candy store as a kid.

Although not found in every household, many U.S. homes have one or two components, such as a smart security system complete with cameras, a smart thermostat or a know-it-all voice assistant such as Amazon's Alexa. The rest of our homes range from doing things the old-fashioned way (no smart devices at all) to having a home decked out in every smart technology one could imagine.

According to Statista, a company specializing in market and consumer data, North Americans are forecasted to spend \$63 billion in the smart home market in 2022. And that's nothing to sneeze at. (But if we do, millions of Americans may hear Alexa say, "Bless you.")

Although convenient, who doesn't want real-time glimpses of who is ringing the doorbell or to hear Google Assistant recite a recipe, smart devices come with their own set of security concerns.

Canada's CBS News hired hackers (ethically responsible ones, or course) to hack a family's smart home and they got in, literally. "All it took was a white van, a team of three hackers and a phishing email to remotely unlock the front door."

This eye-opening scenario is not intended to scare people; rather, we encourage you to give your smart devices serious thought before diving in. Security measures for smart devices are similar to the steps we should take in our daily life to protect us against seedy scammers and hackers everywhere.

For example, be leery of emails or calls asking for personal information such as login info or passwords. And although everyone loves to use the same passwords like "abc123" for everything, doing so can make your smart devices vulnerable. And although it seems obvious, never use the factory-set password; change it immediately.

Many tech companies are considering to two-step authentication for smart devices they sell. Although the extra step can seem like a pain, the two-step process is a good thing; it is a valuable step in keeping you and your family safe and conversations private.



Happy Easter
April 12th



Summer Hours

Garland Light & Power is changing to a 4/10 work week from April 27 to September 28

Hours of operation will be:

7:00 a.m. to 5:30 p.m. Monday through Thursday
Closed on Fridays

Standby crews will be available from Friday through Sunday for outage situations by calling:

754-2881

Don't forget to
LIKE us on



When you see our linemen working, please slow down. They are working hard to keep your lights on and we want to keep them safe.

