

Election results, bill credit winners

Online voting, which was offered for the first time this year, led to an increase in voter turnout of more than 372 percent. More than 13,600 members cast ballots in this year's trustee elections. Clay Electric's third-party election vendor, Survey and Ballot Systems, certified the election results on March 14.

The election held Jan. 17-Mar. 13 was for four Clay Electric Trustee seats. Cindy Loose was elected to the District 1 seat, incumbent Kelley Smith was elected for District 2, incumbent Carl Malphurs was elected for District 4, and incumbent Jimmy Wilson was elected for District 6.

Bill credit winners

Forty-three members who voted in this year's Annual Meeting Board of Trustees elections were randomly selected to receive a bill credit.

All members who voted in the trustee elections, either online or by mail-in absentee ballot, were placed in a prize drawing contest to win one of 43 bill credits. Member Alexander McCue of Orange Park won the grand prize \$4,800 bill credit.

The \$2,500 bill credit was won by Merly Plymel of Bostwick; the \$2,000 bill credit went to Mary Flemming of Orange Park; the \$1,800 bill credit went to Ronald Shinault of Fleming Island; the \$700 bill credit was won by Richard Vance of Palatka and the \$400 bill credit went to Frankie Alers of Orange Park.

For the list of the \$50 bill credit winners, please visit ClayElectric.com.

CONTACT INFO

Continued from front location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or replace equipment. In these instances, we provide advance notification to affected members by a mailed letter and email message, IF we have your updated contact information.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. Discrepancies on your account can be taken care of promptly if we have an accurate phone number or email on file.

Many of you have been members of the co-op for years, and your information may not have been updated for some time. Many members now use a cell phone as their primary phone service, and we might not have that number in our system.

Please take a moment to confirm or update your contact information by logging into your account at MyClayElectric.com or calling us at 1-800-224-4917. By doing so, you will help us improve service and efficiency so we can better serve you and all members of the co-op.

We will never share your address or phone number with third parties. It is only used by us to send important information to you.

Storm season evacuation help

With storm season approaching, it's vital to be prepared.

If you or someone you know has special needs and requires assistance in case of evacuation, your local government can help. Contact your county emergency management office to learn about shelters in your area.

Visit floridadisaster.org/shelters or call 1-800-342-3557 to register with emergency officials.

The Clay Electric Cooperative, Inc. _____

Power Line

May 2023

Is your contact info up-to-date?

At Clay Electric, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for members.

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete

contact information, we can continue to provide the high level of service you expect and deserve. Accurate information enables us to improve customer service and enhance communications

for reporting and repairing outages. It also allows co-op members to receive information about other important programs, events and activities.

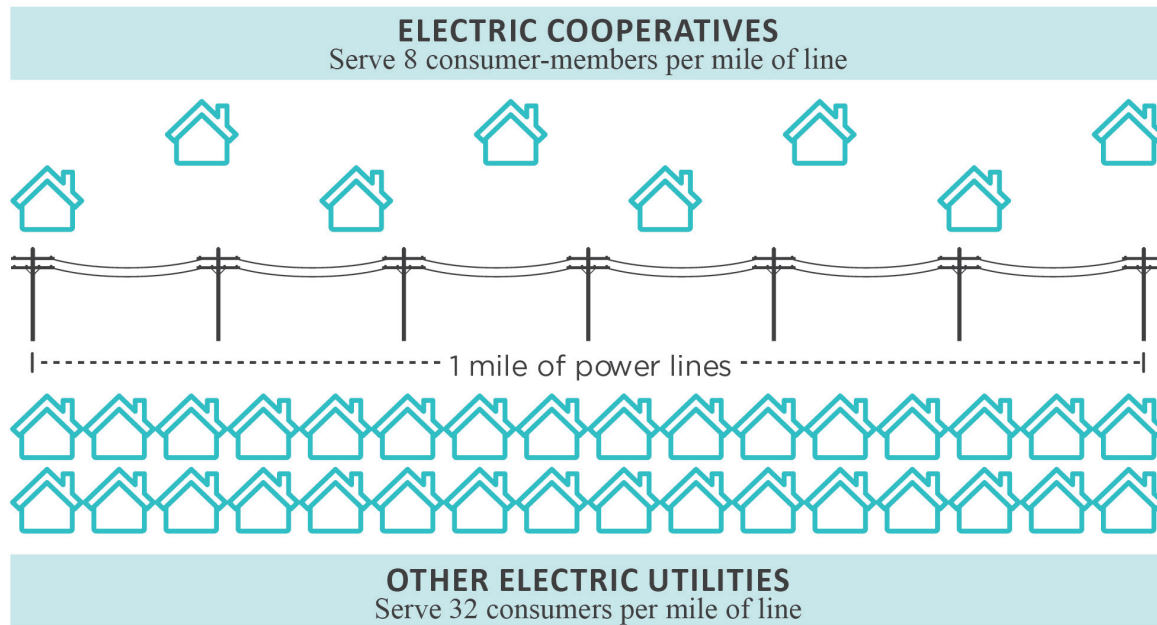
Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number and email you provide is linked to your service address in our outage management system. This means when you call to report an outage, or login to MyClayElectric.com to see if you are in a known outage, our system recognizes your phone number or email you registered with and matches it with your account location. Accurate information helps our outage management system predict the



Continued on back panel

GOING THE EXTRA MILE

Electric co-ops maintain more miles of power lines per consumer than other electric utilities. Even though we power fewer consumers on our lines compared to other utilities, we'll always go the extra mile for you, the consumer-members we proudly serve.



Co-ops serve fewer consumers per mile of line

There are three types of electricity providers in the U.S. Investor-owned utilities (IOUs), like FPL and Duke Energy, serve primarily densely populated areas. Municipal-owned utilities, such as JEA and GRU, also serve densely populated cities; these can be large, such as Jacksonville, or small, like Green Cove Springs.

As a rural electric cooperative, Clay Electric serves less populated areas.

In the utility business, population matters a lot. Since the costs to serve any given area are similar, more customers allow a utility to spread the costs among more people to keep rates lower.

The graphic shows the national averages of density and revenue per mile of electrical line for IOUs, municipal-owned utilities and electric co-ops. Clay Electric has about 13 services per mile.

Based on the information in the graphic, the math indicates that electric co-ops should have a

rate 7.5 times greater than municipal-owned utilities and 5 times higher than IOUs – but that is not the case. Why not?

It has to do with the business model. IOUs are owned by outside investors who may or may not be users of the electric utility they own. These companies' stocks are traded on Wall Street, and those investors demand a return on their investment. This drives up the price their customers pay. Many municipal systems charge rates that generate a "profit" for their cities to help pay for other services.

Clay Electric operates on a not-for-profit basis. As a business, the co-op must generate enough revenue to cover costs, but the co-op does not have to charge rates to pay stockholders.

The value for this service is a considerable advantage to being a co-op member.

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION — Visit MyClayElectric.com to access your account information:

- View current charges and account balance
- View past bill statements/account history
- Report a power outage or view outage status
- View energy usage and find ways to save
- Make a one-time payment online
- Download the MyClayElectric app
- Request Paperless Billing
- Sign up for Auto Pay

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.

ENERGY SMART REBATES — Rebates are available for members who install specific energy efficiency upgrades.

SURGEBLASTER — High quality surge protection equipment at a low price.

CO-OP CONNECTIONS CARD — A national discount card program. It offers 10-60 percent discounts on prescription drugs at participating pharmacies, as well as special discounts and deals!

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 or obtain a manual reading.

Power Line is an informational publication of Clay Electric Cooperative, Inc. It is distributed monthly with members' statements. If you have questions or comments about Power Line, write Nick Jones at P.O. Box 308, Keystone Heights, FL 32656; or email: njones@clayelectric.com. Clay Electric Cooperative's Board of Trustees will meet at noon Thursday, May 25 and Thursday, June 22 in Keystone Heights.