

## MEMBER SERVICES

### AUTOMATIC MONTHLY PAYMENT PLAN

Allows your monthly electric bill payment to be automatically deducted from your bank account on the due date. Sign up online ([clayelectric.com](http://clayelectric.com)) or call your local district office.

### ONLINE ACCOUNT INFORMATION

Visit the Clay Electric web site ([clayelectric.com](http://clayelectric.com)) and access your account information:

- View your bill statement
- Make a one-time payment online
- View current charges
- View account balance
- View billing history
- View estimated meter reading dates
- Request emailed bill statements (Clay eBill).

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

**REMOTE METER READING (RMR)** - Enables a co-op meter reader to obtain the meter reading without entering the homeowner's property. The monthly charge is \$3.95.

**ENERGY SMART REBATE PROGRAM** - Offers rebates for members who install additional insulation in their homes, or who install a high efficiency heat pump or solar water heating system.

**ENERGY EFFICIENCY LOANS** - Available for the purpose of installing certain energy efficiency measures, including metal roofing and solar water heaters.

**SURGEBLASTER** - High quality surge protection equipment at a low monthly lease.

**MARATHON WATER HEATERS** - Marathon water heaters are the most energy efficient electric resistance water heater on the market and are offered in an array of sizes (15 to 105 gallons).

**LONG DISTANCE PHONE SERVICE** - Clay has contracted with TransWorld Network Corp. (TWN) to offer members competitively priced long distance phone service. Call (877) 877-CLAY (2529) for more information.

**PAYMENT STATIONS** - Clay has contracted with Fidelity Express to offer payment stations for paying your electric bill at various businesses in the co-op's service area. Fidelity Express charges \$1 for each transaction. A list of payment locations is available online ([clayelectric.com](http://clayelectric.com)) and at your local district office.

## Scholarships increased to 18; deadline to apply is April 1

The number of scholarships Clay Electric will offer this year has been increased to 18 (up from 17). If you have a son or daughter that is a 12th grade student, and is planning to attend college this fall, he or she may want to apply for a Clay Electric Youth Scholarship, worth \$1,000.

The scholarship program is limited to any public, private or home schooled high school senior whose home (primary residence) is served by Clay Electric and who will graduate at the end of the current school year (May/June 2009).

An application is available on Clay Electric's web site ([clayelectric.com](http://clayelectric.com)), at each of the co-op's six district offices and at area high schools.

Deadline to have applications submitted is April 1, 2009.

Scholastic records, activities, employment, community service and recommendations are the primary considerations.

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## Capital Credits refund

mid-March.

If you should have questions about Capital Credits, please contact your nearest district office.

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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 the Power Line publication, contact Editor Wayne Mattox at P. O. Box 308, Keystone Heights, FL 32656; e-mail: [WMattox@clayelectric.com](mailto:WMattox@clayelectric.com).

Clay Electric also publishes the Kilowatt four times a year (January, March, July and October). The Kilowatt is the official voice of Clay Electric and has been published continuously since 1948 as an informational and educational service for co-op members.

Clay Electric's web site (<http://www.clayelectric.com>) offers lots of online services such as payments, and information about the co-op's programs and services. Members can also write their own ads online to be published on the web site's Trading Post. To enter your ad on the Trading Post, you must use your Clay Electric customer number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on Feb. 26 and March 26 beginning at 12:30 p.m. in Keystone Heights.

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

# Power Line

February 2009

## \$6.25 million Capital Credits refund declared by board of trustees

Clay Electric's board of trustees declared a \$6.25 million Capital Credits refund at its regular monthly meeting on Jan. 29. This year's refund will be made to members who received service from the co-op between 1985 and 2007.

This year's refund amount is the same as last year's refund. These refunds are possible because of the financial strength of the cooperative.

Capital Credits refunds are available to members of the co-op because Clay Electric is non-profit. As a result, at the end of each year when it's determined how much revenue exceeds total expenses, the difference is assigned to members as Capital Credits based on the amount each member was billed for electricity during the year.

For present members entitled to a pro rata share of the refund (must have received service sometime between 1985 and 2007), they will receive a credit on their March electric bill. Issuing a credit on an electric bill helps the co-op reduce expenses such as check printing, envelopes, postage, bank fees, etc.

This year's refund provides the majority of Clay Electric's members with a tangible benefit of their membership. For those entitled to a refund but who no longer receive service from the co-op, a check will be mailed around

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

A Touchstone Energy Cooperative 

## Cold weather can have major influence on usage

For many Clay Electric customers, recent electric bills may be higher than normal due to the cold weather.

Cold weather causes many higher electric bills because heating systems are weather sensitive. The weather dictates how often your heating system will operate based on your desired level of comfort. The colder the outdoor temperature, the greater the heat loss from inside the home, and the longer your heating system must operate to maintain your level of comfort.

Sherman Phillips, manager of Energy Services, said, "As the temperature outside begins to drop, the heating system will increase its run time proportionately to the heat loss from the home. The more efficient the home, the slower the heat transfer that occurs and the less run time required to maintain an inside temperature of 68 degrees," Phillips said. "By lowering the thermostat setting, energy savings can be realized. For every degree the thermostat is set below 68, a savings of approximately 5 percent can be realized."

## Cold weather causes spike in usage

Temperatures that dipped into the teens around North Florida on Jan. 22 caused power usage among members of Clay Electric to reach a new peak demand record of 906 megawatts. The record occurred at 7 a.m. Clay's previous winter peak demand record was 809 megawatts, set on Jan. 24, 2003.

Clay's power supplier, Seminole Electric Co-op, also set a new demand mark on Jan. 22. The new record peak demand (estimate) was 4,485 megawatts. The previous peak of 4,098 megawatts occurred in February 2006. Peaks reflect a dramatic spike in energy use. Bill Lawton, Seminole's staff economist, said the Jan. 22 peak resulted from the very "cold temperatures we saw for several days throughout the Seminole system."

## Message from the Manager *Bill Phillips*



### **Capital Credits refund is a tangible benefit of membership in Clay Electric Cooperative**

As announced on the cover of this month's Power Line, the cooperative's board of trustees has declared a \$6.25 million Capital Credits refund for those members (former and present members) who received service from 1985 to 2007.

This year's refund amount is the same amount as refunded last year and is made possible because of the financial strength of the cooperative and our continuing efforts to operate more efficiently and hold down expenses. This is also our 35th consecutive annual refund.

For those entitled to a refund but who no longer receive service from us, a check will be mailed around mid-March.

Capital Credits is one of the important benefits of receiving service from an electric cooperative. The cooperative way of doing business is much different than investor-owned utilities. Clay Electric is a non-profit cooperative. As a result, at the end of each year when it's determined how much total revenue exceeds total expenses, the difference is assigned to members as Capital Credits based on the amount each member was billed for electricity during the year. With investor-owned utilities, this margin (profit) goes to stockholders.

If you should have questions about Capital Credits, please contact your nearest district office

### *Clay Electric is second lowest in rate comparison*

A January residential rate comparison (1,000 kWh) of electric utilities throughout the state indicated that Clay Electric is lower than 18 of the 19 other utilities polled. The comparison

included 14 other electric co-ops and five investor-owned utilities (Florida Power & Light, Progress Energy, Florida Public Utilities, Tampa Electric and Gulf Power). Only Florida Power & Light was slightly lower than Clay Electric's residential rate for 1,000 kWh.

### *Please plan to attend our Annual Meeting next month*

Our Annual Meeting will take place on Thursday, March 26 at our central office in Keystone Heights. I encourage you to attend because it's your most important event as a member of the cooperative.

The main purpose of the meeting is to elect three members to the board of trustees. Each year three trustees on the nine-member board of trustees are up for election.

This election of trustees shows how your cooperative is democratically organized. You and your neighbors can help choose the person to represent you as a trustee. Many of our board members have served many years on the board, which is a testament to the support they receive from their fellow members in their districts. The board is dedicated to making sure Clay Electric provides its members with low-cost and reliable electric power, and that service to members is always at a professional level.

There are lots of activities planned for our Annual Meeting, including energy exhibits, a free grilled chicken lunch, a guest speaker, and many door prizes. The grand prize will be a 2002 Chevy S-10 pickup truck. I really encourage you and your neighbors to attend.