

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) or call your local district office.

ONLINE ACCOUNT INFORMATION

Visit the Clay Electric web site (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) and at your local district office.

January survey: Clay Electric's rate among lowest for 1,000 kWh

A recent 1,000 kilowatt hour residential comparison of electric utilities around the state indicated that Clay Electric was lower than 49 of the 52 utilities polled. The January survey (the most recent available at the time of this publishing) included 33 municipal utilities, 5 investor-owned utilities and 14 other electric cooperatives.

The January survey also showed that Clay's rate for 1,000 kWh was \$27.84 less than the average of eight neighboring utilities (GRU, JEA, Ocala, Starke, Green Cove Springs, Williston, FPL and Progress Energy).

If you factor in this year's \$6.25 million Capital Credits refund, Clay Electric's rate is even better!

As a member-owner of a non-profit electric cooperative, you can be assured Clay Electric is committed to providing the best possible rates to you.

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.

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 March 26 and April 23 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

March 2009

March electric bills reflect Capital Credits refund for entitled current members

As announced in the February *Power Line*, the board of trustees approved a \$6.25 million Capital Credits refund for co-op members who received service between 1985 and 2007. Current members entitled to a refund are receiving a credit on their March electric bill. The amount of refund depends upon how much electricity the member purchased during the applicable period.

Issuing a credit on an electric bill helps reduce expenses such as check printing, envelopes, postage, bank fees, etc.

As a note of explanation for members with more than one account with the same member number, the account with the most recent connection date will have the entire refund posted to its electric bill. Former members entitled to a refund will be mailed a check in mid-March. It's important to keep Clay Electric informed of address changes if you move off the co-op's lines in the future so you'll receive your entitled Capital Credits refunds.

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

 Clay Electric Cooperative, Inc. _____

A Triadstone Energy Cooperative 

Disabled citizens should contact emergency agencies

In 1980, the Florida Legislature passed an act relating to disaster preparedness which directs local emergency management agencies to provide for the voluntary registration of disabled citizens in case of disaster.

Section 1 of the law states: *In order to meet the special needs of persons who would need assistance during evacuations and sheltering because of physical or mental handicaps, each local emergency management agency in the state shall maintain a registry of disabled persons located within the jurisdiction of the local agency. The registration shall identify those persons in need of assistance and plan for resource allocation to meet those identified needs.*

Thus, if you are a disabled citizen who would need assistance in case of an evacuation, you should contact your local emergency management agency for registration purposes. You may obtain more information by calling the appropriate number below.

Alachua County (352) 264-6500; Baker County (904) 259-6111; Bradford County (904) 966-6336; Clay County (904) 284-7703; Columbia County (386) 758-1125; Flagler County (386) 313-4240 or (386) 313-4246; Gilchrist County (352) 463-3134; Lake County (352) 343-9420; Levy County (352) 486-5213; Marion County (352) 622-3205; Putnam County (386) 329-0379; Suwannee County (386) 364-3405; Union County (386) 496-4300; Volusia County (386) 254-1500.

Clay Electric offers service to members who rely on electric-powered medical equipment

Clay Electric's Medically Essential Service provides two important benefits for members who depend on electrical service to operate medically essential machinery in their home.

First, in the event of a planned power outage, the co-op will attempt to provide written or verbal notification of the service interruption.

Second, should the participant's bill become delinquent, Clay Electric will notify the member by phone or in the field, personal contact, or with written notification at the residence, 24 hours prior to disconnecting the service.

Participation in this service does not exempt members from paying their bill; nor does it guarantee uninterrupted service or advanced warning of unplanned outages.

Participants are reminded to take precautions and have a backup power supply in place in the event of a planned or unplanned outage. Clay Electric will restore electric service as soon as feasible, but cannot assure preferential treatment to service participants.

To participate, members should call or visit a local district office to receive a letter, which de-

scribes the notification service in detail, and the Physician's Certification form to be completed. Upon return of the form, the member will be enrolled in the program for one year. The Physician's Certification form will need to be completed annually to continue enrollment.

Notify CEC if you receive power from an alternative energy source

The state requires that Clay Electric keep track of the amount of electricity received via customer-owned alternative energy sources. At present, the co-op has 18 members who own renewable (solar) systems that generate electricity for their homes. These systems supply electricity for home use and any excess electricity generated is returned to Clay's distribution system. The co-op records, through a special meter, the amount of electricity returned to the co-op's system.

If you own one of these systems, please make sure you've signed an Interconnect Agreement with Clay Electric. Contact the co-op's Energy Services Division for more information.

News Notes

Youth Scholarship deadline is April 1

If you have a son or daughter that is a senior in high school and is planning to attend college this fall, he or she may want to apply for a Clay Electric Youth Scholarship.

The number of scholarships Clay Electric offers this year has been increased to 18 (up from 17).

The 18 one-time scholarships of \$1,000 each will be awarded in May. Any high school senior whose home (primary residence) is served by Clay Electric Co-op and who will graduate at the end of the current school year (May/June 2009) is eligible. Scholarship applications are available on Clay Electric's web site (clayelectric.com), at each of the co-op's six district offices and at area high schools.

An application will be mailed upon request. Deadline to have applications submitted is April 1, 2009.

Check out Energy Smart rebates

Clay Electric introduced an energy rebate program in the fall of 2007 to encourage members to improve their efficient use of electricity and to promote energy conservation.

The Energy Smart Rebate program offers rebates for attic insulation (existing homes only), high efficiency heat pumps and solar water heating (conventional home or manufactured home).

To learn more about the Energy Smart Rebate program, call your nearest Clay Electric district office. The number is on your monthly statement.

Be careful with outdoor burning

The Division of Forestry urges residents of North Florida to heed outdoor burning regulations. Freezes kill grasses and other vegetation that helps the spread of fire. Check with your local fire department and the Division of Forestry to make sure it is legal to burn in your area. Don't burn on windy days. Never leave a fire unattended. Keep a water hose or shovel handy. Be sure your fire is out before you leave. Remember...if your fire escapes, you may be liable for costs of suppression and damages.