

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.

Seminole files complaint over proposed rail rates

Seminole Electric Cooperative has filed a complaint with the federal Surface Transportation Board (STB) against CSX Transportation, Inc. (CSXT), challenging CSXT's proposed charge for the continued transportation of coal from the Illinois Basin and Appalachia to the Seminole generating station near Palatka, Fla., beginning Jan. 1, 2009.

The complaint states that the new rates are unreasonably high and unlawful under federal law, and requests that the STB prescribe lower rates for application to Seminole's coal shipments. Seminole, which supplies power to Clay Electric and nine other electric co-ops in Florida, uses about 4 million tons of coal a year at the Seminole station and is a "captive customer" of CSXT service.

Seminole has received coal transportation from CSXT under a contract that runs through 2008. Seminole opened discussions with CSXT in 2006 to negotiate a new contract but was unable to reach an agreement with CSXT. As a result, starting Jan. 1, 2009, Seminole's coal shipments will move under published tariff rates that include a CSXT "fuel surcharge." Seminole's complaint notes the tariff rates are more than twice as high as the expiring contract rates.

The proceedings at the STB are expected to take 18 to 24 months.

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 Nov. 25 and Dec. 18 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

November 2008

Consider donating to Project Share to help others in difficult times

The recent downturn in the economy has an increasing number of families finding it difficult to meet their monthly expenses. And some of Clay Electric's members are also being affected by the economic tough times and are having a difficult time paying their electric bills.

Many of these families have been receiving help with their electric bills, thanks to the generosity of members who participate in Project Share.

Clay Electric created Project Share to enable members to help other members pay their electric bills during a period of financial difficulty. Clay Electric collects the money members donate to Project Share and the Salvation Army distributes the funds based on their financial criteria. Since Project Share's inception in July 1997, the program has helped 2,467 members (through 3rd quarter of 2008) with a total of \$338,740 in disbursements.

By designating a tax-deductible amount to be added to the electric bill each month - or by sending a one-time donation with this month's electric bill payment - members can help others keep their lights on when times are tough. To sign up for Project Share, please call the co-op (the number listed on your bill statement).

 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

How to report a problem with a Clay Electric outdoor light

If you are aware of an inoperative or malfunctioning outdoor light on Clay Electric Cooperative's lines, call 1-800-224-4917 to report the problem, or visit www.clayelectric.com and fill out the online form.

When reporting the problem, you will need to provide the following information so the co-op can make the appropriate repair and contact you should there be any questions:

- (1) Specific street address where the Clay Electric outdoor light is located.
- (2) A description of where the outdoor light is located on the property.
- (3) A description of the nature of the malfunction or failure of illumination of the outdoor light.
- (4) Sufficient contact information to include your name, address, telephone number, customer number (if a Clay Electric Cooperative member) and email address (if using the online form).

CO-OP OFFERS EMAIL BILLING PROGRAM - With Clay eBill, co-op members can receive electric bill statements via email instead of getting a paper bill statement in the mail. The monthly email includes the bill statement as a PDF attachment and links to important information from the co-op, such as the monthly *Power Line* newsletter. Clay eBill participants can pay the bill online by clicking the "pay my bill" link in the email, or utilize any of the co-op's other payment options.

To become a Clay eBill participant, visit the co-op's web site at clayelectric.com, log on to "my account," and click on "send me my bill by email."

For more information, contact your local district office or visit clayelectric.com.

Message from the Manager **Bill Phillips**



Despite all the doom and gloom news we hear, there really is a whole lot to be thankful for!

I think this is a good time of year to reflect upon the many blessings we enjoy in this nation.

November is the month of Thanksgiving, when families and friends gather to share a meal and catch up on all the goings-on.

But events in recent times have many of us rattled and unsure what might happen next... the financial crisis on Wall Street and a volatile stock market, rising prices and unemployment, a slowing economy, lowered home values and continuing conflicts in many areas of the globe. There have been plenty of bad and negative news events of late to convince many of us that our world is heading toward chaos.

But let's face the facts...despite all the bad news, all the doom and gloom we read about in the papers and see on TV, we are still the strongest nation on earth. We enjoy a standard of living matched by no other nation. Yes, our lives are busier, our schedules more hectic... but much of this is due to our choices to do more, own more and squeeze as much out of each day as we can. In some countries, people struggle just to feed themselves and stay alive. Think of the huge plates of food that most of us will enjoy on Thanksgiving Day.

This month's elections remind us of the freedom we have to vote and elect our fellow citizens. In a lot of countries, there are no choices and no opportunities to voice dissent.

We must thank our military (active duty and veterans) for their role in defending this nation and the sacrifices necessary while serving at home and on foreign shores. We should also

thank those who serve in law enforcement for their efforts to protect us and to ensure that we are a nation of laws, not anarchy.

Here at Clay Electric, I'm thankful for the dedicated and hard-working employees that we have. Our employees are committed to providing excellent service. Reliable and affordable electric service is often taken for granted. You flip a switch and the electricity is there. In some regions of the world, electricity is still just a dream.

I know many of you are thankful that Clay Electric is non-profit when you receive your Capital Credits refunds checks in March. The notes and letters I receive after we make our refunds express appreciation. For other utility customers, there are no refunds because the money that's left over goes to stockholders, or to city coffers to pave streets.

This month, it's a good time to remember all the things we should be thankful for and the many blessings we enjoy. And we want to thank you for your support. We do our best each day to serve you.

From the Board of Trustees and employees, we wish you a Happy Thanksgiving!

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