

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.

Member survey mailed

Around 9,000 copies of Clay Electric's 2010 residential survey were mailed early this month to members. The survey helps the co-op evaluate its services and gather opinions on a variety of topics. This year's survey includes questions about cap-and-trade legislation.

"We believe it's important that members' opinions are received," said Communications Division Manager Larry Horne. "If you receive one of our surveys, we encourage you to complete it and mail it as soon as possible in the provided envelope which is addressed to Ulrich Research of Orange Park."

Call 8-1-1 before digging

Spring is the season when homeowners often begin outdoor home improvement projects. Popular gardening projects, like planting trees or installing a pond, might require you to dig in areas where underground utility lines are located. To protect yourself from injury and prevent damage to underground utilities, remember to call 811 at least 48 hours before you dig so utility lines can be marked. Once the lines are marked, you will know the approximate location of your utility lines and you can dig safely. Call your local district office or visit www.callsunshine.com for more information.

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 six times a year (January, March, May, July, September and November). 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 April 22 and May 27 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

April 2010



John Archbold of Citra tries on Dave Rowe's Super Bowl ring during Rowe's guest appearance at the co-op's Annual Meeting. Audrey, John's wife of 58 years, sits to his right.

Members enjoy an event-filled Annual Meeting day

March 25th was an enjoyable day for the 3,000 members who participated in Clay Electric's 72nd Annual Meeting in Keystone Heights. Members enjoyed an event-filled day which featured a variety of exhibits, a grilled chicken lunch and over a hundred door prizes. Members were entertained by The Anchormen and former NFL player Dave Rowe. Rowe passed his Super Bowl ring around the audience for a closer look, and later, he even called out the lucky ticket numbers during the prize

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Member survey mailed
See back panel...

Clay Electric Cooperative, Inc. _____

Clay Electric's 72nd Annual Meeting



Dave Rowe shared some NFL stories.

drawings.

General Manager/CEO Ricky Davis told the audience that Clay Electric remained on sound financial footing,

but growth was down 35 percent for 2009. This forced the co-op to tighten its belt during these lean times. Ricky also emphasized how the co-op offered residential rates that are among the lowest in the state, and that power reliability was strong, with electricity available to members 99.97 percent of the year. He also urged members to prepare for this year's hurricane season, because it's likely a storm will again strike North Florida.

Davis also encouraged members to participate in efforts to urge Congress to block the Environmental Protection Agency's plan to regulate carbon emissions. Such a move by the EPA would damage the nation's economy and cause higher electricity rates for utilities, Davis told the audience.



Malphurs

Members re-elected three incumbent board of trustees candidates and elected newcomer Carl Malphurs of Alachua (district 4) to fill the one-year unexpired term of his late father. Malphurs received 641 votes and Jim Emerson of



The Anchormen entertained members at the meeting.

Alachua received 613 votes. Incumbent board of trustee members Laura Dean of Keystone Heights (district 1), Cedrick Smith of Wacahoota (district 8) and Angus Hastings of Fort McCoy (district 9) were unanimously elected to three-year terms. All three were unopposed.

Board of Trustees Vice President Kelley Smith presented Peggy Malphurs with a plaque noting her late husband's dedicated service to Clay Electric as a member of the co-op's board of trustees. Tommy Malphurs served 34 years on the board. He passed away suddenly last fall.

Kelley Smith filled in for Board President Floyd Gnann during the president's address to the audience, who was unable to attend the meeting due to illness. Smith told members that Clay's employees were the main reason for the cooperative's success over the years. He relayed a recent incident to the audience about how a man who had buried his young daughter in Gainesville was moved when Clay employees pulled their vehicles to the side of the road and bowed their heads to show respect during the funeral procession.

"We receive many notes and calls from members who say they appreciate our employees," Smith told the audience. "Our employees are dedicated to their jobs, and they're dedicated to doing the best job they can for you. I would like to ask you to stand and give our employees a round of applause." At that request, the audience rose and clapped for more than a minute.

Ricky Davis presented Mike Marinkov with the annual Employee Recognition Award for his community service. Marinkov works in the



Peggy Malphurs received a plaque honoring her late husband.

Report from the manager

Ricky Davis

General Manager/CEO



Thank you for attending our 72nd Annual Meeting

I want to thank all of our members who visited with us at our Annual Meeting on March 25th. We were blessed with some beautiful spring weather, and everyone certainly enjoyed the entertainment, our guest speaker Dave Rowe, and the chicken lunch.

We shared some important information about Clay Electric's financial condition and addressed some issues that could impact our ability to provide competitive electric rates in the future.

I expressed my thanks to our employees for putting in the extra hours to ensure the meeting's success. Board of Trustees Vice President Kelley Smith also expressed his thanks to our employees for going the extra mile for our members every day. I'm very thankful for their efforts.

Again, thanks for spending the day with us on March 25th.



Mike Marinkov (left) received the co-op's Employee Recognition Award for 2009.

with the Relay for Life effort.

co-op's Print Shop. He's very active in the Keystone Heights Jaycees. He also helps