

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.

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.

It's time to start thinking about surge protection

Inside today's electronic equipment are powerful, sensitive microprocessors. A split-second change in voltage outside the normal range can scramble data saved in tiny, delicate silicon chips and circuit boards.

High quality surge protection equipment is available for purchase or lease through the co-op's surge protection program. This equipment will help protect sensitive electronic equipment from power surges caused by events triggered from both outside and inside the home.

The SurgeBlaster program provides the highest quality surge protection equipment, is UL-listed and meets the IEEE 587

standard for surge suppression equipment.

The basic SurgeBlaster package includes one meter base suppressor and one all-in-one (satellite/tv/vcr/computer/phone) suppression module. Hard-wired suppressors for equipment like pool and well pumps are available at an additional cost. Call your local district office 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 Kathy Richardson at P. O. Box 308, Keystone Heights, FL 32656; email: KRichardson@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 website'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 28 and May 26 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

April 2011



Grand Prize Winners: Henry Barrow, director of Member and Public Relations, presents the keys to a 2003 Chevrolet S-10 pickup truck to Lester and Susan Johnson of Satsuma.

Members enjoy Annual Meeting day

March 24th was an enjoyable day for the 2,500 members who participated in Clay Electric's 73rd Annual Meeting in Keystone Heights.

Members enjoyed an event-filled day which featured a variety of exhibits, a smoked chicken lunch and over a hundred door prizes. Members were entertained by the blue grass and gospel group Balsam Range and laughed at the hilarious Carey Knowles.

General Manager/CEO Ricky Davis told the audience that Clay Electric remained on sound financial footing, but growth was down 12 percent last year. Davis also emphasized how the co-op offered residential rates that are among the lowest in the state, and that power reliability was strong and

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 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 



Tommy Tomlinson, Keystone Heights district manager, and Jim Beeler, Palatka and Salt Springs district manager, receive their 45-year service pins from General Manager Ricky Davis.

From the cover continued to be a focus for the co-op. Davis presented Justin Williams with the annual Employee Recognition Award for his community service. Williams works in the co-op's Information and Com-

munication Technology Department. Williams spearheaded the co-op's annual involvement in the Holiday Helpers program.

Davis also presented 41 employees with pins for years of service of 20 years or greater. Two employees were honored for 45 years of service. Davis said the employees being recognized at this year's annual meeting have over 1,000 years of combined service.

Board President Kelley Smith introduced Middleburg teacher Carrie Prewitt, who recently received a home courtesy of the Extreme Makeover: Home Edition TV show. Ms. Prewitt will be featured in the Extreme Makeover show that airs on May 8 (Mother's Day) at 8 p.m. on ABC.

Susan and Lester Johnson of Satsuma drove away from this year's annual meeting with a grand prize: a 2003 Chevrolet S-10 pickup truck.



Co-op members register to vote at the annual meeting.

Report from the manager **Ricky Davis** General Manager/CEO



Thank you for attending our 73rd Annual Meeting

I want to thank all of you who visited with us at our Annual Meeting on March 24th in Keystone Heights.

We were blessed with some beautiful spring weather, and everyone certainly enjoyed the musical entertainment of Balsam Range. Our guest speaker, Carey Knowles, shared some humorous stories with the audience. His story about Rufus, the red hog, that got penned up in the lady's restroom off I-75, drew lots of laughter. The smoked chicken lunch that was served at noon was a big hit as well.

Members who registered to vote at our annual meeting re-elected incumbent trustees Kelley Smith of Palatka (district 2), Carl Malphurs of Alachua (district 4), and Floyd Gnann of Middleburg (district 6) to three-year terms. Members also approved five amendments to the co-op's bylaws. These amendments were shared with all members who receiving a copy of the March Kilowatt in the mail. The amendments basically streamline and clarify five areas of our bylaws which provide direction for our board, management and employees.

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 providing our members with excellent service, and I emphasized that we remain committed to providing competitive electric rates. I also mentioned that your cooperative remains in



Justin Williams (left) received the co-op's Employee Recognition Award for 2010 from General Manager Ricky Davis.

sound financial shape, and one result of that is our being able to return \$5 million in Capital Credits last year and this year.

Board of Trustees President Kelley Smith also expressed his thanks to the members for their continued support of the co-op and its employees. We are both thankful for the efforts employees put forth on behalf of the members.

For those of you who took time out of your busy schedules to visit with us on March 24, we truly appreciated your presence.

If you've never attended one of our annual meetings, I encourage you to visit with us on this special co-op day. I think you'll find it to be a most enjoyable experience.



Co-op members recite the Pledge of Allegiance at the beginning of the Annual Meeting's afternoon session.