

## 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 website ([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.

**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 \$1.50 for each transaction. A list of payment locations is available online ([clayelectric.com](http://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](mailto: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 account number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on April 26 beginning at 12:30 p.m. in Keystone Heights.  
3040-20079

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

# Power Line

April 2012



**Bucket truck for Haiti:** Caleb Lucien of Hosean International Ministries talks with Clay Electric's Director of Operations Howard Mott in front of the truck Clay is donating to a co-op in Haiti.

## Clay donating bucket truck to co-op in Haiti

Clay Electric is donating a digger derrick truck to Haiti's first electric cooperative in support of efforts to expand electric service in Pignon, a small town in the north-central region of Haiti.

This is one way Clay is celebrating 2012 as the International Year of the Cooperative.

Recently, Caleb Lucien of Hosean International Ministries stopped by Clay Electric's headquarters in Keystone Heights to see the truck and thank the co-op for the donation. General Manager Ricky Davis told Lucien the board was glad to be able to help.

"Thank you very much," Lucien said. "That's the tool that will help us expand from providing 650 homes with power to 3,000."

*Continued inside*

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

A Touchstone Energy Cooperative 

## Donated truck

*From the cover*

The donated vehicle consists of a truck chassis that is an International 4900 6x6. The truck has an all-wheel drive chassis with a gross vehicle weight rating of 55,000 pounds. It was purchased new by the co-op in August of 2000 and has a Terex digger derrick mounted on it. The digger derrick is used for digging holes and setting poles. It was most often used in the placement of larger sized poles used on Clay's transmission lines.

Davis said the board is familiar with the tremendous need in Haiti and with NRECA's efforts to assist the country. The NRECA International Foundation has worked in Haiti since 1998 to help bring power to inland regions of one of the poorest nations in the Western Hemisphere.

The co-op's board of trustees thought it was a great idea to support the effort. Several of the trustees have been to National Rural Electric Cooperative Association (NRECA) meetings where information about the International Foundation's work in Haiti and other countries is presented. It also became apparent that the grant would not cover the costs associated with such a large piece of equipment. Clay's board wanted to donate the truck anyway. NRECA is covering the substantial expense to transport the truck to Haiti.

Pignon's co-op, the Cooperative Electrique de Pignon (COOPELEP), is the first electric cooperative in Haiti. Co-op volunteers are providing technical training to local personnel on generator operation and maintenance, as well as lineman training.

Lucien, who grew up in Pignon, said the community is poised for growth. He said his ministry, Hosean International Ministries, focuses on three major areas: education, life skills development and business development.

"Electricity is central to progress in all of those areas," he said. "I thank Clay Electric for this generous donation, and I know the people in Pignon are grateful as well."

*More information about Hosean Ministries and their electrical distribution efforts can be found here: <http://www.hosean.org/electricalproject.html>*

## Report from the manager

**Ricky Davis**

General Manager/CEO



## New computer system enables us to improve service

As some of you may have noticed, Clay Electric has installed a new Customer Information System. Around the co-op, we often refer to it as "the CIS."

Employees devoted a lot of effort last year to the transition to this new system. The CIS is at the heart of our operations and is of critical importance. Not only does it provide a vital interface between the co-op and its members, but many processes handled by the CIS are essential to the co-op running smoothly and efficiently.

The CIS went live in January of this year. For the most part, the transition went smoothly. But there have been some issues, which are common with a project of this magnitude. The vast majority of these issues have been solved, thanks to the dedicated efforts of our CIS conversion team and many employees throughout our organization. We are working diligently to resolve these problems as quickly as possible, and we appreciate your patience with us during this time.

As I mentioned, this project was a monumental undertaking. Your cooperative serves approximately 166,000 accounts in 14 counties. The CIS touches nearly every area of our system and is incredibly complex. Clay Electric is proud to provide many services to you, our members, and this system will allow us to do just that, even better.

Let me offer a bit of history on this project. About three years ago, we made the decision

to undertake the lengthy process of obtaining and installing a new system. Our previous CIS was nearly 20 years old and was becoming obsolete. Fewer and fewer individuals were available to service it, and it could no longer keep pace with the growing demands of an ever-changing technological landscape. We selected a new provider, Harris-Cayenta, and went through an approximately year-long installation and testing process.

Which brings us to today. Our new CIS will provide us with the capability to grow with new technology in the future. In addition to having better flexibility to handle customer accounts, it will allow us to have a mobile workforce management system that provides better customer service, efficiency and safety. This system will improve communication between the co-op's offices and employees in the field.

As always, we appreciate the opportunity to be your electricity provider.

## Lake City, Keystone district employees Phillip Smith, Reda Williams retire

Phillip Smith and Reda Williams retired from Clay Electric early this year.

Smith, a line foreman in the Lake City District, retired in February after 40 years of service.

Lake City District Manager Derick Thomas said Smith's work ethic was an asset to the district.

Williams, a customer service representative in the Keystone Heights call center, retired on Feb. 13 after 11 years of service.

Keystone Heights District Manager Dale Furlong said Williams will be missed by customers and co-workers alike.



Smith



Williams