

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 website (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) 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 account number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on April 24 beginning at 12:30 p.m. in Keystone Heights. 3040-21870

The Clay Electric Cooperative, Inc. _____

Power Line

April 2013

Mail, phone surveys will seek member opinions

Clay Electric will be gathering the opinions of its members beginning in early April. Around 2,100 copies of Clay Electric's 2013 residential survey will be mailed this month.

The co-op has also asked a telephone survey company to contact members. The results of the two surveys will help the co-op evaluate its services and communications efforts.

This year's written survey includes questions about political action committees, the Co-op Connections discount card program, and renewable energy. "We believe it's important to know what our members think about our programs and services," said Communications Manager Wayne Mattox. "If you receive one of our mailed surveys, or receive a phone call from a survey company, we encourage you to participate."

Members who receive a written survey should fill it out and mail it as soon as possible in the postage-paid envelope, which is addressed to Ulrich Research of Orange Park.

Continued inside

 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Please note your assignment of Capital Credits on your May bill

All current members of Clay Electric who received electric service in 2011 are being notified next month regarding the amount of Capital Credits assigned to their accounts for that year.

The notice of Capital Credits will appear on the lower portion of members' bill statements next month. If you received service from the co-op during 2011, the amount assigned to you will appear following the message "2011 Capital Credits." If you began receiving service from the co-op after Dec. 31, 2011, there will be no notification of Capital Credits on your May electric bill statement.

As a note of explanation for members with multiple accounts under the same member number, the assignment will be reflected on the account associated with your membership.

Surveys

From the cover panel

The phone survey is being conducted by TSE Services of North Carolina. The phone surveys are a new addition to Clay's opinion gathering effort. Conducting a phone survey will help Clay learn more about the opinions of members less inclined to respond to written surveys.

"The company will identify itself as conducting a phone survey on behalf of Clay Electric, and we encourage your cooperation," Mattox said. The phone survey should take only a few minutes.

If you should have a question about the co-op's survey efforts, please call the Member & Public Relations Department in Keystone Heights (352-473-8000 x8265).

Report from
the manager

Ricky Davis

General Manager/CEO



Capital Credits are a tangible benefit of co-op membership

The cooperative's board of trustees declared a \$4.5 million Capital Credits refund in January for those members (former and present members) who received service from 1987 to 2011.

Before the board decides on the amount to refund, it makes a careful review of the co-op's financial conditions. It considered the likelihood the economy will remain slow for awhile longer, the fact that we've not seen much in the way of membership growth the past two years, and the fact that our operating expenses have continued to climb due to higher-priced materials and equipment. After carefully considering these factors, the board decided it was prudent to refund \$4.5 million this year. This is our 39th consecutive annual refund.

Our annual Capital Credits refunds provide the majority of our present members with a tangible benefit of their membership in a member-owned cooperative. For those entitled to a refund but who no longer receive service from us, a check was mailed in late March.

Capital Credits is one of the important benefits of receiving service from an electric cooperative. The cooperative way of doing business is much different than investor-owned utilities. Clay Electric is a not-for-profit cooperative. As a result, at the end of each year, when it's determined how much total revenue exceeds total expenses, the difference is assigned to members as Capital Credits based on the amount each

member was billed for electricity during the year. With investor-owned utilities, this margin (profit) goes to stockholders.

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

Palatka District's Danny Heisler retires after 42 years of service

Danny Heisler, storekeeper for the Palatka District, retired on Feb. 1 after 42 years of service to Clay Electric.

Palatka District Manager Jim Beeler said Danny has been an exemplary employee.

"Danny's work ethic and his commitment to Clay Electric showed in everything he did," Beeler said.

General Manager Ricky Davis said Danny was an asset to the co-op.

"I appreciate Danny and what he has done for the company," Davis said. "He always did his best for the members and for the employees."



Heisler

Email billing program offers convenience for co-op members

Clay Electric offers several programs for the convenience of members, including the email billing program, Clay eBill. Members who opt to participate in the program receive their electric bill statement via email each month, and do not receive a printed bill statement in the mail. Clay eBill participants can pay the bill online immediately by clicking on the "pay my bill" link in the email. The email also includes links to important information from the co-op, such as the monthly *Power Line* newsletter.

To participate in Clay eBill, visit the co-op's website at clayelectric.com, log on to "my account," and click on "electronic billing."