

## 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.

## Got something to sell? Try our Trading Post, print and online

Clay Electric's Trading Post offers a variety of items for sale or rent by members. The Trading Post is available online and in the Kilowatt newsletter, which is read by more than 165,000 members in North Florida.

Members are entitled to post a non-commercial ad in the Trading Post - either online or in the Kilowatt - at no cost, and anyone can shop. If you're shopping, you'll find all kinds of treasures there, but if you see something you like, you'd better act fast. Trading Post ads tend to get quick results.

### To place an ad in the print version:

- Visit [www.clayelectric.com/trading-post.aspx](http://www.clayelectric.com/trading-post.aspx) and follow the instructions. Ads will be submitted via an online form.

Or

- Mail your written ad (postcards are fine) to Clay Electric Trading Post, P. O. Box 308, Keystone Heights, FL 32656

Or

- Drop your ad off at your nearest district office.

### To post an item for sale in the online Trading Post:

- Visit [www.clayelectric.com/trading-post.aspx](http://www.clayelectric.com/trading-post.aspx) and follow the instructions. Online Trading Post ads are available for anyone to see on Clay Electric's website.

Ads cannot be placed over the phone. You must have a Clay Electric account number to place an ad. Don't forget to include your name, account number and telephone number with your ad.

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

# Power Line

April 2014

## Co-op offers 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.



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

A Triadco Energy Cooperative 

Report from  
the manager

**Ricky Davis**

General Manager/CEO



## Cooperative principles in action: co-ops helping co-ops

Clay Electric is rooted in seven foundational principles that govern cooperatives everywhere.

One of these principles is Cooperation among Cooperatives, which says "Cooperatives serve their members most effectively and strengthen the cooperative movement by working together."

Last month, a group of our employees spent nine days helping two South Carolina electric co-ops recover from an ice storm. We maintain agreements with other co-ops and will periodically assist them when called upon. Likewise, when we have found ourselves in need, other co-ops have responded to our requests for assistance. By working together, we are stronger and can restore service to our members in a faster and more efficient manner.

Ronald Harper, who served as supervisor for the 25 men who made up Clay's restoration team, said they put in long hours changing out damaged and broken poles and reconnecting broken conductors. He said the residents appreciated their work and were grateful to have their power restored in a timely manner.

It's gratifying to be in a position to assist other co-ops when the need arises. We are proud to provide excellent customer service both here at home and when called away.

I thank our crews who stepped up and went out of their way to assist fellow co-ops in need.



**Rooftop PV System:** Clay Electric members interested in purchasing a photovoltaic system are encouraged to contact the co-op first.

## Thinking about solar panels for your home?

Thinking about purchasing a photovoltaic (PV) system for your home or business? More than 100 of Clay Electric's members are harnessing the energy of sunlight to lower their bills. Before you invest, call your cooperative first. We have some important information to share about PV systems that will help you make the best decision. Visit our website ([clayelectric.com](http://clayelectric.com)) or call us to request a brochure.

## 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 statements 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](http://clayelectric.com), log on to "my account," and click on "electronic billing."

## News Notes

### Control Center's T.C. Miller retires after 42 years of service

T.C. Miller, power system operator in the Control Center, retired on Feb. 24 after 42 years of service to Clay Electric.

Howard Mott, director of Operations, said Miller has extensive knowledge about the co-op.

"He has an excellent rapport with employees from across the co-op," Mott said. "He will be missed."

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

"TC always provided top-notch customer service," Davis said. "He made Clay Electric a better place and he will be missed."



Miller

Clay Electric's toll-free automated  
outage reporting line

**1-888-434-9844**

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 website (<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.