

## 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.

## Saving money with space heaters depends on usage

High-end space heaters are marketed heavily during the fall and winter through television infomercials, full-page ads in newspapers and magazines, and marketing presentations designed to look like news articles.

If you're thinking about buying one of these heaters to warm your home this winter, understand these units can cause your electricity usage to climb significantly. How much they'll boost your power bill depends a lot on how you use them.

"Space heaters can be cost-effective when used in conjunction with your central heating system, but *only* if you lower your thermostat by several degrees and use the space heater to keep a localized area more comfortable," said Sherman Phillips, manager of Clay Electric Co-op's Energy Services Division.

"We usually recommend that members set their heating system thermostats at 68 degrees. However, to realize savings with a space heater, the central heating thermostat should be lowered to 65 degrees, and the space heater should be used to warm the part of the home most frequently occupied."

If you use space heaters, Clay Electric encourages members to keep safety in mind. Make sure the heater has an auto shutoff if the unit tips over, and locate the unit far enough away from flammable materials to avoid a fire.

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; e-mail: [KRichardson@clayelectric.com](mailto:KRichardson@clayelectric.com). Clay Electric's website (<http://www.clayelectric.com>) offers online services such as payments, and information about the co-op's programs and services. Clay Electric's Board of Trustees will meet on Dec. 20 beginning at 12:30 p.m. in Keystone Heights.

3040-20087

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

# Power Line

December 2012

## Holidays can mean more power usage at home

Co-op members use more energy during the holiday season and bills may be higher because:

- 1) Holiday lights and decorations use energy; switch to energy-efficient LED holiday lights.
- 2) Holiday entertaining involves extra cooking & baking, which requires extra electricity.
- 3) Holiday guests mean more hot water for showers, laundry and dishwashing; more heating and lighting in guest rooms; & more cooking.
- 4) Shorter days and longer nights mean lights stay on longer, both inside & out.
- 5) Space heaters can be used to provide warmth but they are a less efficient form of home heating. Keep in mind that you can lower your thermostat a few degrees when using a space heater to help offset the additional energy usage.

To save energy and money during the winter, pick up a FREE "Low-Cost, No-Cost Ways to Save Energy this Winter" brochure from your co-op office or online at [www.ClayElectric.com](http://www.ClayElectric.com). Click "Energy Tips" on the lefthand column and click on the link for "Winter Energy Tips."

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

A Touchstone Energy Cooperative 

## Report from the manager

**Ricky Davis**

General Manager/CEO



### ***In 2012 we accomplished much on your behalf***

**W**e're nearing the end of another year, and it's a good time to share with you some of our accomplishments for 2012.

I'm proud of the fact that our electric rates remain among the lowest in the state, and the lowest among the 15 electric cooperatives in Florida.

We recently lowered our cost for 1,000 kilowatt hours of electricity for the third time this year. Our rate is now \$105.80, down from \$110.80. We are lower than many neighboring utilities, including GRU, JEA and Progress Energy. Lower fuel expenses for our wholesale power provider, Seminole Electric Co-op, was one of the big reasons for our lower power cost.

A very important accomplishment this year was the successful implementation of our new Customer Information System (CIS). This system is a complex computer system that is critical to the co-op's daily operations and customer service. The new system is more flexible and will enhance our ability to meet the changing service needs of members for years to come.

This year we celebrated 2012 as the International Year of the Cooperative. In March, as part of that focus, we donated a digger derrick truck to an electric cooperative in Haiti. Our board of trustees was pleased to be able to help in this way.

In the spring we introduced the Co-op Connections Card program. As a co-op, we believe our commitment to you goes beyond providing safe, reliable and affordable electricity. Our participation in the Co-op Connections Card program is a money-saving tool we are proud to offer to you. As of October, our members have saved more

than \$31,500 on prescription drug costs alone.

Our members continue to take advantage of a variety of payment options. Payments remitted electronically increased 4.8 percent, including payments taken over the phone by our service representatives, and the self-service options via the web and our Interactive Voice Response system. Also, both our Automatic Monthly Payment Plan and payments via credit cards (through Speed Pay/Western Union) increased during the year. Speed Pay payments increased 50 percent over 2011's activity. We now have about 8,000 members receiving their bill electronically, by email. This is up from around 6,000 just 7 months ago. This represents an annual growth rate of 64 percent in electronic billing.

We now have more than 914 fans, and our communications via Facebook have included power outage reports, news, photos, videos, helpful tips as well as information about co-op events and programs.

Our employees continued to recognize the importance of working safely. Many of our departments and districts were recognized by the safety division for meeting safety performance criteria established for the year. In addition, PMA, Clay Electric's Workers Compensation Insurance carrier, will soon be presenting Clay Electric with a plaque to recognize that the cooperative's employees have worked 2 million hours without experiencing a lost-time injury. This is a milestone that is highly valued by PMA. Clay Electric employees are approaching 2.5 million hours (3 years) worked without experiencing a lost-time injury.

We continue to help our members with energy efficiency and energy conservation information. Just over 750 members received rebates totaling \$178,006. Energy efficiency loans totaled 49, resulting in \$234,949 loaned for various energy efficiency upgrades.

We completed a large number of projects this year that enhanced the reliability of our distribution and transmission systems, and also installed new equipment in our substations.

We are in the process of conducting a GPS inventory of our entire electrical distribution system. We have contracted with Davey Resource Group to visit each individual piece of distribution

equipment, including poles and meters, to record the piece's Global Positioning System (GPS) coordinates. This process will ensure our maps are as accurate as possible and will enable us to provide timely and efficient service.

Construction of a new Lake City district office began this past spring and an extensive remodeling project to expand and enhance our Orange Park District office got underway this fall. The new Lake City office should be ready early next year, and the Orange Park projects should be complete later in the year. Many of our buildings are showing their age, lack adequate space and need costly repairs. These projects will enable us to better serve our members, and lower our maintenance and energy costs.

This summer we invited our members to join Co-op Owners for Political Action (COPA). This is the political action committee focused on the needs of America's electric cooperatives. So far, more than 270 of you have joined. By joining COPA, our members become part of a strong grassroots network of citizens concerned about the long-term success of the electric cooperative program. COPA supports elected officials and candidates who understand and support electric cooperatives and their members.

As always, the board of trustees, management and employees appreciate your support. We will strive to do our best for you each and every day.

### ***Tom Gumber retires from Clay Electric***

**T**om Gumber, an employee with the co-op's Information and Communication Technology Department, retired last month after 30 years of service.

Gumber was an ICT Solution Specialist. He worked with the co-op's Customer Information System and database management. He also wrote custom software for the co-op.

Bruce McHollan, director of ICT, said Gumber made many significant contributions to CEC over his long career.

"He is a true IT professional and a good friend and we're going to miss him," he said.



Gumber