

## Clay makes it easy to choose your own method of payment!

You have a variety of ways to make your electric bill payment. Although you can always pay your bill by mail or by visiting one of the co-op's district offices, there are several other convenient options as well.

### Electronic Payments

You can make an electronic payment on the co-op's website or by calling your local district office. If you prefer to handle the transaction over the phone, call your district office and use the interactive voice answering system. You do not have to talk with a customer service representative to make an electronic payment. You will need your Clay Electric customer number, your bank account number and the routing number of your bank.

### Credit/Debit Card Payments

All debit and credit card payments are processed through Western Union SpeedPay, an independent service provider. A processing fee of \$3.65 will be charged by Western Union SpeedPay. Clay Electric does not receive any portion of this fee. To make a credit or debit card payment, call Western Union SpeedPay at 1-888-822-0545 or visit the Co-op website to pay online.

### Automatic Deduction from your Account

If you'd like your payment to be automatically deducted monthly on your due date by bank draft from your checking or savings account, the Automatic Monthly Payment Plan should be your choice. You can sign up online or call/drop by your local district office.

### Payment stations in the community

Fidelity Express provides payment stations for paying your electric bill at various businesses, such as convenience stores, in the co-op's service area. Fidelity Express charges \$1.50 for each transaction. A list of payment locations is available at your local district office and online.



These photovoltaic panels generate electricity for a member served by Clay Electric Co-op.

## Notify Clay Electric if you receive power from an alternative energy source

The State of Florida requires that Clay Electric keep track of the amount of electricity received via customer-owned alternative energy sources. At present, the co-op has 83 members who own renewable (solar) systems that generate electricity for their homes. These systems generate electricity for home use and excess power is returned to Clay's distribution system. Using a special meter the co-op records the amount of electricity returned to the co-op's system.

If you own or plan to have one of these systems installed, please make sure you've signed an Interconnection Agreement with Clay Electric. The State of Florida requires that all customers who have systems that are or will be connected to the electrical grid have an Interconnect agreement signed with the receiving utility. **It is the member's responsibility to notify Clay that they're operating or plan to operate an alternative energy system.** This is important for safety reasons and for billing purposes, and to ensure the member receives proper credit for putting power back into the co-op's distribution system.

Call the co-op's Energy Services Division at (352) 473-8000 ext. 8366 for more information.

3040-20076

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

# Power Line

February 2012

## Report from the manager

**Ricky Davis**

General Manager/CEO



## Celebrating cooperatives

Electric cooperatives and other members of the co-op family take center stage globally in 2012, designated the International Year of Cooperatives.

The International Year of Cooperatives' theme, "Cooperative Enterprises Build a Better World," resonates with co-ops in the electric, banking, food, retail, housing, and marketing arenas.

Cooperatives are a global network of independent, local businesses owned by those they serve.

We share a common set of business principles and values like self-help and democracy. Each co-op exists to meet the needs of its members.

According to the Washington, D.C.-based National Cooperative Business Association (NCBA), more than 29,200 cooperatives nationally employ 2 million Americans. One in every four Americans is a co-op member, but the scope of the cooperative network doesn't stop at the border.

As a member, you have a voice in how your co-op operates. That keeps the co-op's focus on you and how best to meet your needs.

The innovative practices of co-ops provide  
*Continued inside*



Clay Electric Cooperative, Inc.

A Touchstone Energy Cooperative

## 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.

**CREDIT CARD PAYMENTS** - Clay offers a credit and debit card payment option. To make a credit or debit card payment, call Western Union SpeedPay at 1-888-822-0545 or visit [clayelectric.com](http://clayelectric.com)

## News Briefs

### 24 scholarships available this year

Clay Electric will offer 24 scholarships this year.

The scholarship program is limited to any public, private or home-schooled high school senior whose primary residence is served by Clay Electric and who will be graduating from high school at the end of the current school year (2011-2012).

The senior must be planning to attend an accredited college this fall. The one-time scholarship amount is \$1,000. An application is available on Clay Electric's website ([clayelectric.com](http://clayelectric.com)), at each of the co-op's six district offices and at area high schools.

The deadline to submit an application is April 2. Scholastic records, activities, employment, community service and recommendations are the primary considerations.



### New state law requires energy-efficient pool pumps

If you need to replace a broken or aging pool pump in the near future, you may need to upgrade to a more energy-efficient one. A new Florida law went into effect at the end of 2011 that bans the sale and installation of single-speed pool pumps with one or more horsepower. When selecting a new pump, homeowners will be required to buy one capable of operating at a minimum of two speeds unless the old model can be replaced under warranty.

The co-op recommends contacting a certified or registered pool contractor with any questions you may have about the new law.

Keep in mind that by maintaining your pool's cleanliness, water clarity, and chemical levels, you may be able to reduce your pool pump's run time and save money. Clay Electric recommends you limit the run time for your pool pump to four hours each day in the winter and six hours each day in the summer.

## Report from the Manager

*From the cover*

consumer-focused solutions that can adapt quickly to change. Unlike competitive, profit-driven businesses, co-ops cooperate with each other to fashion programs that improve service.

When people unite with a common goal, the co-op business model comes into play. Throughout 2012, we will be celebrating "the Year of the Cooperatives."

To get us started, here are the seven Cooperative Principles:

**Voluntary and Open Membership:** open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

**Democratic Member Control:** controlled by members. The elected representatives are accountable to the membership.

**Members' Economic Participation:** Members contribute equitably to, and democratically control, the capital of their cooperative.

**Autonomy and Independence:** autonomous, self-help organizations controlled by members. **Education, Training and Information:** provide education and training for interested parties so they can contribute effectively to the development of their cooperatives.

**Cooperation Among Cooperatives:** serve members most effectively and strengthen the cooperative movement by working together.

**Concern for Community:** While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

### Join us for our Annual Meeting

Please plan to attend Clay Electric's 74th Annual Meeting on March 22 in Keystone Heights. Members who attend the meeting and register to vote will select candidates to fill four board of trustees positions. There will be musical entertainment by the Mike Snider String Band, a chicken luncheon at noon, and drawings to win door prizes. An afternoon business session, reports on co-op activities, and a guest speaker are also on tap.