

## 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

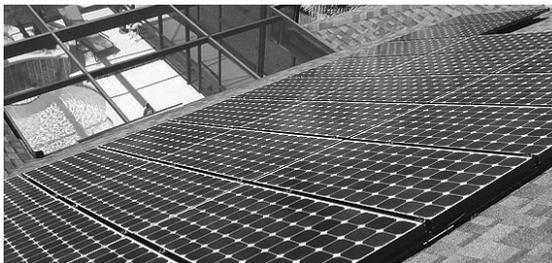
All debit and credit card payments are processed through Western Union SpeedPay, an independent service provider. A processing fee of \$3.65 will be charged by Western Union SpeedPay. Clay Electric does not receive any portion of this fee. To make a credit or debit card payment, call Western Union SpeedPay 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 100 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. If you plan to increase the size of your existing system, you must also let Clay Electric know. 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.  
3040-21868

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

# Power Line

February 2013

Report from  
the manager

**Ricky Davis**  
General Manager/CEO



## As a member of a co-op, you have opportunities

Each year, three trustee district meetings are held to nominate one or two candidates to serve on the cooperative's board of trustees.

This year's meetings were held in early February. One of the advantages of being served by a not-for-profit, democratically organized electric cooperative is the fact that our member-owners select their fellow members to represent them on the board of trustees.

We are fortunate to have trustees who are knowledgeable and dedicated to serving the members and the co-op to the very best of their abilities. The board meets monthly to discuss important issues, review financial budgets and activity reports and establish overall policies.

The trustees ensure your cooperative is operated using sound and established business principles, and that the cooperative's strategic goals of providing excellent service and competitively priced power are met

*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) 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.

**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

## 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 (2012-2013).

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), at each of the co-op's six district offices and at area high schools.

The deadline to submit an application is April 1. Scholastic records, activities, employment, community service and recommendations are the primary considerations.



### Bryan Stanley, fleet services superintendent, retires after 40 years

Bryan Stanley, fleet services superintendent in the Operations Department, retired last fall after 40 years of service.

Howard Mott, director of Operations, said Stanley has done an excellent job for the co-op.

"Bryan has always seen the fleet services department as a service organization for the other departments," he said. "He was always prepared and knowledgeable about the co-op's needs in terms of vehicles and equipment. He will certainly be missed."



Stanley

## Report from the Manager

*From the cover*

annually.

Those nominated at the trustee district meetings will appear on the ballot at this year's annual meeting on March 28. I hope you plan to join us at this special event where we celebrate 75 years of service. We will have a booth set up with photos and information about the co-op's history.

We will also be promoting memberships in our new political action committee, called Co-op Owners for Political Action, or COPA for short. Membership in COPA is made up entirely of members of electric cooperatives across America. By joining COPA, you become part of a strong grassroots network of citizens concerned about the long-term success of the electric cooperative program. Maintaining our presence in the political process is important to the future of the electric cooperative program and the communities it serves in these unpredictable times. I encourage those of you who plan to attend our annual meeting to be sure to stop by the COPA booth and sign up if you have not already done so. A regular COPA membership costs only \$25 a year. We make it easy for you to join COPA by paying \$2.08 extra on your monthly billing statement.

Together, we will work to send legislators to Congress and Tallahassee who understand that burdensome legislation, rising taxes and strangling regulations hurt their constituents who are our customers.

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

### Join us for our Annual Meeting

Please plan to attend Clay Electric's 75th Annual Meeting on March 28 in Keystone Heights. Members who attend the meeting and register to vote will select candidates to fill three board of trustees positions. There will be musical entertainment, 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.