

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 web site (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 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

Credit card payment option now available

Clay Electric has added another convenient payment option for its members. The co-op has partnered with Western Union SpeedPay, an independent service provider, to accept credit and debit card transactions online and over the phone.

There are four convenient ways to pay your electric bill using your major credit card or debit card.

1. Visit the Western Union SpeedPay web site: <https://paynow7.speedpay.com/clayelectric/index.asp>
 2. Call Western Union SpeedPay at 1-888-822-0545
 3. Visit Clay Electric's web site (www.clayelectric.com) and log in to the Account Information System through "My Account Logon" on the home page
 4. Call Clay Electric directly and use our Automated Voice Response System (the phone number can be found on your electric bill)
- A processing fee of \$3.65 will be charged by Western Union SpeedPay. Clay Electric does not receive any portion of this fee. For questions regarding credit card payments, please call your local district office.

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.

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 customer number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on Jan. 20 & Feb. 24 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

January 2011

Cold weather often means higher electric bills

Winter was not officially here and yet last month we had already experienced some very-- even record-setting --cold weather. You can probably tell this by the number of layers of clothing you wore just to stay warm during last month's repeated cold snaps.

The cold weather we had will likely mean members will be seeing higher electric bills this month.

Heating and cooling account for most of the energy used in your home during any month of the year. With the very cold weather, and the corresponding additional amount of electricity used to keep your home warm, you can expect your electric bill to be higher than normal and higher than it was last January.

Individual customers' bills may be higher or lower depending on a number of factors including: home and family size, heating system efficiency, insulation level and thermostat temperature setting.

Although there's nothing you can do about the electricity you've already used, you can take steps to ensure you are using energy in the most efficient ways possible.

Set your thermostat at 68 degrees during the day and 60 to 65 at night. Every degree under 68 saves 5 to 8 percent on your electric bill.

Space heaters use less electricity than your heat pump, however, you should turn down the thermostat and only turn the space heater on when you are in the room in order to save energy and generate savings.

—  Clay Electric Cooperative, Inc. —

Eleven energy tips that can help you lower your electric bills in 2011

With a new year comes the many resolutions that folks make that they hope will help them lose weight, exercise more and save some money. And usually by the end of the month quite a few of these resolutions get broken or forgotten.

If one of your resolutions for the new year is to save money, we offer the following 11 energy tips that can help you lower your monthly electricity bill, and that means more money in your pocket. Whether you save that money, or spend it, is up to you.

1 One of the most effective ways to control the amount of electricity you use is to understand the impact that thermostat settings have on your electric bills. How much electricity your cooling and heating system uses monthly is a direct result of your desired level of comfort. Of course, there are other factors, like how energy efficient your home is, the age and efficiency of your cooling and heating equipment, and the outdoor temperature. But the thermostat setting you choose largely determines how much you'll spend on electricity. It's a matter of personal comfort, but here are some suggestions: During winter, set the thermostat at 68 degrees or lower. During the summer, set the thermostat at 78 degrees or higher. Every degree below 68 (when heating) and every degree above 78 (when cooling) can save 5 percent on your heating and cooling cost. Energy savings can also be realized by lowering the thermostat several degrees during (winter) sleeping hours. In the summer, bump the thermostat setting up a couple of degrees if the home will be unoccupied for more than a few hours.

2 Check your heating/air conditioning unit's air filter monthly and clean or replace

if needed. Why not check it every time your electric bill arrives. Dirty filters reduce the efficiency of your heating/air conditioning system, and this costs you money.

3 Had your home's heating/ air conditioning unit serviced lately? If it's been over a year, it's time to have it done. Units that are properly maintained can provide more efficient service and are less likely to break down.

4 When buying a new appliance, look at its energy guide label. This label shows the energy efficiency of the appliance in comparison to other appliances of the same size. Typically, the more energy efficient an appliance is, the higher its purchase price but the lower its lifetime operating cost.

5 If your clothes dryer is located inside a portion of your home that is cooled or heated, it will vent a considerable amount of conditioned air outside while operating. To reduce this effect, open a window near the clothes dryer so it can pull in outside air. If the laundry room can be separated from the conditioned area of your home by closing a door, please do so.

6 One way to reduce the operating time of your home's heating and cooling system is to ensure that its air distribution (duct) system is in good shape. If you notice accumulations of dust in your home when the heating/air conditioning system has operated for awhile, it's probably due to leaks in the duct system. A leaky duct system can contribute to higher monthly electric bills by reducing the efficiency of your heating/air conditioning system. If you suspect that your duct system has leaks, it will probably pay to have it inspected.

7 Check the thermostat setting of your water heater. There's no reason to heat water to a temperature higher than 120 degrees. Heating water to a higher temperature only boosts your electricity consumption.

8 Home lighting isn't a major part of your electric bill. But over time using the proper type of light can help save you money. Consider using fluorescent lighting in areas where lighting is required for extended periods. Use incandescent bulbs in areas where light is needed infrequently. And keep lamp globes clean to obtain maximum benefit from the bulb's output.

9 Exhaust fans can have a role in helping lower your electric bills by removing high levels of moisture. Run kitchen exhaust fans during cooking and for 20 minutes afterwards to remove cooking odors and excess moisture. Run bathroom exhaust fans during baths or showers and 20 minutes afterwards to remove excess moisture.

10 If you have a fireplace, make sure the damper is kept closed except when in use. And understand that while a crackling fire provides a pleasing ambiance, it's not very energy efficient. As the fire burns in the fireplace it pulls air that your home's heating system has heated right up the chimney.

11 Got an older refrigerator in the garage? Eliminate it if possible, because it's probably costing you as much as \$30-\$40 per month, depending on the garage temperature. If you can't part with it, at least unplug it until it's actually needed for extra storage.