

## 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.

## News Note

### Surge protection available to co-op members

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.

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 also publishes the Kilowatt six times a year (January, March, May, July, September and November).

Clay Electric's website (<http://www.clayelectric.com>) offers 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 July 24 beginning at 12:30 p.m. in Keystone Heights.

3040-23049

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

# Power Line

July 2014

## Sign up for eBill, receive your bill faster by email

Did you know you can receive your Clay Electric bill statement by email?

Do you pay your bill on our website?

If you're among the many people who simply glance at the amount due and then throw away the bill statements, inserts and envelope, eBill might be for you.

Your bill statement will come as an attachment to the email, and there's a link to view the monthly Power Line bill insert.

The benefits:

- Receive your bill sooner than you would through the mail (about three days earlier)
- Eliminate clutter, save paper and the expense of postage
- View your bill anywhere you receive email: on your computer, tablet or smartphone

To sign up: visit [clayelectric.com](http://clayelectric.com) and sign into your account. From there, all you have to do is click on Electronic Billing and check the box for "yes." You can also contact your district office at the number printed on your bill statement.

Clay Electric's toll-free automated outage reporting line

1-888-434-9844

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

A Triadstate Energy Cooperative 

## Storm Season

# Portable generators offer convenience, but can be deadly if improperly used during a power outage

**I**t's hurricane season, and while the tropics have been quiet so far, there's a chance a hurricane may threaten our area sometime during the coming months.

The prospect of going without electricity for a week or more due to hurricane damage prompts some families to buy portable generators. Every time a storm threatens Florida, news accounts show folks snapping up portable generators.

Clay Electric wants to remind owners of portable generators that the improper use of these devices can create an extremely dangerous situation if they backfeed electricity into the cooperative's distribution system. This situation could result in serious injury or death to an unsuspecting serviceman, neighbor or family member.

Portable generators should never be wired directly into a home's distribution (breaker) panel or into a receptacle that's connected to a home's electrical panel. Appliances should be plugged directly into the portable generator's outlets, or connected to a heavy-duty extension cord that plugs into the generator. It's a good idea to familiarize yourself with the generator's safety and operating guidelines before using it at your home.

Some co-op members choose to have a permanent stand-by generator installed in their home. County electrical codes require that stand-by generators that are permanently installed must be wired to a transfer switch which separates the generator from the outside power source when it's operating.

If you desire more information about stand-by or portable generator systems and their proper installation, please call the phone number listed in your bill statement and ask to speak with the co-op's Energy Services Division (ext. 8263). More information about the safe use of portable generators is included in this month's Kilowatt newsletter, which features the annual special Hurricane Section.

Clay Electric also offers an 8-minute video, *PORTABLE AND STAND BY GENERATOR SAFETY*, for viewing at <http://www.youtube.com/watch?v=3pljsfnijtc>. If your club or civic group would like to schedule a presentation on generator safety, contact the member relations representative at your local district office.



## Generator Safety Tips

- Always read and follow the manufacturer's operating instructions before running generator.
- Engines emit carbon monoxide. Never use a generator inside your home, garage, crawl space, or other enclosed areas. Fatal fumes can build up, and neither a fan nor open doors and windows can provide enough fresh air to dispel the fumes.
- Only use your generator outdoors, away from open windows, vents, or doors.
- Use a battery-powered carbon monoxide detector in the area where you're running a generator.
- Gasoline and its vapors are extremely flammable. Allow the generator engine to cool at least 2 minutes before refueling and always use fresh gasoline. If you do not plan to use your generator in 30 days, don't forget to stabilize the gas with fuel stabilizer.
- Maintain your generator according to the manufacturer's maintenance schedule for peak performance and safety.
- Never operate the generator near combustible materials.
- Turn off all connected appliances before starting your generator. Turn appliances on one at a time, never exceeding the generator's rated wattage.
- If you have to use extension cords, be sure they are of the grounded type and are rated for the application. Coiled cords can get extremely hot; always uncoil cords and lay them in flat, open locations.
- Don't touch a generator if you are wet or are standing in water or on damp ground.
- Never plug your generator directly into your home outlet. If you are connecting a generator into your home electrical system, have a qualified electrician install a Power Transfer Switch.