

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.

MARATHON WATER HEATERS - Marathon water heaters are the most energy efficient electric resistance water heater on the market and are offered in an array of sizes (15 to 105 gallons).

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.



Clay Electric employees hold two trophies presented to the co-op's Relay for Life team for their fundraising efforts. Mike Marinkov (left) and Renee Arzie hold a Silverado 'Like A Rock' trophy and Dawn Monaghan (2nd from right) and Marion Kelly hold a trophy signifying the team as the Top Overall Fundraising Team.

Clay Relay for Life team honored

The American Cancer Society recently honored Clay Electric's Relay for Life team for efforts during the Keystone Relay for Life event May 1-2. Clay's team raised \$10,026 and received a Top Overall Fundraising Team trophy. The team also received a Silverado 'Like A Rock' trophy for its continued partnership with the Cancer Society.

"Clay Electric served as a Silver Sponsor for this year's Relay, and that, along with the employees' dedication to the success of the Relay, is why they were honored," said ACS representative Billy Jones.

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 Wayne Mattox at P. O. Box 308, Keystone Heights, FL 32656; e-mail: WMattox@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 web site'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 June 24 and July 22 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

June 2010

How to report a problem with an outdoor light

If you are aware of an inoperative or malfunctioning outdoor light on Clay Electric Cooperative's lines, call 1-800-224-4917 to report the problem, or visit www.clayelectric.com and fill out the online form.

When reporting the problem, you will need to provide the following information so the co-op can make the appropriate repair, and contact you should there be any questions:

- (1) Specific street address where the outdoor light is located.
- (2) A description of where the outdoor light is located on the property.
- (3) A description of the nature of the malfunction or failure of illumination of the outdoor light.
- (4) Sufficient contact information to include your name, address, telephone number, customer number (if a Clay Electric Cooperative member) and email address (if using the online form).



This information is printed in compliance with Florida Statute 768.1382.

_____  Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Clay Electric offers service to members who rely on electric-powered medical equipment

Clay Electric's Medically Essential Service provides two important benefits for members who depend on electrical service to operate medically essential machinery in their home.

First, in the event of a planned power outage, the co-op will attempt to provide written or verbal notification of the service interruption.

Second, should the participant's bill become delinquent, Clay Electric will notify the member by phone or in the field, personal contact, or with written notification at the residence, 24 hours prior to disconnecting the service.

Participation in this service does not exempt members from paying their bill; nor does it

guarantee uninterrupted service or advanced warning of unplanned outages.

Participants are reminded to take precautions and have a backup power supply in place in the event of a planned or unplanned outage. Clay Electric will restore electric service as soon as feasible, but cannot assure preferential treatment to service participants.

To participate, members should call or visit a local district office to receive a letter, which describes the notification service in detail, and the Physician's Certification form to be completed. Upon return of the form, the member will be enrolled in the program for one year. The Physician's Certification form will need to be completed annually to continue enrollment.

Clay eBill Receive your bill statements electronically

With Clay eBill you can receive electric bill statements via email instead of getting a paper bill statement in the mail. The monthly email will include your bill statement as an attachment and links to important information from the co-op, such as the monthly *Power Line* newsletter.

You can pay the bill online by clicking the "pay my bill" link in the email, or you can utilize any of the co-op's other payment options. To enroll in Clay eBill, log on to your account at clayelectric.com, then click on "send me my bill by email".

IT'S LIGHTNING SEASON!

Inside today's electronic equipment are powerful, sensitive micro-processors. 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. All SurgeBlaster program surge suppressors provide the highest quality surge protection, are UL-listed and meet 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. Plug-in suppressors for equipment like pool and well pumps are available at an additional cost. Call your local district office for more information.



Report from the manager

Ricky Davis

General Manager/CEO



Most energy issues died during Florida's 2010 legislative session

Most of the energy-related bills that were proposed during the Florida Legislation session died before the session ended in early May. However, (as of the end of May) our statewide association in Tallahassee informs us that Gov. Crist may yet ask to convene a special session to address oil drilling activities off the state's coasts, and consider a renewable energy standard that would require generators to use more renewable energy. We don't oppose renewable energy, but forcing utilities to use more renewable energy would likely cause electricity bills to rise. That's not a good idea with our unsteady economy.

In Washington, the Kerry-Lieberman "cap-and-trade" energy bill was recently introduced in the Senate, and our national association (the National Rural Electric Cooperative Assn.) says it looks like the bill will face a lot of opposition from senators concerned about its impact on energy costs. The bill basically attempts to cap emissions of carbon dioxide over time, and establish a price on carbon credits that industries would buy and sell on trading markets.

Also of much concern is the federal Environmental Protection Agency's move to impose regulations on greenhouse gas emissions (particularly carbon) using the Clean Air Act. This act was never designed to regulate carbon emissions, so it's a recipe for a huge economic impact on this nation. Our national association is working to inform our elected representatives in Congress on how much of a bad idea the EPA's plans are. Stay tuned as this important issue develops!