

Outside contractor will conduct GPS inventory of electric system

How would you like the job of visiting every utility pole in Clay Electric's 14-county service area? It might take you a while to count the nearly quarter of a million poles in the co-op's distribution system.

That's just what will be happening during a year-long project that will begin in June. Clay Electric has contracted with Davey Resource Group (DRG) to do a complete inventory of Clay's system.

Members might notice these employees as they visit each pole and individual piece of distribution equipment to record the item's Global Positioning System (GPS) coordinates. Employees from Davey Resource Group will also be recording each meter in the system. This means they will be at the house or meter pole in every member's yard. They'll be driving trucks that display both the DRG logo and Clay Electric's logo.

The company is performing this inventory by contract for Clay Electric in order to have the most accurate, up-to-date maps possible. Accurate maps are an important part of the co-op's toolkit. With maps, Clay Electric can plot power lines, locate problems more quickly and plan for future growth. Clay Electric has grown rapidly through the years, and the maps that have been developed over the last 50 years are not always accurate.

While Clay has been using geographic information system (GIS) maps, this project will allow the GIS maps to be corrected and have the same accuracy as GPS.

Members can expect to receive a notification letter in the mail prior to the DRG employees working in their neighborhood.

Since Clay Electric has 63 substations serving 187 feeders and many other fixed components that make up the utility's electric distribution system, the project is quite extensive and is expected to take about a year to complete.

News Notes

ENERGY SMART REBATES AVAILABLE - Energy Smart Rebates are available to Clay Electric members who are making efficiency upgrades to their primary residences and businesses (located on the co-op's lines). Rebates are available for attic insulation, high efficiency heat pumps, solar water heating, window film, spray foam insulation, heat pump water heaters and heat recovery units. To qualify for a rebate, the member must complete and submit an application and accompanying documents to the Energy Services Division of CEC within 180 days of the energy efficiency improvement work completion. Rebates will be made after verification by a Clay Electric representative that the work has been completed and the county has made its final inspection. Applications can be found by visiting www.clayelectric.com/nrgservice.aspx.

REBATE

Clay Electric's toll-free automated outage reporting line
1-888-434-9844

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 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 customer number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on June 28 beginning at 12:30 p.m. in Keystone Heights.

3040-20081

The Clay Electric Cooperative, Inc. _____

Power Line

June 2012

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, account 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 

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.

Report from the manager

Ricky Davis
General Manager/CEO



Steps we take to restore power after a major outage

With June 1 marking the beginning of the 2012 hurricane season, and afternoon thunderstorms more likely, it's a good time to share information about what our restoration priorities are when a widespread outage does occur.

Our main emphasis is to work quickly and safely to get your power back on. One of our first priorities is doing an assessment of the system damage. This helps us concentrate our efforts in areas where we can do the most good.

Our power restoration efforts typically involve five steps:

1 Transmission towers and lines supply power to one or more transmission substations. Many thousands of people could be served by one high-voltage transmission line, so if there is damage here, it gets attention first.

2 Substations serve thousands of accounts, so when a major outage occurs, the local distribution substations are a priority. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected here, power may be restored to a large number of people. Efforts are also made to restore service to priority accounts like hospitals, law enforcement facilities and key commercial accounts, since these are critical to health

services, maintaining order and supplying food and other essential items needed by the public.

3 Main distribution feeder lines are addressed next. These feeder lines carry electricity away from the substations to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by these feeder lines could see their lights come on, as long as there is no problem farther down the line.

4 Branching out from the feeder lines are tap lines which carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

5 Sometimes damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it. If there is damage to the service installation on the home or building, you will need to call a licensed electrician to have these repairs made.

We also have restoration information on our website, including an outage map, at <http://outagemap.clayelectric.com/>

This map shows where outages are currently occurring in our service area. If you click on the "show" button at the bottom of the screen, a box will pop up that shows how many members are without power system-wide and county-by-county.

The phone number to report a power outage is **1-888-434-9844**.

Understand that if a major outage event occurs, we pledge to do our best to get your power back on as safely and efficiently as possible.