

## Some tips to help you cut your summer electric bills

As summer gets into full swing, air conditioning systems will be working overtime. Have you given much thought to trying to reduce your electric bills during the hottest part of the year?

Clay Electric's Energy Services Division offers the following seven tips to help you get the most benefit out of your energy dollars.

1) Have your HVAC unit serviced annually. A clean system will have a lower operating cost than a dirty system. For example, a dirty coil restricts airflow and causes the unit to run longer. A clean unit provides better dehumidification.

2) Change or clean the air filter monthly or as often as needed based on the filter media type.

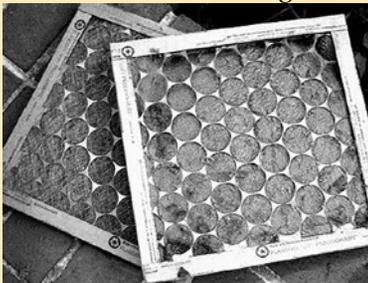
3) Keep the thermostat set on 78 degrees or higher for optimum operating cost.

4) Operate ceiling fans only when a room is occupied.

5) Use a "solar" clothes line instead of the clothes dryer for drying clothes.

6) It might be time to upgrade that older refrigerator. Most refrigerators manufactured prior to 1995 use nearly twice as much electricity as models manufactured today. Eliminate that refrigerator in the garage if possible.

7) Replace incandescent light bulbs in your home that remain on for long periods with compact fluorescent lights (CFLs). CFLs are more energy-efficient and produce less heat.



A clean air filter helps lower usage.

## News Notes

### Email billing program offers convenience for co-op members

Clay Electric offers several programs for the convenience of members, including the email billing program, Clay eBill. Members who opt to participate in the program receive their electric bill statement via email each month, and do not receive a printed bill statement in the mail. Clay eBill participants can pay the bill online immediately by clicking on the "pay my bill" link in the email. The email also includes links to important information from the co-op, such as the monthly *Power Line* newsletter.

To participate in Clay eBill, visit the co-op's website at [clayelectric.com](http://clayelectric.com), log on to "my account," and click on "electronic billing."

### Got something to sell? Try our two Trading Post options

Clay Electric's Trading Post offers a variety of items for sale or rent by Clay Electric members. The Trading Post is available online and in the Kilowatt newsletter.

Please mail your written ads to P. O. Box 308, Keystone Heights, FL 32656 attn: Trading Post, or drop your ad off at your nearest district office. To post an item for sale on the online Trading Post, visit [www.clayelectric.com/tradingpost.aspx](http://www.clayelectric.com/tradingpost.aspx) and follow the instructions.

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; email: [KRichardson@clayelectric.com](mailto: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. Clay Electric's Board of Trustees will meet on June 26 beginning at 12:30 p.m. in Keystone Heights.

3040-23048

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

# Power Line

June 2014

## 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](http://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](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.

## Report from the manager

### **Ricky Davis**

General Manager/CEO



## Steps we take to restore power after a major outage

**W**ith June 1 marking the beginning of the 2014 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, 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.