

Privacy Policy

Clay Electric Cooperative, Inc.

In the course of doing business with you, we collect information about you that is necessary to provide you with our services. At Clay Electric, we recognize the importance of protecting this information and strive to maintain our customers' privacy.

The Information We Collect- At Clay Electric, we collect and maintain nonpublic personal information about you, to provide you with the services you request and to service your account. This information includes: -information we receive from you on applications and other forms, such as name, address, social security number and property information, - information regarding your transactions with us, such as payment history, -information we receive from consumer reporting agencies and other groups regarding credit history and other reports, and -for those customers participating in electronic funds transfer or energy loan programs, account information from financial institutions.

Protecting Your Information- We are committed to protecting your nonpublic, personal information. At Clay Electric, we maintain high standards to ensure the security and confidentiality of our records and our customers' information. We have designed our business practices so that the personal information of our customers is properly gathered, stored and processed, so that customer information is only available to those individuals who may need it to provide you with our services. We have established physical, electronic and procedural safeguards to protect customer information as well. Additionally, should your relationship with us end at some time in the future, your information will remain protected as outlined in this notice.

Sharing Information with Affiliated Third Parties- We may however, share the information we collect, as described above, with companies that work with us or provide services on our behalf, so that we may provide you with the services that you have requested. These companies might assist us, for example, in fulfilling your service request, processing your account or assisting us with maintenance on your account. All of these companies are contractually obligated to keep the information that we provide to them confidential and they must use the information only to provide the services we have asked them to perform.

Sharing with Non-Affiliated Third Parties- Clay Electric does not sell, share or otherwise disclose customer information with marketing firms or other non-affiliated third parties. We may, however, share information with credit bureaus and similar organizations, and otherwise as required or permitted by law. We also may share nonpublic personal information when specifically authorized to do so by you.

Modifications to Our Privacy Policy- We reserve the right to change our privacy practices in the future, which may include sharing nonpublic personal information about you with non-affiliated third parties. Before we do, we will provide you with a revised privacy policy and give you the opportunity to elect not to participate in that type of information sharing.

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.

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 March 23 and April 22 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

March 2010

March electric bills reflect entitled Capital Credits refunds

As announced in the February Power Line, the board of trustees approved a \$5 million Capital Credits refund for co-op members who received service between 1986 and 2008. Current members entitled to a refund are receiving a credit on their March electric bill. The amount of refund depends upon how much electricity the member purchased during the applicable period.

Issuing a credit on an electric bill helps reduce expenses such as check printing, envelopes, postage, bank fees, etc.

As a note of explanation for members with more than one account with the same member number, the account with the most recent connection date will have the entire refund posted to its electric bill.

Former members entitled to a refund will be mailed a check in mid-March. It's important to keep Clay Electric informed of address changes if you move off the co-op's lines in the future so you'll receive your entitled Capital Credits refunds.

If you should have any questions about Capital Credits, please contact your nearest district office.

A Call To Action!

See story inside



Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative

Call To Action!

Urge your elected officials to help rein in the EPA's efforts to regulate CO₂

By Glenn English, NRECA CEO

The federal Clean Air Act was passed to control specific pollutants on a local scale. But in 2007, the U.S. Supreme Court determined that the term "pollutant" in the Clean Air Act could include carbon dioxide, and required the U.S. Environmental Protection Agency (EPA) to "make the call" on whether or not to clarify carbon as a threat.

One of the main authors of the most recent version of the Clean Air Act, U.S. Rep. John Dingell (D-Mich.), warned that using the Act to regulate carbon dioxide, which was never considered by Congress, will result in a "glorious mess."

Ignoring that concern, late last year the EPA announced it would include carbon dioxide in a list of pollutants contributing to climate change to be regulated under the Clean Air Act. It seems that "glorious mess" could indeed become a reality.

The Clean Air Act in its modern form was originally passed in 1970 to control atmospheric emissions like nitrogen oxides and sulfur dioxide on a local and regional level. And in every case where these emissions fell under federal regulation, proven technology existed to address the goals of the legislation.

But when it comes to carbon dioxide emissions from coal- and natural gas-fired power plants, no such solution currently exists. Experts estimate at least a decade of research—on a massive scale—on promising technologies like carbon capture and storage must be conducted before a viable approach to limiting carbon dioxide gas from smokestack emissions

can be found.

In many ways, regulating carbon dioxide emissions under the law is akin to using a hammer to tighten a screw. You may eventually get the screw hammered in, but better tools are needed, ones that don't put your electric bills at risk during these tough economic times.

Electric cooperatives have been fighting to make sure any energy or climate change policy remains fair, affordable, and achievable. Much of this effort so far has been focused on legislation being considered by Congress, but the EPA's actions have opened a new front in the fight.

We are asking you to make your voice heard in preventing the EPA from doing something Congress never intended. Reach out to your elected officials in the U.S. House and U.S. Senate and ask them to support fellow members of Congress who are doing important bipartisan work to prevent EPA from regulating greenhouse gas emissions under the federal Clean Air Act. Urge them to sign on to the Murkowski-Lincoln resolution (S.J.RES. 26) in the Senate, and the Skelton-Emerson-Peterson bill (H.R. 4572) or Pomeroy bill (H.R. 4396) in the House.

Together, we can make a stand that will help ensure an affordable energy future and prevent an economic train wreck. Visit www.ourenergy.coop today to send that message to Congress.

Florida's Senators & U.S. Representatives that serve CEC's service area -
Sen. George Lemieux: (202) 224-3041
Sen. Bill Nelson: (202) 224-5274

Rep. Allen Boyd: (202) 225-5235
Rep. Corrine Brown: (202) 225-0123
Rep. Ander Crenshaw: (202) 225-2501
Rep. Ginny Brown-Waite: (202) 225-1002
Rep. Cliff Stearns: (202) 225-5744

Disabled citizens should contact emergency agencies

In 1980, the Florida Legislature passed an Act relating to disaster preparedness which directs local emergency management agencies to provide for the voluntary registration of disabled citizens in case of disaster.

Section 1 of the law states: *In order to meet the special needs of persons who would need assistance during evacuations and sheltering because of physical or mental handicaps, each local emergency management agency in the state shall maintain a registry of disabled persons located within the jurisdiction of the local agency. The registration shall identify those persons in need of assistance and plan for resource allocation to meet those identified needs.*

Thus, if you are a disabled citizen who would need assistance in case of an evacuation, you should contact your local emergency management agency for registration purposes. You may obtain more information by calling the appropriate number below.

Alachua County (352) 264-6500; Baker County (904) 259-6111; Bradford County (904) 966-6336; Clay County (904) 284-7703; Columbia County (386) 758-1125; Flagler County (386) 313-4240 or (386) 313-4246; Gilchrist County (352) 463-3134; Lake County (352) 343-9420; Levy County (352) 486-5213; Marion County (352) 622-3205; Putnam County (386) 329-0379; Suwannee County (386) 364-3405; Union County (386) 496-4300; Volusia County (386) 254-1500.

Participation in Census is important!

The U.S. Census will be conducted this month, and it's important for Floridians to participate. The Census counts Florida's population, and those numbers can affect the state's representation in the U.S. House and Senate. Census data is also used for planning of schools, infrastructure and government services. For more information, visit www.SunshineCensus2010.com.