

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 customer's privacy.

The Information We Collect

At Clay Electric, we routinely 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, including name, address, telephone number, 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.

Information obtained through samples or surveys of Clay Electric member-consumers to identify needs or improve services. This information may be compiled in aggregate form for Clay Electric Cooperative management activities. Additional information that is collected and maintained when and to the extent appropriate to provide services.

Protecting Your Information

We are committed to protecting your nonpublic personal information. Clay Electric collects information solely through lawful and fair means and for appropriate purposes. At Clay Electric, we maintain high standards to ensure the security and confidentiality of our records and our customer's information and we are committed to maintain appropriate and accurate information about members for purposes that are suitable to its operations and management. We have designed our business practices so that the personal information of our customers is lawfully and 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. However, no record or computer system can ever be protected against every possible hazard. Clay Electric is committed to providing reasonable and appropriate security to protect against foreseeable hazards. Additionally, should your relationship with us end at some time in the future, your information will remain protected as outlined in this notice.

Sharing With Affiliated Third Parties

We may however, share the information we collect, as described above, with companies, affiliates and contractors that work with us or provide services on our

News Notes

Annual Meeting set for March 22

Clay Electric's 74th Annual Meeting will be held March 22 in Keystone Heights. Members will find it to be an activity-filled day, with Mike Snider providing the entertainment. Snider is a national banjo champion who has performed on Hee Haw and at Nashville's Opryland theme park.

This year's grand prize is a 2006 Chevrolet Colorado pickup truck.

The polls are open from 9 a.m. to 7 p.m. for members to cast their ballots to elect four members to Clay Electric's board of trustees.

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 third parties are contractually obligated and employees are required 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.

Membership lists may be disclosed to a member of the cooperative under policy #605, which establishes the rules and procedures for such a request. Clay Electric may make membership lists available for appropriate uses without disclosing the list to a third party.

Sharing With Non-Affiliated Third Parties

Clay Electric does not sell, share, rent, loan, exchange or otherwise disclose customer information with marketing firms or other non-affiliated third parties. We may, however share information with commercial and consumer 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. Further, Clay Electric reserves the right to share member-consumer records with other utilities under shared service agreements or to meet operational requirements.

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. This policy is not a formal limitation on the ability of Clay Electric to use, manage, and disclose its records as Clay Electric determines to be necessary, appropriate, or required by law.

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The Clay Electric Cooperative, Inc. _____

Power Line

March 2012

March electric bills reflect entitled Capital Credits refunds

The board of trustees approved a \$5.25 million Capital Credits refund for co-op members who received service between 1987 and 2010. 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.

Capital Credits are one of the important benefits of receiving service from a not-for-profit electric cooperative.

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

 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 & usage 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.

Our new computer system will help us better serve you

Clay Electric now has a new customer information system (CIS).

This system handles all aspects of customer account services, including billing, customer information, service orders, customer contacts, capital credits and more.

The customer information system, which was installed in January, allows the co-op to better provide essential services to members. The change to the new system took place over the course of several days and went smoothly.

The co-op appreciates members' patience while we work through some of the challenges of the transition to the new system.

In the last month or so, members might have noticed some slight changes in the appearance of their bills, and also how they log in to their account on the co-op's website. These changes are part of the new system from Harris-Cayenta, which is more flexible and will enhance Clay Electric's ability to meet the changing service needs of members, as well as adapt to future changes.

One benefit from the new system is the ability for members to see a graph of their energy usage for the previous 12 months. Members can view this history by logging in to their accounts on the Clay Electric website and clicking on "consumption."

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 in 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 lots of online services such as payments, and information about the co-op's programs and services. Clay Electric's Board of Trustees will meet on March 20 beginning at 12:30 p.m. in Keystone Heights.

Disabled citizens encouraged to register with 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.

Some of these counties also have registration forms on their emergency management websites. To locate individual county emergency management information, www.floridadisaster.org/Disability/snshelterlist.html

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) 313-4200; Gilchrist County (352) 935-5400; Lake County (352) 343-9420; Levy County (352) 486-5213; Marion County (352) 369-8100; Putnam County (386) 329-0379; Suwannee County (386) 364-3405; Union County (386) 496-4300; Volusia County (386) 258-4088.