

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, through clayelectric.com and other means, including name, address, telephone number, social security number, email address and property information,
- Information regarding your transactions with us, such as electric usage, service history, payment history, billing information and financial account information,
- Information regarding your capital and patronage account and contact information for former members resulting from membership and governance activities,
- Information we receive from credit reporting agencies and other groups regarding credit history and other reports.
- 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.

We are committed to maintaining accurate, complete and appropriate information about member-consumers as necessary for the purpose for which the information is to be used. Clay Electric generally permits its member-consumers to access and seek correction of records about themselves that are maintained and used by Clay Electric to provide service, for billing, and to manage capital accounts. Any requests for, or disputes relating to, access, correction, or other matters should be reported to Clay Electric, and we will do our best to resolve any questions or problems that may arise regarding the use of member-consumer information.

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 maintaining 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. For additional information on our website and internet security, please see the Privacy Statement posted on clayelectric.com.

Sharing With Affiliated Third Parties

We may share the information we collect, as described above, with companies, affiliates and contractors 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 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-consumer of the cooperative for proper purposes, such as in connection with Cooperative election activities. Such disclosures will only be made in accordance with a policy adopted by the Board, and further uses of any lists so disclosed will be subject to that policy.

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 share information with commercial and consumer credit bureaus and similar organizations, and otherwise as required or permitted by law, such as in response to a subpoena. 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.

3040-23045

The Clay Electric Cooperative, Inc. _____

Power Line

March 2014

March electric bills reflect Capital Credits refund for entitled current members

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 1987 and 2012.

This will be the co-op's 40th consecutive refund of Capital Credits.

Current members of the co-op who are entitled to a refund will receive a credit on their March bills. Issuing a credit on an electric bill helps reduce expenses such as check printing, envelopes, postage, bank fees, etc. The amount of refund depends upon how much electricity the member purchased during the applicable time period.

For those entitled to a refund but who no longer receive service from Clay, a check will be mailed around mid-March. Capital Credits reflect each member's pro-rata share of any margins left over at the end of the year after all expenses are paid.

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

Clay Electric's toll-free automated
outage reporting line

1-888-434-9844



Clay Electric Cooperative, Inc. _____

A Triadstone 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.

SURGEBLASTER - High quality surge protection equipment at a low monthly lease.

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.

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.

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 April 24 beginning at 12:30 p.m. in Keystone Heights.

Salt Spring's John Bennett retires

John Bennett, member relations representative at the co-op's Salt Springs District office, retired in January with 40 years of service.

Co-workers, family, friends and members attended a retirement celebration to honor Bennett on Jan. 3.

Salt Springs/Palatka District Manager Jim Beeler said Bennett is one of a kind.

"John has a wonderful attitude, is always smiling and was just a pleasure to work with," Beeler said. "He truly was an asset to the co-op and its members. He will be missed."



Bennett

Gainesville's George Long retires

George Long, lineman at the co-op's Gainesville District office, retired in January with 28 years of service.

Gainesville District employees held a retirement celebration to honor Long on Jan. 3.

Gainesville/Lake City District Manager Troy Adams said during his tenure, Long was dedicated to the co-op, its members and to his fellow employees.

"He was always willing to go the extra mile to help in whatever way he could, and we will miss him in Gainesville," he said.



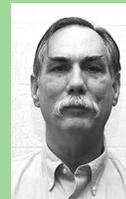
Long

Frank Host retires from Engineering

Frank Host, division chief for real estate in the Engineering Department, retired in January with 15 years of service.

Herman Dyal, director of Engineering, said Engineering is a better department because of Host's contributions while he was here.

"He will be missed," Dyal said.



Host

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 your county emergency management information, visit 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.