

Renewables now account for 5 percent of energy generation

Seminole Electric Co-op, which provides wholesale power to Clay Electric and nine other electric co-ops in Florida, obtains 5 percent of its electricity from renewable resources. In fact, Seminole's renewable portfolio is the largest in the state.

Seminole has demonstrated a commitment to growing its renewables portfolio in a cost-effective way that will help hold the line on member costs.

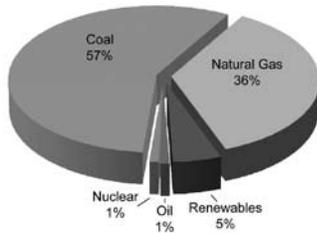
Seminole's renewable resources include biomass and waste-to-energy plants and landfill gas facilities (among the most reliable forms of renewable energy). Renewables like wind and sun are often thought of as 'free' fuels, but they are intermittent because the sun doesn't always shine and the wind can come and go.

The Florida Solar Energy Center says solar panels can be counted on to produce energy only 17 percent of the time. In contrast, most of the power plants that Seminole uses to meet Clay's needs can produce power about 90 percent of the time, and their fuels or alternate fuels are always available since they can be stockpiled or stored on the plant sites.

The two largest sources for energy generation for Seminole remain coal at 57 percent and natural gas at 36 percent.

Clay Electric's toll-free automated outage reporting line

1-888-434-9844



This pie chart shows Seminole's current fuel generation mix.

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, which is read by more than 165,000 members in North Florida.

Members can post a non-commercial ad in the Trading Post - either online or in the Kilowatt - at no cost, and anyone can shop. If you're shopping, you'll find all kinds of treasures there, but if you see something you like, you better act fast. Trading Post ads tend to get quick results.

If you would like to place an ad in the Kilowatt Trading Post, 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. The Kilowatt newsletter is published six times per year - January, March, May, July, September and November.

To post an item for sale on the online Trading Post, visit 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; 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 May 26 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

May 2011

Please note your assignment of Capital Credits

All current members of Clay Electric who received electric service in 2010 are being notified this month regarding the amount of Capital Credits assigned to their accounts for that year.

The notice of Capital Credits will appear on the lower portion of members' bill statements this month. If you received service from the co-op during 2010, the amount assigned to you will appear following the message "2010 Capital Credits."

If you began receiving service from the co-op after Dec. 31, 2010, there will be no notification of Capital Credits on your May electric bill statement.

If you have more than one account with the same member number, the assignment will be reflected on the account with the most recent connect date.

Co-ops rank high in recent customer satisfaction survey

See story inside

 **Clay Electric Cooperative, Inc.** _____

A Triadco 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 for each transaction. A list of payment locations is available online (clayelectric.com) and at your local district office.

Cooperatives lead in latest customer satisfaction survey

Customers participating in a recent American Customers Satisfaction Index (ACSI) survey said they were more satisfied with the service they received from electric cooperatives than did customers served by either investor-owned or municipally owned electric utilities.

Of the three major categories of electricity providers, electric cooperatives impressively lead the field with the top ACSI score of 82, much higher than investor-owned utilities (74) and municipal utilities (73). Among cooperatives, Touchstone Energy Cooperatives, an alliance of more than 700 electric cooperatives across the country, lead at 83—the best score of any energy utility, regardless of category. Clay Electric has been a Touchstone Energy Cooperative since 2002.

"The most critical component of customer satisfaction is power reliability—the ability to provide power without brownouts or outages on a regular basis, coupled with the ability to restore service quickly when outages do occur," said Claes Fornell, founder of the ACSI.

The American Customer Satisfaction Index is a national economic indicator of customer evaluations of the quality of products and services available to household consumers in the United States. The Index was founded at the University of Michigan's Ross School of Business.

"We take pride in providing our members with excellent service, and they've told us how much they appreciate the professional service we provide in our biennial Member Opinion Surveys," said Henry Barrow, director of Clay Electric's Member & Public Relations Department.

Regarding power reliability, Clay Electric's latest outage statistics show that members have power available when they need it 99.97 percent of the time.

Clay Electric's residential power rates are also competitive. Surveys of utilities' rates around the state have shown that Clay Electric offers very

competitive residential rates, among the lowest in Florida.

Clay Electric's not-for-profit and service-at-cost status also provide important benefits to members. Last year, and this year, the cooperative returned \$5 million in Capital Credits to entitled members. This lowers the cost of electricity even more for members of the co-op.

News Notes

Orange Park's Myra Long retires

Myra Long, customer service representative at the Orange Park District, retired on April 15 after 30 years of service.

Orange Park District Manager Andy Chaff said Myra has been an asset to the district.

"Myra could always be counted on to serve our members well, and to assist her fellow workers whenever they needed help," said Orange Park District Manager Andy Chaff. "She was always setting a good example for others to follow. We'll miss her."



Long

Be wary of home energy survey scams

Residents of Northeast Florida have been complaining to local law enforcement agencies about telephone solicitations that offer free energy surveys.

The solicitations attempt to set up an appointment for a representative to visit the home and complete a survey. They claim the homeowner may be eligible for federal stimulus money of more than \$3,000. Homeowners report that they've received repeated calls from companies offering the energy surveys, and some say the calls have become harassing in nature.

Clay Electric Cooperative does not solicit energy surveys over the phone, nor does the co-op endorse any company offering energy surveys. Clay Electric offers free energy audits to help members better understand how they're using energy and how they can lower their monthly power consumption.

Co-op members interested in a home energy survey should contact their local district office.