

## 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 web site ([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.

**MARATHON WATER HEATERS** - Marathon water heaters are the most energy efficient electric resistance water heater on the market and are offered in an array of sizes (15 to 105 gallons).

**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](http://clayelectric.com)) and at your local district office.

## Touchstone web site offers important energy tips that can help you save money

Touchstone Energy Cooperative's latest communications campaign, Together We Save, is built on the concept that consumers can control their energy costs through simple actions. These simple energy saving actions can turn into big savings.

For more information on the Together We Save program, visit Touchstone Energy's web site at <https://touchstoneenergy.cooperative.com>.

When you visit the Touchstone Energy site, there are several programs available, including Energy Savers, Online Home Energy Audit, and the Together We Save program. The Energy Savers program provides useful tools, valuable tips and resources designed to promote energy efficiency, including an online home energy audit which calculates home energy use based on a detailed description you provide of your home, its appliances and geographic location.

And there's something for the children at the Touchstone Energy site. At Touchstone Energy's online Kids Zone, children can learn about electricity, electrical safety, and energy efficiency through interactive games, coloring pages, fun lesson plans and more!

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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](mailto: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 May 27 and June 24 beginning at 12:30 p.m. in Keystone Heights.

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

# Power Line

May 2010

## Please note your assignment of Capital Credits

All current members of Clay Electric who received electric service in 2009 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 2009, the amount assigned to you will appear following the message "2009 Capital Credits." If you began receiving service from the co-op after Dec. 31, 2009, 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.

**Four students to take part in Youth Tour to Washington program**

*See back panel...*



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

A Touchstone Energy Cooperative

## Mike Marinkov receives top Recognition Award for 2009; 3 others honored

**M**ike Marinkov has been honored as the recipient of Clay Electric's top Recognition Award for 2009. He was presented the award for community service during the co-op's Annual Meeting in Keystone Heights on March 25.



Marinkov

Marinkov, of Keystone Heights, is the lead press and equipment operator in the Print Shop. He has 12 years of service with the co-op.

Communications Division Manager Larry Horne said Marinkov spends countless hours serving the Keystone Heights community. He is very active with the Jaycees.

"He volunteers without hesitation when it comes to helping others. He is a great asset to the cooperative and the community," Horne said.

Three other employees were presented with Recognition awards for their actions which reflect well on themselves and their cooperative.



Thomas

**Craig Thomas**, a meter reader with nine years of service, received the award in the good samaritan category. Craig was reading meters on April 29, 2009 and noticed a money bag in a ditch. The bag contained \$536 in cash, plus credit card receipts from a local restaurant. When he realized what it was and what was in it, he called his supervisor and in turn the sheriff's office was notified. The money had been reported missing and it was returned to its rightful owner.

"Craig displayed the type of character and integrity that I believe Clay Electric is all about," wrote an employee in nominating Craig. "We are very proud of Craig's actions."

**Edwina Painter**, secretary in the Member & Public Relations Department, has 20 years of service at Clay. Edwina received the award in the internal customer service category. An employee who nominated Edwina for the award wrote that she was deserving of recognition because of the consistent, dedicated and high quality manner in which she handles a variety of duties and volunteer efforts.



Painter

"Edwina is very deserving of this award," said Member & Public Relations Director Henry Barrow. "She is always helping others and going the extra mile for employees throughout the co-op. She is a real asset to Clay Electric."



Long

**Myra Long**, a customer service representative in the Orange Park District with 29 years of service, was awarded recognition in the external customer service category.

"Myra is always extremely helpful to all the customers at the front counter," said Orange Park District Manager Andy Chaff, "Her years of experience have made her a great resource for our customers and she is always willing to go the extra mile to answer their questions."

Each year, employees nominate their fellow employees for Recognition Awards, and a panel of previous award winners selects the recipients. One employee among the group of award recipients is also selected as the recipient of the top Recognition Award for the previous year.



Youth Tour winners and alternates include (l-r), Korey Nicholson, Columbia HS; Travis Cook, Middleburg HS (Alternate); Carson Sailor, Keystone Hgts HS (Alternate); Lydia Lichlyter, Orange Park HS; Russell Rollins, Fleming Island HS; and Evan McInnis, Interlachen HS.

## Four students to take part in Youth Tour next month

**F**our high school juniors will go to Washington, D.C. next month as winners of Clay Electric's 2010 Youth Tour to Washington contest.

The four winners are: Lydia Lichlyter of Orange Park High School, daughter of Amy and Paul Lichlyter of Orange Park; Korey Nicholson of Columbia High School, son of Kelly and Michael Nicholson of Lake City; Evan McInnis of Interlachen High School, son of Alice and Gordon McInnis of Interlachen; and Russell Rollins of Fleming Island High School, son of Sara and Thomas Rollins of Fleming Island.

The alternates are Travis Cook of Middleburg High School and Carson Sailor of Keystone Heights High School.

The winners were selected based on their combined scores from a speech and written quiz. The group of students, selected by their respective high schools to participate, traveled to Tallahassee earlier this year to participate in the Youth Tour contest and also tour state government buildings and learn about how the government operates. The Youth Tour to Washington event lasts a week.