

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 \$1.50 for each transaction. A list of payment locations is available online (clayelectric.com) and at your local district office.

It's time to start thinking about surge protection

Inside today's electronic equipment are powerful, sensitive microprocessors. A split-second change in voltage outside the normal range can scramble data saved in tiny, delicate silicon chips and circuit boards.

High quality surge protection equipment is available for purchase or lease through the co-op's surge protection program. This equipment will help protect sensitive electronic equipment from power surges caused by events triggered from both outside and inside the home.

The SurgeBlaster program provides the highest quality surge protection equipment, is UL-listed and meets the IEEE 587

standard for surge suppression equipment.

The basic SurgeBlaster package includes one meter base suppressor and one all-in-one (satellite/tv/vcr/computer/phone) suppression module. Hard-wired suppressors for equipment like pool and well pumps are available at an additional cost. Call your local district office for more information.

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 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 website's Trading Post. To enter your ad on the Trading Post, you must use your Clay Electric account number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on May 24 beginning at 12:30 p.m. in Keystone Heights.

3040-20080



The Clay Electric Cooperative, Inc. _____

Power Line

May 2012



Grand Prize Winners: Henry Barrow, director of Member and Public Relations, presents the keys to a 2006 Chevrolet Colorado pickup truck to Debbie Lazic of Keystone Heights. The truck was the grand prize during the co-op's annual meeting.

Trustees elected at annual meeting

Clay Electric Cooperative's members voted to elect four members to the board of trustees during the co-op's 74th annual meeting on March 22.

Susan Reeves, the incumbent for District 3, was re-elected. She defeated Clint Blankenship. Dewitt Hersey defeated David Hamilton for the District 5 seat after Robert Mullins decided not to seek re-election. The incumbent trustee for District 7, John Henry Whitehead, was elected to his third term. Jo Ann R. Smith was elected to the remaining one-year term for District 8. Smith's husband, Cedrick, had held that seat for 31 years until his death last fall.

 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Co-op Connections Card puts value in your wallet

Clay Electric's commitment to you goes beyond providing safe, reliable, and affordable electricity.

We're always looking for ways to provide value to our members and our community, especially during tough economic times. Clay Electric's Co-op Connections Card is a money-saving tool we're proud to offer our membership.

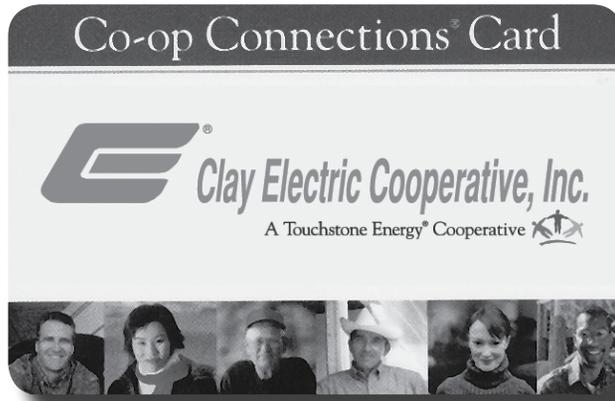
The card connects you with discounts on everything from hotel stays to prescription drugs. The Co-op Connections program is a national discount program used by more than 400 co-ops across the country. Your card is good at participating businesses everywhere!

Your Co-op Connections card will be included in this month's issue of the Kilowatt newsletter. Look for your card and more information when the Kilowatt arrives.

Looking for a deal on an oil change? How about pizza? A wide variety of merchants throughout our community accept the card. Be sure to present the card at the register to receive your discount!

We encourage our members to visit local businesses that participate in the Co-op Connections program. These merchants will benefit from increased traffic, so it's a win-win situation. Businesses can sign up for the program by calling Patti Locks at 502-417-2709

For a complete list of all participating businesses in our area, simply log on to our website www.clayelectric.com and follow the Co-op Connections Card link.



Clay Electric members will receive their Co-op Connections Card in the May Kilowatt newsletter. Be sure to remove your card from the newsletter and keep it in your wallet. The card provides discounts at a variety of businesses.

The card also gives you access to online savings at more than 95 national retailers like Advance Auto Parts, Hertz Rental Cars, Best Western hotels, 1-800-PetMeds and ProFlowers.com.

You can check out these great national discounts at www.connections.coop. One of the most valuable features of the Co-op Connections Card is the pharmacy discount. While it is not insurance, the

discount can mean savings of 10 to 60 percent on prescription drugs.

The logo and information on the back of your card is recognized at more than 60,000 national, regional, and local pharmacies.

The pharmacy discount has been widely used by members of Touchstone Energy co-ops across the country, resulting in combined savings of \$40 million on prescriptions.

Want to find out more? Log on to www.locateproviders.com to search for pharmacies in our area honoring the card. Use code 22203 as the group number under the "Groups" login section. Next, enter your zip code.

As a Touchstone Energy co-op, Clay Electric strives to serve our members according to four core values: integrity, accountability, innovation and commitment to community. Our Co-op Connections Card is one of the ways we live up to those values.

We're eager to answer any questions you have about the card and how to take advantage of the discounts it provides. Call your local district office to find out more, or log onto www.clayelectric.com.

John Bennett receives top Recognition Award for 2011; 3 others honored

John Bennett has been honored as the recipient of Clay Electric's top Recognition Award for 2011. He was presented the award for community service during the co-op's Annual Meeting in Keystone Heights on March 22.



Bennett

Bennett, of Salt Springs, is the member relations representative for the Salt Springs District. He has 38 years of service with the co-op.

In addition to presenting numerous meetings and programs to educate and inform members, he is also active in area schools and community events, like fundraising golf tournaments, family fun days, and VFW holiday events to help children.

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

Jan Morgan, electronic technician in Operations, received the award in the Good Samaritan category. Co-workers nominated Jan, who has been with Clay for 25 years, for this award after she performed CPR on a neighbor who had collapsed in his driveway.

Myrtice Womble, lead customer service representative in the Call Center, has 24 years of service. Myrtice received the award in the internal customer service category.

Melinda Pringle, Orange Park District office services coordinator, was awarded recognition in the external customer service category. Melinda has been with the co-op for 14 years.

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