

## 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 website ([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.

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



The new Lake City district office opened for business in April. The new facilities have many energy efficiency features, including high-efficiency heat pumps, thorough insulation in the ceiling and walls, and a low wattage lighting system controlled by occupancy sensors.

## New Lake City district office now open

Clay Electric's new Lake City District office at 1797 SW SR 47 opened for business in April.

"Our new facilities will provide us with a more efficient office area to better serve our members," said Gainesville/Lake City district manager Derick Thomas.

The new facility has 7,496 square feet of heated/air-conditioned space.

The new office provides numerous improvements over the old location, according to Thomas.

"It offers our members better parking and traffic flow," he said. "The new design will improve the members' interaction inside the lobby."

"It also provides a safer work place for the employees with some added security features," Thomas said. "The overall work environment offers better lighting, more ergonomic work stations, improved comfort and better air quality."

He also noted the new \$2.6 million office is more energy-efficient.

"The new office is double the size of the former Lake City office, but will use the same or less energy because of the conservation measures implemented in the design and construction," he said.

"Overall, this will be a good investment by cooperative members. We have designed this office and location to serve our members for the next 40 years with the same high level of service to which they have grown accustomed."

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

# Power Line

May 2013



**Grand Prize Winners:** Member Fred Daunhauer and his wife, Sandy, of Silver Springs take the keys to the grand prize, a 2005 Chevy Colorado, from Member & Public Relations director Henry Barrow.

## Trustees elected at annual meeting

Clay Electric Cooperative's members voted to elect three members to the board of trustees during the co-op's 75th annual meeting on March 28. Members who attended the meeting at the cooperative's central office also approved one amendment to Clay Electric's bylaws.

In the District 1 board of trustees elections, challenger Carl Hagglund defeated incumbent Laura Dean. Hagglund received 748 votes to Dean's 709. Jo Ann R. Smith, incumbent trustee for District 8, was re-elected with 1,223 votes (no opposition), as was Angus Hastings, incumbent trustee for

*Continued inside*

## Annual Meeting

*From the cover*

District 9, with 1,227 votes (no opposition).

Members approved one amendment to the cooperative's bylaws. The proposed amendment was shared with members in the March Kilowatt newsletter. The amendment allows the board more flexibility in scheduling the date and location of the annual meeting by stating that the meeting may be held at any time during March or April at any location served by Clay Electric.

The co-op estimated that approximately 3,000 people attended this year's annual meeting. Members who attended the day-long annual meeting also had opportunities to participate in several health screenings offered at a health fair, visit a variety of energy exhibits, listen to music by Back from the Brink, and hear the humor of speaker Al Walker. The winner of the grand prize, a 2005 Chevrolet Colorado truck, was Fred Daunhauer of Silver Springs. The co-op gives away a used truck during the annual meeting each year.

During the afternoon business session, General Manager/CEO Ricky Davis and Board President John Henry Whitehead spoke to the annual meeting crowd about the co-op's accomplishments in 2012, as well as the hard work and dedication of the co-op's employees.

Davis told members Clay lowered its cost of power for members three times in the previous year. The current cost of \$109 per 1,000 kilowatt hours (kWh) is among the lowest in the state.

He said the co-op returned \$4.5 million in Capital Credits to entitled members last month.

Davis also commended employees for upholding the co-op's number one core value, safety. Last year, Clay Electric was recognized by its workers' compensation carrier for exceeding 2 million hours worked without experiencing a lost-time injury.

Davis presented the co-op's annual Employee Recognition Award to Paula Cox, district office coordinator for the Gainesville District. Cox has worked for the co-op for 21 years and was

nominated by several other employees for her excellent customer service.

"I would like to thank all of our members who took time out of their busy schedules to attend our annual meeting on Thursday," Davis said. "It's an important day for Clay Electric, and we appreciate everyone who attended."

## News Notes

### Please note your assignment of Capital Credits this month

All current members of Clay Electric who received electric service in 2011 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 in May. If you received service from the co-op during 2011, the amount assigned to you will appear following the message "2011 Capital Credits." If you began receiving service from the co-op after Dec. 31, 2011, there will be no notification of Capital Credits on your May electric bill statement.

As a note of explanation for members with multiple accounts under the same member number, the assignment will be reflected on the account associated with your membership.

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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 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 website (<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 21 beginning at 12:30 p.m. in Keystone Heights.

## Paula Cox receives top Recognition Award for 2012; 3 others honored

Paula Cox has been honored as the recipient of the Employee Recognition Award for 2012. She was presented the award during the co-op's Annual Meeting in Keystone Heights on March 28.

Cox is the Office Services Coordinator for the Gainesville District. She has 21 years of service with the co-op.

"She is well-known for her giving and helpful nature, and she was diligent in preparing her staff for the transition to a new computer system last year," General Manager Ricky Davis told the annual meeting audience. "Words like leadership, problem solving, going the extra mile, asset, helpful and compassionate are used to describe her. Clay is fortunate to have Paula Cox."

Earlier this year, two other employees were presented with Recognition awards for their actions which reflect well on themselves and their cooperative. A former employee who passed away in 2011 was also honored with a Recognition award.

The late **Bootsie Richardson**, formerly a power system operator in the energy control center, was honored with a Recognition award in the samaritan category. She had worked for the co-op for 25 years.

**Jordan Wade**, member relations representative in the Lake City District, received the award in the community service category. He has eight years of service with the co-op.

**Ed Stephens**, manager of the Member Billing Division, was awarded a Recognition award in the external customer service category. Stephens has been with the co-op nearly 3 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 to receive the Employee Recognition Award.



Cox