

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 web site (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.

CREDIT CARD PAYMENTS - Clay offers a credit and debit card payment option. To make a credit or debit card payment, call Western Union SpeedPay at 1-888-822-0545 or visit clayelectric.com

Thermostat setting can affect winter electric bills

Winter time electric bills may be higher than normal because heating systems are weather sensitive.

The weather dictates how often your heating system will operate based on your desired level of comfort.

The colder the outdoor temperature, the greater the heat loss from inside the home, and the longer your heating system must operate to maintain your level of comfort.



Your thermostat setting can have an impact on wintertime electricity usage.

Sherman Phillips, manager of the co-op's Energy Services Division, said "As it gets colder outside, the heating system will increase its run time proportionately to the heat loss from the home. The more efficient the home, the slower the heat transfer that will occur and the less run time required to maintain an inside temperature of 68 degrees."

Phillips said that by lowering the thermostat setting, energy savings can be realized. For every degree the thermostat is set below 68, a savings of about 5 percent can be achieved.

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 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 customer number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on Nov. 23 and Dec. 16 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

November 2010

Help others by donating to Project Share

The downturn in the economy has an increasing number of families finding it difficult to meet their monthly expenses. Some co-op members are having difficulty paying their electric bills. Many of these families have been receiving help with their electric bills by participating in Project Share. The co-op's Project Share program continues to receive considerable support, thanks to the generosity of Clay Electric members. However, with more families needing help, the co-op encourages you to consider participating in Project Share.

Since the program's inception in July 1997, Project Share has helped 2,711 members (through 2009) with a total of \$379,137 in disbursements.

Project Share was created to enable members to help other members pay their electric bills during a period of financial difficulty. Clay Electric collects the Project Share donations and the Salvation Army distributes the funds based on their financial criteria.

By designating a tax-deductible amount to be added to your electric bill each month - or by sending a one-time donation - you can help others keep their lights on when times are tough. To sign up for Project Share, please call the co-op (the number listed on your bill statement).

 **Clay Electric Cooperative, Inc.** _____

A Touchstone Energy® Cooperative 

Notification of program for those dependent on electric-powered support equipment

Members participating in the co-op's Medically Essential Service Program are granted two important benefits: (1) The co-op will provide the participant a written or verbal notification of a planned power outage; and (2) If a participant's account becomes delinquent, the co-op will attempt to notify the customer by phone or in the field, personal contact or with written notification at the residence, 24 hours prior to disconnecting service.

Participants must be aware that Clay Electric does not provide preferential treatment in restoring power for those participating in the program and cannot guarantee uninterrupted service. Participants of the program are responsible for any backup equipment or power supply and a planned course of action during power outages. Also, participants are not exempt from paying their electric bill as established by other policies and procedures.

Requirements for participating in the program include the completion of a physician's certification by a Florida licensed physician. The certification must be renewed annually.

Members interested in this program should contact their local district office.

Warning about possible scam

Several members of Clay Electric have reported being contacted by a company offering energy consultancy services. The members say they're asked to set up an appointment to have an energy analysis performed and that they may receive \$3,800 from a federal energy program.

Clay Electric urges its members to be aware of potential scams. Clay Electric is not affiliated with any program or company that makes cold calls to homeowners offering federal rebates. Contact your local Clay Electric district office if you have questions or concerns.

Thanksgiving a time to count blessings

Editor's Note: In past years, Clay Electric has run a column in November about Thanksgiving and the many blessings we enjoy in America...blessings we sometimes forget about because our lives are so busy. Some of our members have told us how much they enjoyed this Thanksgiving message. We would like to share it with you again.

This is a good time of year to reflect upon the many blessings we enjoy in this nation.

November is the month of Thanksgiving, when families and friends come together to share a feast and catch up on all the goings-on.

But dealing with the economic uncertainty over the past few years has left many of us rattled. There have been plenty of bad and negative news events of late to convince many of us that our world is heading toward chaos.

But let's face the facts...despite all the bad news, all the doom and gloom we read about in the papers and see on TV, we are still the greatest nation on earth. We enjoy a standard of living matched by

News Notes

Calendars available late November

Clay Electric's 2011 calendars will be available for members to pick up at the co-op's six district offices in late November. Quantities are limited.

The calendars offer energy tips, important co-op dates and Dan Barnett's Hunting and Fishing Times.

Receive bill statements electronically

With Clay eBill you can receive electric bill statements via email instead of getting a paper bill statement in the mail. The monthly email will include your bill statement as an attachment and links to important information from the co-op, such as the monthly *Power Line* newsletter. You can pay the bill online or you can utilize any of the co-op's other payment options. To enroll in Clay eBill, log on to your account at clayelectric.com, then click on "send me my bill by email."

few other nations. Yes, our lives are busier, our schedules more hectic...but much of this is due to our choices to do more, own more and squeeze as much out of each day as we can. In some countries, people struggle just to feed themselves and get by.

There is no better time than during this Thanksgiving season to count our blessings.

This month's elections remind us of the freedom we have to vote and elect our fellow citizens. In a lot of countries, there are no choices and no opportunities to voice dissent.

We must thank our military (active duty and veterans) for their role in defending this nation and the sacrifices necessary while serving at home and abroad. We should also thank those who serve in public safety roles for their efforts to protect us and to ensure that we are safe and secure.

Here at Clay Electric, we're thankful for our dedicated and hard-working employees. Our employees are committed to providing excellent service. Reliable and affordable electric service is often taken for granted. You flip a switch and the electricity is there. In some regions of the world, electricity is still just a dream.

Many of our members are thankful that Clay Electric is non-profit when they receive their Capital Credits refunds checks in March. The notes and letters we receive after we make our refunds express appreciation. For other utility customers, there are no refunds because the money that's left over goes to stockholders, or to city coffers to pave streets.

This month, it's a good time to remember all the things we should be thankful for and the many blessings we enjoy. And we want to thank you for your support. We do our best each day to serve you.

From the Board of Trustees, General Manager and employees, we wish you a Happy Thanksgiving!