

## 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.

**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.

**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](http://clayelectric.com)

## Thermostat setting can affect winter electric bills

Wintertime 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](mailto: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. 17 and Dec. 15 beginning at 12:30 p.m. in Keystone Heights.

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

# Power Line

November 2011

## Co-op lowers cost of power for its members

The price of electricity for Clay Electric members dropped \$1.50 the beginning of last month, thanks to lower fuel expenses for power generation. The new cost for 1,000 kilowatt hours (kWh) is \$112.80, down from \$114.30.

The decrease in power cost is seen in the Power Cost Adjustment portion of members' bills. The new PCA rate is .02400. The PCA number is multiplied by the total number of kilowatt hours consumed during the billing period to obtain the PCA amount.

According to Mark Maxwell, the co-op's finance director, the lower cost of power could extend through 2012.

Clay's lower cost for 1,000 kWh makes it the lowest among the state's 15 electric co-ops. It is also lower than the average cost for 1,000 kWh for the state's five largest investor-owned utilities (\$113.72).



 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 bills 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.

## Lake City's Nancy Coker retires

Nancy Coker, customer service representative at the Lake City District, retired on Oct. 24 after 30 years of service.

Lake City District Manager Derick Thomas said Nancy has been an asset to the district.

"Nancy has been an outstanding employee," Thomas said. "She will be missed by all her co-workers and our customers."



Coker

# 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 because our lives are so busy. Some 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 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.

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.

We are also thankful for our members who participate in the Project Share program. This program allows co-op customers to contribute to a fund to help other Clay Electric members with their electric bills. In these difficult times, it is especially important to look out for one another.

Many of our members are thankful that Clay Electric is a not-for-profit when they receive their Capital Credits refunds checks in March. The notes and letters we receive after we send out 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. 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!

## News Notes

### Calendars available late November

Clay Electric's 2012 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 focus on 2012 being the Year of the Cooperative and feature the seven cooperative principles, 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. 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."