

## 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)

## CEC's rebate and energy loan programs encourage energy conservation

Clay Electric encourages energy conservation through its communications resources and its Energy Smart Rebate and Energy Loan programs.

Since fall 2007, when the Energy Smart Rebate program began, the co-op has distributed 5,252 rebates totaling \$1,276,724 with an anticipated savings of over 26.5 million kWh. Rebates are available for attic insulation, high efficiency heat pumps, solar water heating, window film, spray foam insulation, heat pump water heaters and heat recovery units.

Members can borrow for improvements such as high efficiency heat pumps, insulation, certain high efficiency appliances, high reflectance metal roofing, solar thermal water heating and solar pool heating. The cooperative believes these programs have been a huge encouragement to members to use electricity wisely and efficiently. Energy conservation loans totaled \$186,468 this year.

Call the co-op's Energy Services Division for information about the amounts that can be loaned for various energy efficiency improvements. Call (352) 473-8000 ext. 8263.

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. 20 and Dec. 20 beginning at 12:30 p.m. in Keystone Heights.

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

# Power Line

November 2012

## 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 3,172 members (through June of this year) with a total of \$447,752.40 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 your district office or visit [ClayElectric.com](http://ClayElectric.com).

—  Clay Electric Cooperative, Inc. —

A Touchstone Energy Cooperative 

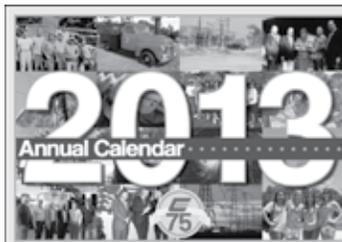
## Got something to sell? Try our Trading Post, print and online

Clay Electric's Trading Post offers a variety of items for sale or rent by members. The Trading Post is available online, and in the Kilowatt newsletter, which is read by more than 164,000 members in North Florida.

Members are entitled to post a non-commercial ad in the Trading Post - either online or in the Kilowatt - at no cost, and anyone can shop. If you're shopping, you'll find all kinds of treasures there, but if you see something you like, you'd better act fast. Trading Post ads tend to get quick results.

If you would like to place an ad in the Kilowatt Trading Post, please mail your written ad to P. O. Box 308, Keystone Heights, FL 32656 attn: Trading Post, or drop your ad off at your nearest district office. If you have internet access, you can submit your Kilowatt Trading Post ad via a link on the Clay Electric website and follow the instructions. The Kilowatt newsletter is published six times per year - January, March, May, July, September and November.

To post an item for sale on the online Trading Post, visit [www.clayelectric.com/tradingpost.aspx](http://www.clayelectric.com/tradingpost.aspx) and follow the instructions. Online Trading Post ads are available for anyone to see, 24 hours a day, on Clay Electric's website.



2013  
Calendars  
Are Coming  
Soon!

## 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.

### News Notes

#### Calendars available early December

Clay Electric's 2013 calendars will be available for members to pick up at the co-op's six district offices in early December. Quantities are limited.

The calendars celebrate Clay Electric's 75th anniversary with special photos and a message from Ricky Davis, important co-op dates and Dan Barnett's Fishing Times.

#### Receive bill statements by email

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.

To enroll in Clay eBill, log on to your account at [clayelectric.com](http://clayelectric.com), then click on "electronic billing."

There is no better time than during this Thanksgiving season to count our blessings. We are thankful to live in a democratic nation. This month we are able to participate in electing our leaders. In many 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.

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!