

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

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 2,343 rebates totaling \$578,238 with an anticipated savings of over 12.04 million kWh. The energy rebates include ceiling insulation, and installation of high efficiency heat pumps and solar water heating systems. Rebates for window film and radiant barriers have been added.

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 totalled \$735,699 in 2009.

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 Wayne Mattox at P. O. Box 308, Keystone Heights, FL 32656; e-mail: WMattox@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 web site'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 Sept. 23 and Oct. 28 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

September 2010

Elected officials will decide some critical energy issues

Electoral consequences, a television political pundit recently remarked, and we all recognize the truth of that statement.

The folks we elect to local, state and federal offices have influence over the taxes we pay, the fees and regulations that we have to deal with, and even the price we pay for electricity.

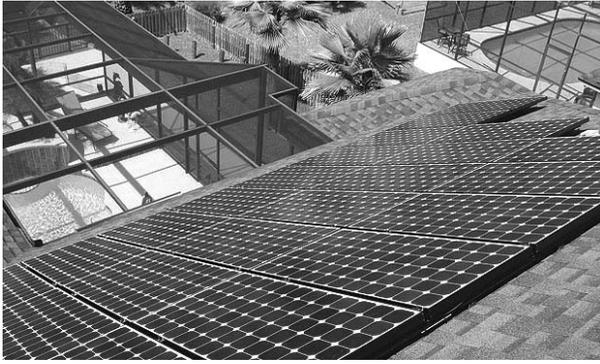
August 24 was the start of the electoral process for many challengers and incumbent candidates around North Florida. Perhaps your favorite candidates made it to the second round, or now face races in November.

There are several critical energy issues facing our state and nation. The people we elect to state and federal offices this fall will likely determine energy policies that could result in you paying more for electricity. For example, at the federal level, lawmakers may consider a cap-and-trade bill, which would lead to higher priced power and a loss of jobs.

In the September *Kilowatt*, we will publish the results of an energy survey sent to candidates to state and federal offices. This information is being provided so you'll know where the candidates stand on some critical energy issues. Please read it, and vote accordingly. Thank you!

_____  Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 



These photovoltaic panels generate electricity for a member served by Clay Electric Co-op.

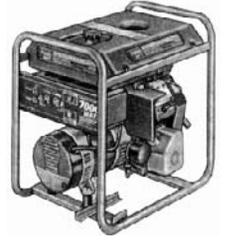
Notify Clay Electric if you receive power from an alternative energy source

The State of Florida requires that Clay Electric keep track of the amount of electricity received via customer-owned alternative energy sources. At present, the co-op has 60 members who own renewable (solar) systems that generate electricity for their homes. These systems generate electricity for home use and excess power is returned to Clay's distribution system. The co-op records, using a special meter, the amount of electricity returned to the co-op's system.

If you own or plan to have one of these systems installed, please make sure you've signed an Interconnection Agreement with Clay Electric. The State of Florida requires that all customers who have systems that are or will be connected to the electrical grid have an Interconnect agreement signed with the receiving utility. **It is the member's responsibility to notify Clay that they're operating or plan to operate an alternative energy system.** This is important for safety reasons and for billing purposes, and to ensure the member receives proper credit for putting power back into the co-op's distribution system.

Call the co-op's Energy Services Division at (352) 473-8000 ext. 8263 for more information.

Portable generators offer convenience, but they can be deadly if improperly used during a power outage



It's hurricane season, and while the tropics have been relatively quiet so far, there is still a good chance a hurricane will threaten North Florida sometime during the coming months.

The prospect of going without electricity for a week or more due to hurricane damage prompts some families to buy portable generators. Every time a storm threatens Florida, news accounts show folks snapping up portable generators.

Clay Electric wants to remind owners of portable generators that the improper use of these devices can create an extremely dangerous situation if they backfeed electricity into the cooperative's distribution system. This situation could result in serious injury or death to an unsuspecting serviceman, neighbor or family member.

Portable generators should never be wired directly into a home's distribution (breaker) panel or into a receptacle that's connected to a home's electrical panel. Appliances should be plugged directly into the portable generator's outlets, or connected to a heavy-duty extension cord that plugs into the generator. It's a good idea to familiarize yourself with the generator's safety and operating guidelines before using it at your home.

Some co-op members choose to have a permanent stand-by generator installed in their home. County electrical codes require that stand-by generators that are permanently installed must be wired to a transfer switch which separates the generator from the outside power source when it's operating.

Information about the safe use of portable generators was included in the July 2010 *Kilowatt* newsletter (special Hurricane Section). A 9-minute *Portable and Stand By Generator Safety* video is available for viewing on Clay Electric's web site at www.clayelectric.com.

If your club or civic group would like to schedule a presentation on generator safety, contact the member relations representative at your local district office.

News Notes

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 by clicking the "pay my bill" link in the email, 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."

Two Clay Electric employees retire

Orange Park District customer service representative Carol McCamy retired on Aug. 6 with 21 years of service. "Carol did an outstanding job for us over the years," said Orange Park District Manager Andy Chaff.



McCamy

Junior accountant Lynn Perryman retired on Aug. 13 with 13 years of service. "We all wish her well in the years ahead," said Accounting Manager Linda Vermazen.