



MyClayElectric

Dashboard Overview

Life can be fast and hectic, but paying your Clay Electric bill doesn't have to complicate things. With our MyClayElectric web and mobile app, taking care of business will be a breeze.

MyClayElectric is your account management tool, whether online or via our new mobile app. Learn how to use it, and you'll save time.

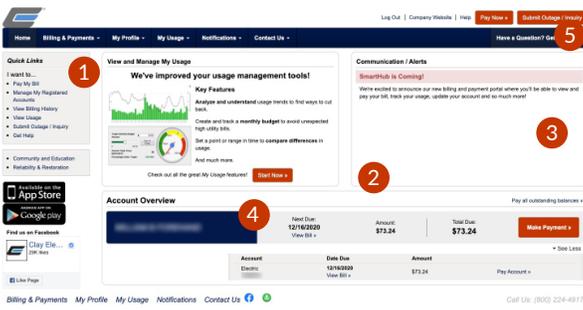
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Account Dashboard

Whether through our website, your tablet or via the new app on your smartphone (either iOS or Android), you'll be able to manage your account, view and pay your bills, report service issues, receive key notices and monitor your electric usage 24/7.

From the MyClayElectric **account dashboard** you'll see:



- 1 Quick links that will lead you to all the other features of MyClayElectric
- 2 Graphs to help you analyze and understand your energy usage trends
- 3 Get the latest communications and alerts from us
- 4 An overview of all the accounts you track within MyClayElectric, including Auto Pay dates (if you are enrolled), any amounts due and multiple links to make a payment
- 5 The **Report Outage/Inquiry** button and a link to the Outage Map to keep you informed if there is a power outage

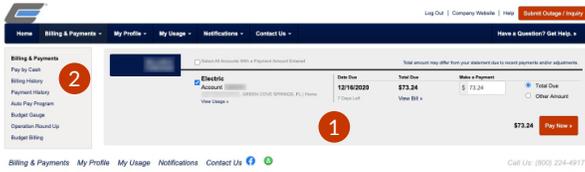


MyClayElectric

Billing & Payments Tab

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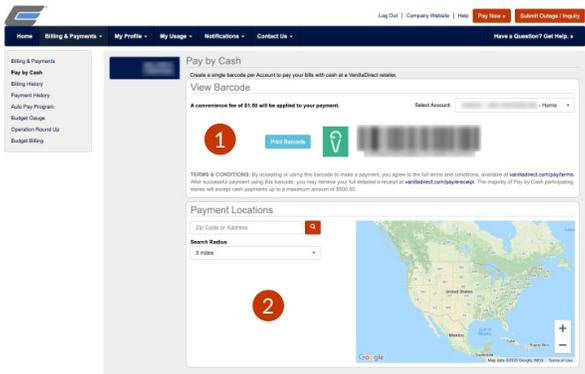
Paying your utility bill has never been easier. Make payments from anywhere at any time, or set up Auto Pay and stop worrying about forgetting to pay the bill every month.



- 1 A summary of all accounts you have registered, including:
 - Account numbers
 - Billing addresses on record
 - Due dates
 - Auto Pay dates and amounts if you are enrolled
 - A **Pay Now** button to quickly make payments on your balance due. The first time you make a payment -- either online or on the mobile app -- you can securely store your payment information for easy future transactions.
- 2 Quick links along the side let you
 - See your current bill and billing history
 - See your payment history
 - Enroll in and manage Auto Pay for your account(s)
 - Set a budget gauge for your account

Billing & Payments: Pay by Cash

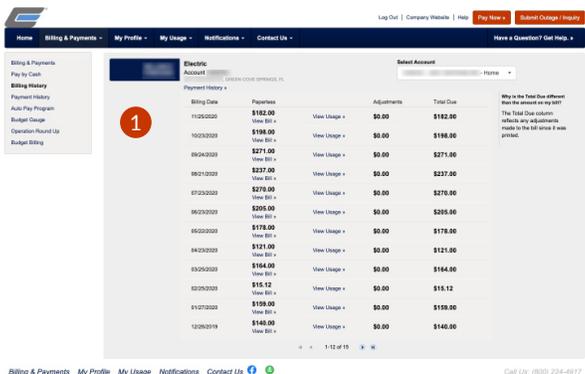
You can pay your electric bill by cash at any of the co-op's six district offices. Fidelity Express provides payment stations for paying your electric bill at various businesses such as convenience stores in the co-op's service area. A list of payment locations is available at your local district office and online at ClayElectric.com.



- 1 Clay Electric has contracted with Fidelity Express to provide cash payment stations for paying your electric bill at various businesses such as convenience stores in the co-op's service area. Fidelity Express charges \$1.50 for each transaction. Payments by InComm, MoneyGram or Western Union incur a convenience fee of \$1.50.
- 2 To find a Fidelity Express payment location, visit <http://www.fidelityexpress.co/>

Billing & Payments: Billing History

From this screen, you can see the history of all past bills for your account.



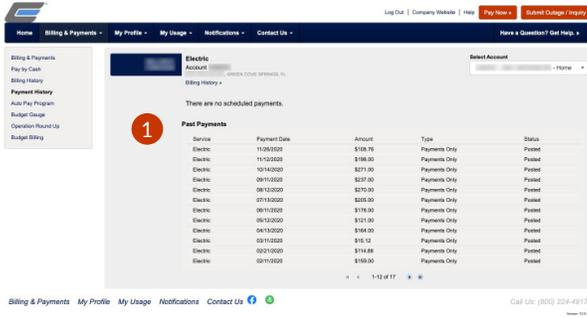
- 1 You can also view the bill or usage per bill by clicking on the **View Bill** or **View Usage** links.

The Total Due column will reflect any adjustments made to the bill since it was printed.

If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.

Billing & Payments: Payment History

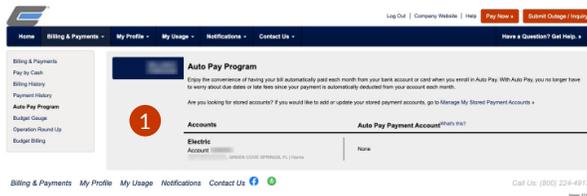
See at a glance all of the past payments that have been posted to your account.



- 1 If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.

Billing & Payments: Auto Pay Program

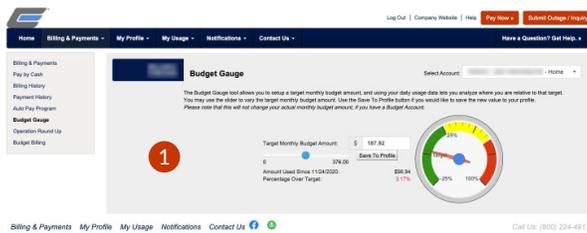
Enjoy the convenience of having your bill automatically paid each month from your bank account or credit card when you enroll in Auto Pay. You no longer have to worry about due dates or late fees since payments are automatically deducted from your account each month.



- 1 For each account you have with Clay Electric, you'll be able to add, edit, and remove any payment accounts you have setup to automatically make payments on your bill each month. Just click on the **Manage My Stored Payment Accounts** link to get started.

Billing & Payments: Budget Gauge

This tool allows you to setup a target monthly budget amount, and using your daily usage data lets you analyze when you are relative to that target.



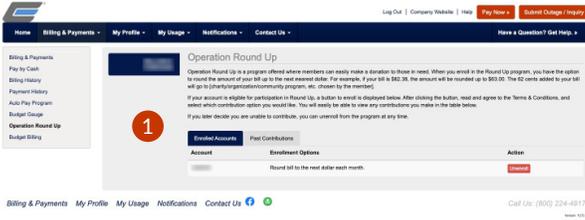
- 1 Use the slider to vary the target monthly budget amount.

Use the **Save to Profile** button if you would like to save the new value to your profile.

Please note that this will not change your actual monthly budget amount if you have a Budget Account.

Billing & Payments: Operation Round Up

As a member of Clay Electric, you are likely already enrolled in our Operation Round Up program. Operation Round Up focuses on improving the quality of life for our members and strengthening the communities we serve. The program “rounds up” each participating member’s bill to the nearest dollar, and that tax-deductible amount goes to the Clay Electric Foundation. For example, if your bill is \$62.38, the amount will be rounded up to \$63.00. The 62 cents added to your bill will go to charities or community programs selected by the Clay Electric Foundation.

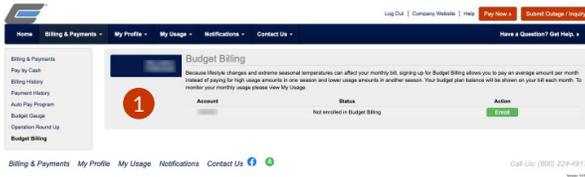


1 If your account is enrolled in Round Up, a button is displayed below. You can easily view any contributions you make in the table below.

If you later decide you are unable to contribute, you can unenroll from the program at any time.

Billing & Payments: Budget Billing

Because lifestyle changes and extreme seasonal temperatures can affect your monthly bill, signing up for Budget Billing allows you to pay an average amount per month instead of paying for high usage amounts in one season and lower usage amounts in another season.



1 To enroll in Budget Billing, click on the **Enroll** button located to the right of the eligible accounts listed.

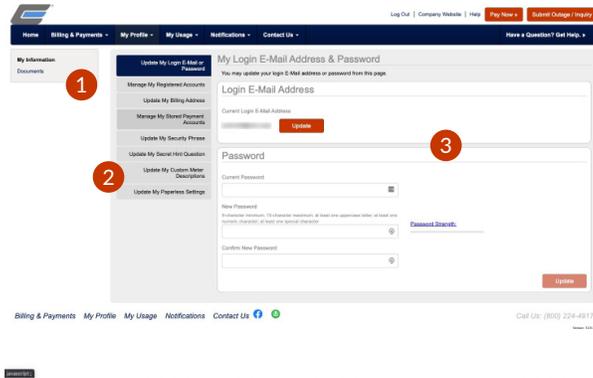


MyClayElectric

My Profile Tab

My Profile Tab

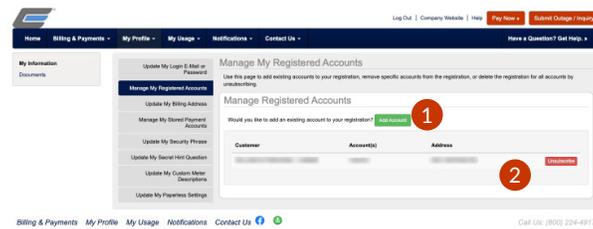
This is where you can find and update any of your account settings. You can be confident that your personal and financial information is safe and secure on MyClayElectric.



- 1 These are quick links to access the My Information page you are currently on and the Documents page.
- 2 This middle menu will allow you to manage the following information:
 - Login email or password
 - Billing address
 - Stored payment accounts (both bank and credit card)
 - Security phrase
 - Secret hint question
 - Custom meter descriptions
 - Paperless billing settings
- 3 In the top menu, you will be able to manage your login email address and password associated with your account.

My Profile: Manage My Registered Accounts

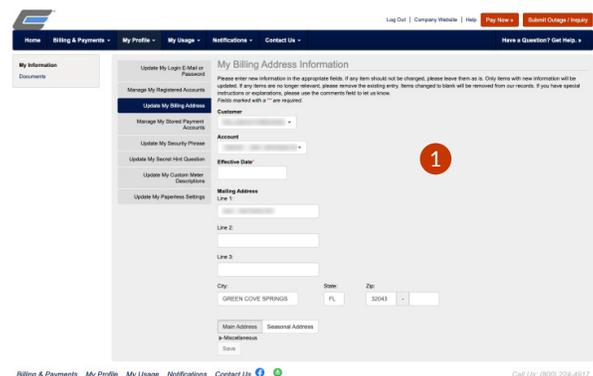
Use this page to add existing accounts to your registration, remove specific accounts from the registration, or delete the registration for all accounts by unsubscribing.



- 1 Use the **Add Account** button to register a new registered account.
- 2 All accounts will be listed in this area.
Click the **Unsubscribe** button to unregister any account at any time.

My Profile: Update My Billing Address

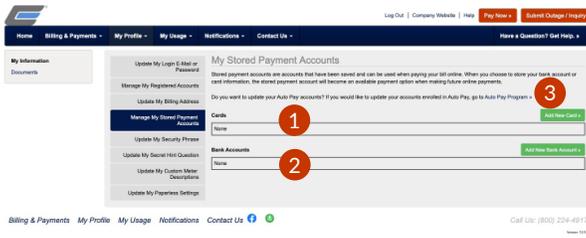
In this section, you'll be able to manage your billing address information.



- 1 Please enter new information in the appropriate fields.
If any item should not be changed, please leave it as is. Only items with new information will be updated.
If an item is no longer relevant, please remove the existing entry. Items changed to blank will be removed from our records.
If you have special instructions or explanations, please use the comments field to let us know.

My Profile: Manage My Stored Payment Accounts

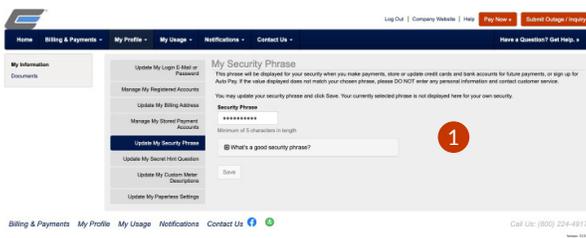
Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store bank account or credit card information, the stored payment account will become an available payment option when making future online payments.



- 1 Click the **Add New Card** button on the right to add a new credit card to your stored payments. You'll see all cards stored in this section.
- 2 Click the **Add New Bank Account** button on the right to add a new bank account to your stored payments. You'll see all bank accounts stored in this section.
- 3 Do you want to update your Auto Pay accounts? If you would like to update your accounts enrolled in Auto Pay, click the **Auto Pay Program** link.

My Profile: Update My Security Phrase

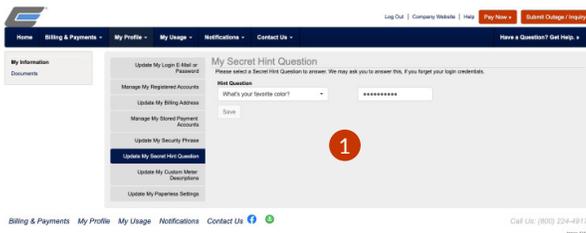
This phrase is required to be set up before you make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay. If the value displayed does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.



- 1 You may update your security phrase and click **Save**. Your currently selected phrase is not displayed here for your own security.

My Profile: Update My Secret Hint Question

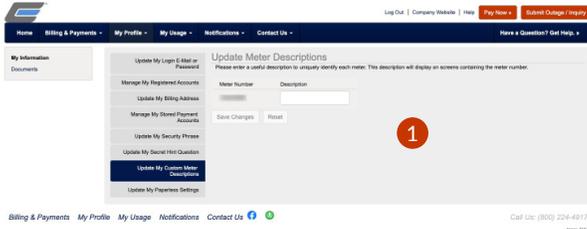
The Secret Hint is used to create added security when you forget your login credentials.



- 1 You can select your hint question from the dropdown list and enter the correct answer. Click the **Save** button to update your secret hint.

My Profile: Update My Custom Meter Descriptions

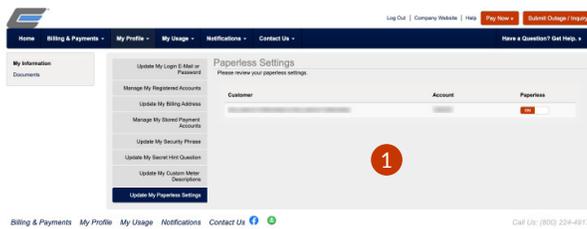
If you have multiple meters that are associated with your account, this screen allows you to label them to help you identify them more easily.



- 1 Type the description for the meter and click the **Save Changes** button.
You can also reset a meter description by clicking the **Reset** button.

My Profile: Update My Paperless Settings

Use this section if you would like to start receiving paperless bills. You'll save some trees and some time with this feature! Please note that this will apply to all accounts registered with your email address.



- 1 Find the account where you would like to activate paperless billing and toggle the Paperless Slider to **On**.

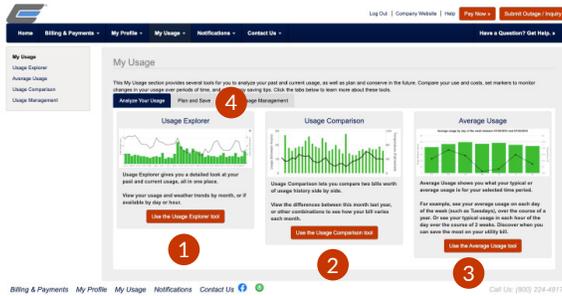


MyClayElectric

My Usage Tab

My Usage Tab

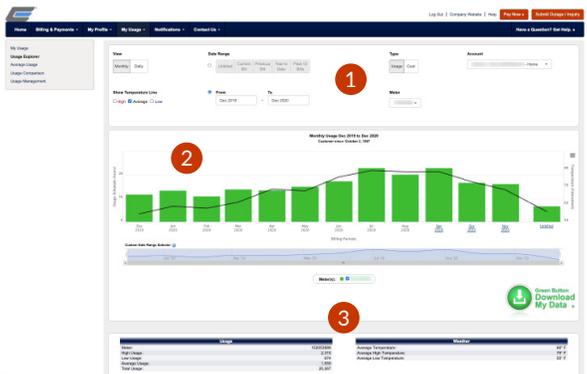
There's nothing worse than sticker shock when the electric bill arrives. Access to detailed, easy-to-read information about your electric use can help you make informed decisions and save money. When you click on the **My Usage** menu button on the dashboard, you'll see three tools:



- 1 Get a detailed look at your past and current power use, all in one place. View your usage and weather trends by the month, day or hour.
- 2 View and compare two past monthly bills side-by-side. You can determine if changes you make in energy use habits or using a new appliance are making a difference.
- 3 Select a specific time period and see how much electricity you typically use; then
- 4 Plan and Save. Provides the ability to track energy actions you've taken and see the planning markers on the graph for that time period.

My Usage: Usage Explorer

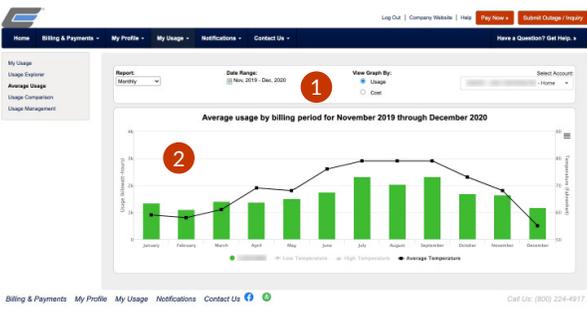
When you use electricity is as important as how much you use. The Usage Explorer gives you a detailed look at your past and current usage, all in one place. View your power use alongside weather trends by month, day or hour.



- 1 Settings in the top section let you set up the graph to see:
 - Hourly daily or monthly usage, based on bills you have received
 - Low, average and high temperature data
 - Different date ranges
 - Usage by kilowatt hours or by cost
 - That data on any other meters or accounts you have under your account.
- 2 On the graph in the center, you can see:
 - The last 12 months of use or costs; click on one of the green bars to drill down into weekly, daily or hourly data
 - The black bar shows average temperature for that period
 - When you are using the most energy and how making changes may affect your bill
- 3 At the bottom: Usage and Weather portlets
 - Usage portlet offers another view of key information, such as highest, lowest, average and total kWh usage, by meter for your account.
 - Weather portlet shows average low/high temperatures for the period in the graph.

My Usage: Average Usage

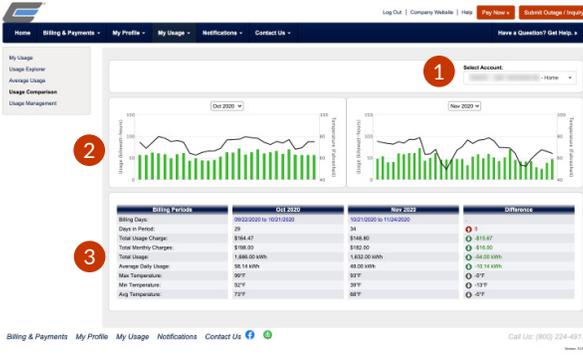
One of the most powerful features of MyClayElectric is the ability to see how much electricity you typically use during a specific time period. This allows you to see when you can save money on your bill.



- 1 Here you can filter the graph to see:
 - How much electricity you used by time of month, week or time of day
 - A date range
 - Either kWh usage or costs for that date range
 - The account you want to view, if you have more than one.
- 2 The graph which shows the type of report you selected, along with average temperature for that month, week or time of day.

My Usage: Usage Comparison

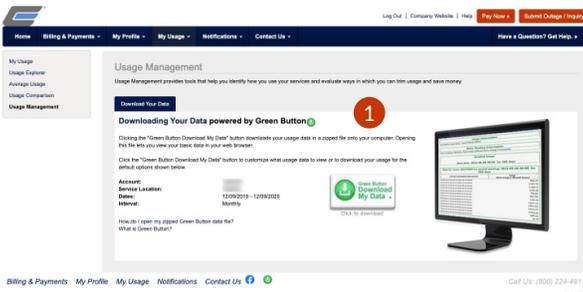
This tool lets you compare two monthly bills side-by-side to see “this year vs. last year” or “this month vs. last month.” You can see how the weather and temperature affects your monthly bills. This is also a good way to determine if new energy habits or an appliance are having a positive impact on your usage.



- 1 If you manage more than one account, select the one from which you want to compare bills.
- 2 Graphs in the middle show the kWh usage and average temperature for the selected months. You can compare any two prior billing periods to one another.
- 3 After you have selected the two billing periods, here is where you can see details and differences in:
 - Billing days (date range)
 - Days in period
 - Total usage charges
 - Total monthly charges
 - Total usage
 - Average daily usage
 - Temperatures (highest, lowest and average)

My Usage: Usage Management

This section provides tools that help you identify how you use your services and evaluate ways in which you can trim usage and save money.



- 1 **The Green Button:**
 - Clicking the Green Button Download My Data button downloads your usage in a zipped file onto your computer. Opening this file lets you view your basic data in your web browser.
 - You can customize what usage data to view or to download your usage for the default options (Service location, Dates, and Interval) shown.

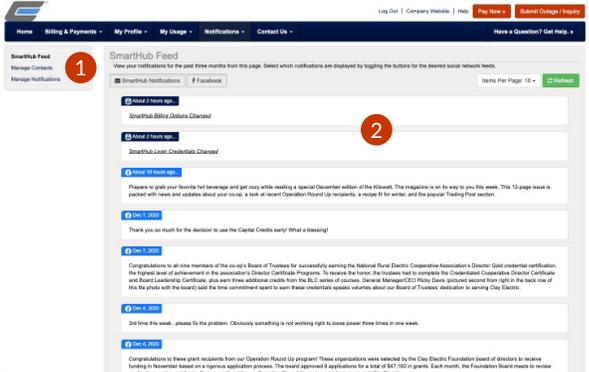


MyClayElectric

Notifications Tab

Notifications Tab

MyClayElectric is also a powerful communication tool. You'll receive important news and information about your account, outages, news and events through the app. You can decide how you want to be notified about your bill, by email or text message on your smartphone. Set a threshold to be notified when you are using more electricity than you planned to help stay on top of your energy costs.



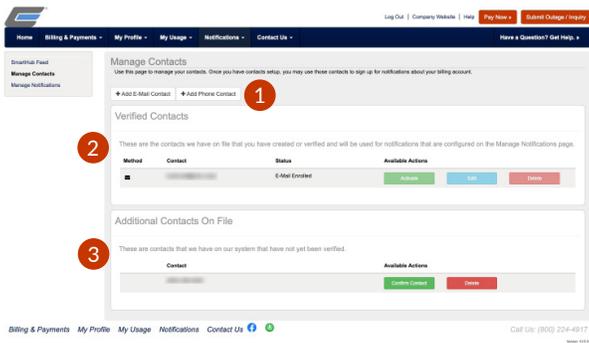
- 1 This side menu allows you to:
 - Access your MyClayElectric feed
 - Manage your contacts
 - Manage notifications

- 2 The MyClayElectric feed on the main notifications page allows you to view your notifications for the past three months.

Select which notifications are displayed by toggling the buttons for the desired social network feeds.

Notifications: Manage Contacts

Use this page to manage your contacts. Once you have contacts set up, you may use those contacts to sign up for notifications about your billing account.



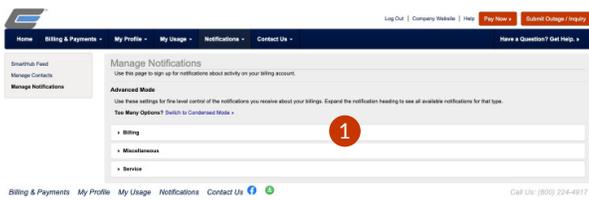
- 1 Here are the buttons to **Add Email Contact** or **Add Phone Contact**.

- 2 Here are the contacts that we have on file that you have created or verified and will be used for notifications. You will be able to **Activate**, **Edit**, or **Delete** these contacts.

- 3 The Additional Contacts on File section are contacts we have in our system that have not been verified.

Notifications: Manage Notifications (main screen)

Use this page to sign up for notifications about activity on your billing account. You'll use the contacts that were set up on the Manage Contacts screen.

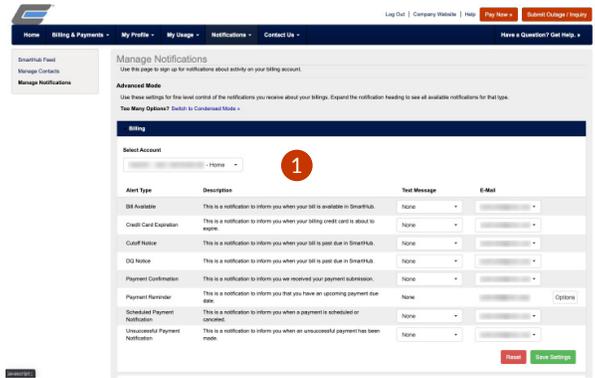


- 1 You'll have the option to modify account notifications in three categories: **Billing**, **Miscellaneous**, and **Service**.

Click the dropdown arrow to the left of each heading to expand all of the notification options available.

Notifications: Manage Notifications - Billing

Use this page to sign up for notifications about activity on your billing account. You can use the phone and/or email contacts on record to sign up for text and/or email notifications. Simply select the appropriate contact from the dropdown list behind each notification type.



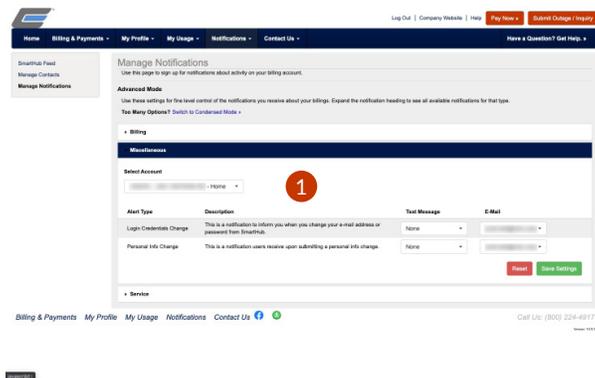
- 1 Start by selecting your account (if managing multiple accounts) from the dropdown list at the top of the section.

Types of notifications in the Billing type:

- Bill Available
- Credit Card Expiration
- Cutoff Notice
- Delinquent Notice
- Payment Confirmation
- Payment Reminder
- Scheduled Payment Notification
- Unsuccessful Payment Notification

Notifications: Manage Notifications - Miscellaneous

Use this page to sign up for notifications about activity on your billing account. You can use the phone and/or email contacts on record to sign up for text and/or email notifications. Simply select the appropriate contact from the dropdown list behind each notification type.



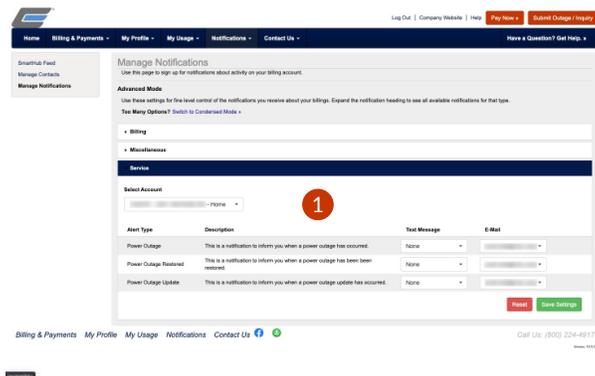
- 1 Start by selecting your account (if managing multiple accounts) from the dropdown list at the top of the section.

Types of notifications in the Miscellaneous type:

- Login Credentials Change
- Personal Info Change

Notifications: Manage Notifications - Service

Use this page to sign up for notifications about activity on your billing account. You can use the phone and/or email contacts on record to sign up for text and/or email notifications. Simply select the appropriate contact from the dropdown list behind each notification type.



- 1 Start by selecting your account (if managing multiple accounts) from the dropdown list at the top of the section.

Types of notifications in the Service type:

- Power Outage
- Power Outage Restored
- Power Outage Update



MyClayElectric

Contact Us Tab

Contact Us Tab

Not only can you receive notifications from MyClayElectric, you can also contact us with customer service requests or questions. When you click on the **Contact Us** menu button on the home page, you'll see links to help you:



- 1 This quick link menu will give you access to the sections **Submit Outage/Inquiry, Track Issue Status, and Location.**
- 2 Report an outage or submit a general inquiry
- 3 View the status of your issues or other service requests
- 4 View our office locations and contact information

Contact Us: Submit Outage / Inquiry

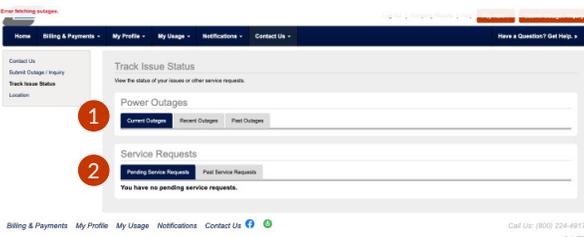
Use this page to report a problem with any of your services or submit a general inquiry.



- 1 The two buttons you'll have access to are the **Power Outage** and the **Other Issues/General Inquiry.**

Contact Us: Track Issue Status

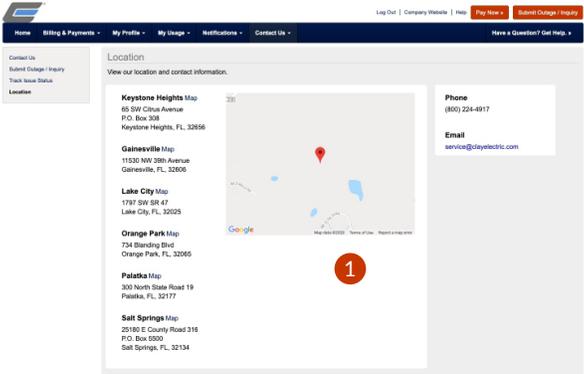
Use this page to view the status of your issues or other service requests.



- 1 This section tracks **Power Outages**
- 2 This section tracks **Service Requests**

Contact Us: Location

Use this page to view our location and contact information.



- 1 See the name, address, and contact information for each of our locations.

There is also a Google Map for reference.