

Is your bill higher? Blame cold temps

Most of the co-op's service area has experienced cooler-than-normal weather.

What could this mean for your electric bill? If you're like most people in North Florida, you use a heat pump to keep your home warm. When it gets below freezing outside, your heat pump may struggle to extract heat from the outside to meet the heating requirements you have set on your thermostat. To keep up, your heat pump starts using a backup heat source to supplement its efforts. Most heat pumps use an auxiliary backup heat source; these are like the strips in a toaster as a backup. Those electric coils use a lot of electricity, which makes for higher electric bills.

Tips for controlling heating bills:

- Set your thermostat to 68 degrees (or lower if comfortable).
- Keep drapes, shades, curtains open to catch free solar heat during the day. Close them at night to keep the heat inside.
- Keep registers/vents clear to allow air to flow freely.
- Set your water heater temperature no higher than 120 degrees.



MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit MyClayElectric.com to access your account information:

- View current charges and account balance
- View past bill statements/account history
- Report a power outage or view status
- View energy usage and find ways to save
- Sign up for Budget Billing Plan
- Request Paperless Billing
- Sign up for automatic monthly payments

OPERATION ROUND UP — Operation Round Up is a program to generate and collect voluntary donations that are used to benefit organizations in Clay Electric's service area for the purpose of improving the quality of life of our members and their communities. Participating members' electric bills are rounded up to the next dollar amount. The funds are placed in a separate account to be allocated by the Clay Electric Foundation.

PROJECT SHARE — Help others by designating a tax-deductible amount to be added to your electric bill or make a one-time donation.

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.

METER ACCESS — Clay Electric's AMI meters include technology allowing them to be read remotely. These meters improve meter reading efficiencies and accuracy, but even with remote reading capabilities, the member is responsible for keeping the meter clear of obstructions and providing the co-op with access to the meter. The meter is Clay Electric's property and we require access. Providing access allows staff to conduct maintenance or obtain a manual reading.

Power Line is an informational publication of Clay Electric Cooperative, Inc. It is distributed monthly with members' statements. If you have questions or comments about Power Line, write Justin Caudell at P.O. Box 308, Keystone Heights, FL 32656; or email: jcaudell@clayelectric.com. Clay Electric Cooperative's Board of Trustees will meet at noon Thursday, March 24 and Thursday, April 28 in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

_____ March 2022

Look at statement for Capital Credits

The co-op's Board of Trustees has declared a \$12 million Capital Credits refund for members who received service from 1992 through 2020.

Before the Board decides whether a refund can be made, it carefully considers a variety of data and economic conditions. Following this review, trustees decided it was prudent to refund \$12 million. This will be the co-op's 48th consecutive refund of Capital Credits.

Current co-op members who are entitled to a refund will receive a credit on their March bills. For those entitled to a refund but who no longer receive service from Clay, a check will be mailed March 24.

Capital Credits reflect each member's pro-rata share of any margins left over at the end of the year after all expenses are paid. They are one of the important benefits of receiving service from a not-for-profit electric cooperative.

If you have any questions about Capital Credits, contact your nearest district office.

Read inside for important Annual Meeting information



Clay Electric Cooperative was rated by our customers

**#1 in Customer Satisfaction
with Residential Electric Service
Among Cooperatives**

For J.D. Power 2021 award information, visit jdpower.com/awards

How we restore power

When the power goes out, members expect it to be restored soon. But when an automobile crashes into co-op equipment, a major storm or another event causes widespread damage, extended outages may result. We work hard to restore service to the greatest number of consumers as quickly and safely as possible.

Here's our power restoration process:

High-voltage transmission lines

Transmission towers/lines that supply power to transmission substations — and thousands of members — rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

Distribution substation

A substation can serve hundreds or thousands of consumers. When a major outage occurs, crews inspect substations to determine if problems stem from transmission lines feeding the substation, the substation itself or if problems exist down the line.

Main distribution lines

If the problem cannot be isolated at a substation, distribution lines are checked. These lines carry power to large groups of members in communities or housing developments.

Tap lines

If local outages persist, supply lines — also known as tap lines — are inspected. These lines deliver power to transformers — mounted on poles or placed on pads for underground service.

Storm season evacuation help

With storm season approaching, it's vital to be prepared.

If you or someone you know has special needs and requires assistance in case of evacuation, your local government can help. Contact your county emergency management office to learn about shelters in your area.

Visit floridadisaster.org/shelters or call 1-800-342-3557 to register with emergency officials.

Join us for Annual Meeting March 26

Clay Electric's 84th Annual Meeting will be held Saturday, March 26 at the football stadium at Keystone Heights Junior/Senior High School. Gates will open at 8:30 a.m. and the event will last around 2.5 hours.

The gathering of members will begin with a light breakfast and all adults receiving a door prize ticket and goodie bag. The meeting will be called to order at 9:30 a.m. and will include the announcement of trustee election results and remarks from the general manager and president of the Board of Trustees. The drawing of door prizes will conclude the gathering.

For the first time, the event is not taking place at the co-op's headquarters on a Thursday, and voting for trustee elections will take place by absentee ballot only. There will be no voting in person.

Chief Public Relations Officer Derick Thomas said several factors, including COVID-19, meeting facilities, cost, safety and parking prompted the changes to the Annual Meeting gathering and how voting takes place.

To accommodate the change in the day of the gathering and the co-op's growing membership, it was decided to move the event to another venue in Clay Electric's hometown of Keystone Heights. The high school football stadium was determined to be the best location to provide the parking, seating and other options needed.

Vote absentee and be entered to win a prize

Voting for the Board of Trustees seats up for election will take place by absentee ballot only this year. Members who vote will be placed in a contest to win a car or bill credit.

How do I request a ballot?

To request an absentee ballot, you will need to provide your account number associated with your membership. Request a ballot by visiting Ballot.ClayElectric.com (no www) or calling us at 1-800-224-4917.

Ballot deadlines

- The last day to request a ballot is March 8 at 3 p.m.
- Ballots must be received by 4 p.m. March 14 via U.S. mail in the return envelope provided to the designated address for the ballots to count.

Prize drawings

All members who vote absentee will be placed in a prize drawing contest to win a 2016 Ford



Fusion (pictured above) from the co-op's fleet or one of 42 bill credits. An \$1,800 bill credit, a \$750 bill credit, a \$400 credit, a \$150 credit and 38 bill credits of \$50 will be awarded. Winners will be announced online and through regular co-op publications.