

Don't fall victim to utility scams

Every day, millions of Americans are targeted by scammers through phone calls, emails, text messages, online or in person. Scammers' tactics can change daily, which is why it's important for consumers to stay on top of the latest scam reports.

Recently, Clay Electric members were targeted through a phone scam where the scammers demanded immediate payment and threatened to shut off power. Remember, the co-op will never call you and demand immediate payment. We notify members of past due bills through letters in the mail, and emails and text messages if a member is signed up for notifications with MyClayElectric.

It's important to watch for red flags. Here are a few reminders on how to take control of the situation when you've been targeted by a scammer:

Take your time. Utility scammers try to create a sense of urgency so you'll act fast and hand over personal information, especially over the phone. Take a moment to think about the situation before acting.

Be suspicious. Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this should raise red flags. Remember, if the request seems strange and out of the ordinary, you're likely being targeted by a scammer.

Confirm before you act. If you're contacted by someone claiming to represent Clay Electric or another utility, but you're unsure, just hang up the phone and call the utility directly -- not the phone number you were given or see on the Caller ID. You can reach us at 1-800-224-4917 to verify the situation.

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit MyClayElectric.com to access your account information:

- View current charges and account balance
- Download the MyClayElectric app
- 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 Kathy Richardson at P.O. Box 308, Keystone Heights, FL 32656; or email: krichardson@clayelectric.com. Clay Electric Cooperative's Board of Trustees will meet at noon Thursday, March 30 and Tuesday, April 25 in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

March 2023

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 1993 through 2021.

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 49th 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 in late March.

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.

More details about Capital Credits can be found at ClayElectric.com.

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

Read inside for important Annual Meeting information

Power cost decreases on March bills

Members will be billed less for power in March thanks to a reduction in the Power Cost Adjustment on bills. Members using the industry household average of 1,000 kWh of power will now pay \$146. The previous cost was \$149.50. The cooperative is able to lower the cost of power due to a slight decrease in the price of natural gas, which Seminole Electric Cooperative (Clay's wholesale power provider) uses to generate a sizable portion of the wholesale electricity it provides.

If natural gas prices continue trending lower, the PCA may be lowered again in April.

The PCA is a separate line item on each Clay Electric statement, which reflects the increases/decreases in the co-op's cost of power. The cost of wholesale power is more than 70 percent of Clay's total expenses.

When the cost of power is greater than the amount included in the base rate, the PCA is a charge. When the cost is less, it's a credit.

As a not-for-profit cooperative, Clay Electric members receive power at cost.

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.

Online vehicle auction March 21-28

Clay Electric will offer its vehicle and equipment auction online March 21-28.

Information about the auction items can be found at www.ggauctions.com. The phone number is 407-886-2211.

Photos and information on each vehicle and other auction items will be posted on the auctioneer website.

Here's a partial list of the vehicles and equipment that will be auctioned:

- Astec RT360 Trencher
- Butler LT1014 tilt trailer
- International 7400 Altec 60' ROW bucket
- Five Ram 5500 4x4s with Versalift
- Vermeer chipper
- Ford Ranger pickup
- Five Ford F-150s
- Three Ford F-350s (utility bodies)
- Hyster S50ft forklift



A variety of trucks, vehicles and equipment will be auctioned online this month.

- Silverado 3500
- Chevy 4500 Crew cab utility body
- Imperial equipment trailer
- Chevy K3500 utility body

Join us for Annual Meeting March 25

Clay Electric's 85th Annual Meeting will be held Saturday, March 25 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.

Voting for trustee elections took place by

absentee ballot only (online or via mail in ballot). There will be no voting in person.

Chief Public Relations Officer Derick Thomas said several factors, including 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.