Traditional vs. PrePaid Cost Comparison		
	Traditional	PrePaid
Account Set Up Fee	$30	$30
Deposit	$325	$0
Membership Fee	$5	$5
Late Fee	$5 or 5% of current bill (whichever is greater)	$0
Disconnect NP Fee	$0	$0
Reconnect NP Fee	$15	$0

District Offices

Gainesville District Office
11530 NW 39th Ave.
Gainesville, FL 32606
(352) 372-8543

Keystone Heights District Office
P.O. Box 308; 65 SW Citrus Ave.
Keystone Heights, FL 32656
(352) 473-4917

Lake City District Office
1797 SW SR 47
Lake City, FL 32025
(386) 752-7447

Orange Park District Office
734 Blanding Blvd.
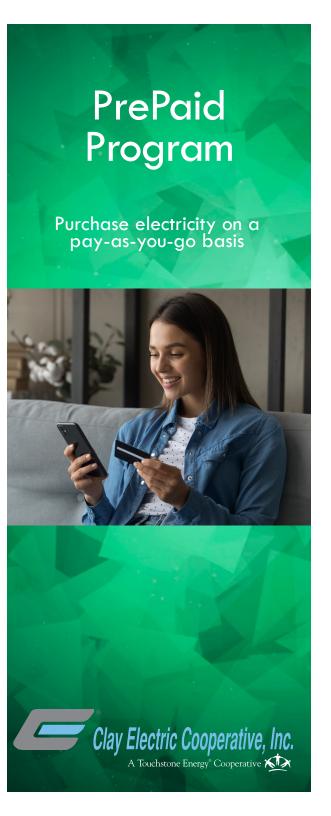Orange Park, FL 32065
(904) 272-2456

Palatka District Office
300 N SR 19
Palatka, FL 32177
(386) 328-1432

Salt Springs District Office
P.O. Box 5500; 25180 E Hwy 316
Salt Springs, FL 32134
(352) 685-2111

Clay Electric Cooperative, Inc.
A Touchstone Energy® Cooperative

PrePaid Program

Purchase electricity on a pay-as-you-go basis

Clay Electric Cooperative, Inc.
A Touchstone Energy® Cooperative

PrePaid Program

The PrePaid Program allows you to purchase electricity on a pay-as-you-go basis without deposits, late fees or reconnection fees. Get ahead and stay ahead.

Is PrePaid Right For Me?

• Does the timing of your bills match the timing of your payday?
• Would four small bills be easier to pay than one large one?
• Could you manage your budget better if you knew how much electricity you were using?

PrePaid gives you the power to pay for electricity on your own schedule - daily, weekly, monthly, or whenever is right for you. You can put as little as $10 on your account after the initial set-up.

Do I Have To Sign An Agreement?

Yes, members who sign-up for PrePaid must sign a PrePaid Agreement. The PrePaid Agreement outlines the terms and conditions of participating in the PrePaid Program.

How Much Does It Cost To Set Up My PrePaid Account?

If you are a new member setting up service for the first time, you will pay a $5 membership fee, a $30 service connect fee, and $50 toward your initial energy purchase. If you are an existing Member, your existing deposit (if applicable) will be applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your PrePaid account. If you have a past due unpaid balance on your account when switching to PrePaid, this balance must be paid, or an acceptable payment arrangement must be agreed upon.

Your new PrePaid account must begin with a minimum credit of $50 for your electric use.

When Will My Meter Be Read?

Meter readings are gathered daily with the use of our advanced meters.

How Do I Add Money to My PrePaid Account?

Adding money to your account is quick and easy, even on weekends and holidays. There are several ways you can add credit to your balance:
• Visit any Clay Electric district office between 8 a.m. and 5 p.m. Monday through Friday
• Pay online through the MyClayElectric web portal or mobile app
• Use our secure pay automated phone system 24 hours a day by calling 1-844-936-2704

How Will I Know When My Balance Is Low?

You can monitor your credit balance several ways. Members receive text messages and/or email notifications when their balance drops below $25 (or an amount of your choice). You can view daily usage, remaining credit balances, and make payments through the MyClayElectric web portal and mobile app.

Payments can also be made by phone at 1-844-936-2704. Members are responsible for all text and data fees associated with PrePaid.

When Will My Service Be Disconnected?

When you run out of purchased energy, your account will automatically disconnect. You will need to add more money to your account if this happens.

How Do I Get My Service Reconnected?

If your service is disconnected, it will be reconnected when the cooperative receives a payment that establishes a positive balance of $25 within 7 days of disconnection.

How Do I Enroll?

Sign up with a Customer Service Representative at any time by contacting your local Clay Electric office, or go online at ClayElectric.com for more information.

Your account must be registered with the MyClayElectric web portal and mobile app. To register, please visit MyClayElectric.com.