

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.

MARATHON WATER HEATERS - Marathon water heaters are the most energy efficient electric resistance water heater on the market and are offered in an array of sizes (15 to 105 gallons).

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.

Make sure your holiday season is accident free!

The Christmas season is an exciting and delightful time of year. It's also important to make sure your holiday season is a safe and accident free one. Here are some tips to consider:

Test and inspect Christmas lights and other light sets used outdoors. Look for frays, damaged cords or broken light sockets. Avoid using indoor light sets outdoors where they'll be subjected to moisture. Purchase only light sets or extension cords with UL (Underwriters Laboratories) approval.

Don't overload receptacles with too many plugs. Don't overload extension cords.

Discontinue using cords that are hot or very warm to the touch. The heat may mean the cord is overloading or is damaged.

In the kitchen, keep electrical appliances away from the sink, and dry your hands before plugging in appliances or using electric knives or can openers.

When buying a live Christmas tree, check for dryness. Shake it several times. If a large number of needles fall off, it's too dry. A dry tree can be a fire hazard. Use a tree stand that holds water, and maintain the water level to prevent the tree from drying out.



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 Dec. 22 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

December 2009

Report from
the manager

Ricky Davis

General Manager/CEO



In 2009, we accomplished much on your behalf

We're nearing the end of another year, so it's a good time to review past events and discuss some of our accomplishments for 2009.

Clay Electric has once again met its goals of providing you with competitive electric rates and excellent and reliable service throughout this year. Our current residential rate for 1,000 kilowatt hours of electricity is \$111.30. We consistently remained lower than any of the other 15 electric co-ops in the state and lower than many neighboring utilities, including GRU, JEA and Progress Energy. Of the 54 utility providers in Florida, Clay Electric is the third lowest.

A chief result of the economic downturn has been a decrease in the number of new members joining our lines. A downward trend in housing (new connects) began in 2007 and continued this year. Through September, we had 1,654 new connects, a decrease of 60 percent from last year.

Continued inside

**Weatherization Assistance
available** *See inside*



Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative

Weatherization Assistance program available

Most people would like to save energy dollars by making their home more efficient, but not everyone can afford the improvements. As a result of the federal stimulus package, the U. S. Department of Energy's (DOE) Weatherization Assistance Program is expanding with a goal of weatherizing one million low-income homes per year.

Weatherization is the process by which homes are made more energy efficient. This result is accomplished through a series of relatively easy energy conservation measures and repairs. Homes that have been weatherized will require less energy to heat and cool, resulting in lower utility bills and a higher standard of living for individuals. The DOE estimates the average home could save \$358 a year in energy costs through weatherization.

Households with incomes at or below 200 percent of the national poverty level are eligible for the Weatherization Assistance Program. For a family of four, that's an income limit of \$44,100. Each home has different needs; the stimulus bill allows an average of \$6,500 to be spent on each home. Program participants receive a professional energy consultation with an analysis of energy bills, a blower-door test to locate air leaks and advice on how to be more efficient. Workers then arrive to make energy upgrades like insulating walls and roofs, sealing air leaks, and installing more efficient heating and cooling systems.

For details, or to apply for the weatherization program, contact the following agencies:

Local Providers By County

To inquire about assistance from the Low-Income Home Energy Assistance Program, locate the listing for the county you live in and contact the local provider at the telephone number listed.

Applications are only available by contacting the local providers listed. Applications are not available on the internet.

- 1) **Alachua County** - Central Florida Community Action Agency, Inc.: (352) 373-7667
- 2) **Baker County** - Northeast Florida Community Action Agency, Inc.: (904) 259-4481
- 3) **Bradford County** - Suwannee River Economic Council, Inc.: (386) 362-4115
- 4) **Clay County** - Northeast Florida Community Action Agency, Inc.; Orange Park: (904) 213-3888, extension 2078 or 3078; Green Cove Springs: (904) 529-2200
- 5) **Columbia County** - Suwannee River Economic Council, Inc.: (386) 362-4115
- 6) **Putnam County** - Northeast Florida Community Action Agency, Inc.: (386) 385-3954, extension 10
- 7) **Marion County** - Central Florida Community Action Agency, Inc.: (352) 732-3008
- 8) **Gilchrist County** - Suwannee River Economic Council, Inc.: (386) 362-4115
- 9) **Lake County** - Lake Community Action Agency, Inc.: (352) 357-5550
- 10) **Levy County** - Central Florida Community Action Agency, Inc. ; Chiefland: (352) 493-1732; Williston: (352) 528-1249
- 11) **Suwannee County** - Suwannee River Economic Council, Inc.: (386) 362-4115
- 12) **Union County** - Suwannee River Economic Council, Inc.: (386) 362-4115
- 13) **Volusia County** - Volusia County Community Assistance Division; Deland: (386) 736-5956, extension 2976; Daytona Beach: (386) 254-4675, extension 4722
- 14) **Flagler County** - Northeast Florida Community Action Agency: (386) 313-2506

You can also contact the Florida Department of Community Affairs, 2555 Shumard Oak Boulevard, Tallahassee, FL 32399-2100; (850) 488-8466; Toll-Free 1-877-352-3222; TDD 1-800-226-4329.

Report from the Manager

From the other side

We released all of our construction contractors and had our own crews handle these tasks. Some of the maintenance work handled in-house included over 1,000 pole change outs, over 600 pole retirements and over 1,000 underground vault inspections and repairs.

Our construction crews installed just over 43,000 feet of underground primary and just over 50,000 feet of overhead primary through September of this year. This reverses a trend of recent years in which we saw more underground primary installed than overhead primary.

Our right of way crews removed 3,093 dead or dangerous trees through September of this year. We also cut nearly 250,000 feet of right of way during the year. Our total outages for 2009 are down 23 percent compared to the same period in 2008.

We continued to enhance our ability to serve our members. The number of Fidelity Express payment locations in our service area is now at 118. We continue to see an increased use of this payment option. Payments made electronically also continue to increase. Payments made through the internet were 64 percent higher compared to 2008, and payments through our interactive-voice response phone system increased 57 percent over last year.

We moved in to our new Gainesville District office, with minimal impact on our members in that area.

Numerous engineering projects were completed this year to enhance the reliability of our distribution and transmission system.

We continued our efforts to communicate our concerns about some critical legislative issues with lawmakers that represent our service area, like the cap and trade bill being considered in Congress.

I will share more about our accomplishments for 2009 in our March 2010 *Kilowatt* newsletter.

From all of us here at Clay Electric Co-op, we wish you a Merry Christmas and a Happy New Year!