

Privacy Policy

Clay Electric Cooperative, Inc.

In the course of doing business with you, we collect information about you that is necessary to provide you with our services. At Clay Electric, we recognize the importance of protecting this information and strive to maintain our customers' privacy.

The Information We Collect- At Clay Electric, we collect and maintain nonpublic personal information about you, to provide you with the services you request and to service your account. This information includes: -information we receive from you on applications and other forms, such as name, address, social security number and property information, - information regarding your transactions with us, such as payment history, -information we receive from consumer reporting agencies and other groups regarding credit history and other reports, and -for those customers participating in electronic funds transfer or energy loan programs, account information from financial institutions.

Protecting Your Information- We are committed to protecting your nonpublic, personal information. At Clay Electric, we maintain high standards to ensure the security and confidentiality of our records and our customers' information. We have designed our business practices so that the personal information of our customers is properly gathered, stored and processed, so that customer information is only available to those individuals who may need it to provide you with our services. We have established physical, electronic and procedural safeguards to protect customer information as well. Additionally, should your relationship with us end at some time in the future, your information will remain protected as outlined in this notice.

Sharing Information with Affiliated Third Parties- We may however, share the information we collect, as described above, with companies that work with us or provide services on our behalf, so that we may provide you with the services that you have requested. These companies might assist us, for example, in fulfilling your service request, processing your account or assisting us with maintenance on your account. All of these companies are contractually obligated to keep the information that we provide to them confidential and they must use the information only to provide the services we have asked them to perform.

Sharing with Non-Affiliated Third Parties- Clay Electric does not sell, share or otherwise disclose customer information with marketing firms or other non-affiliated third parties. We may, however, share information with credit bureaus and similar organizations, and otherwise as required or permitted by law. We also may share nonpublic personal information when specifically authorized to do so by you.

Modifications to Our Privacy Policy- We reserve the right to change our privacy practices in the future, which may include sharing nonpublic personal information about you with non-affiliated third parties. Before we do, we will provide you with a revised privacy policy and give you the opportunity to elect not to participate in that type of information sharing.

Dog bites on the increase

From the cover panel

will bite. All dogs, no matter how docile, can bite when they feel threatened, and a dog is more likely to bite when the owner is present.

Because of the unpredictable nature of dogs, Hicks is asking all members who own dogs to confine their dogs on meter reading day and confine dogs whenever requested by a co-op employee. "Members should also notify the co-op of potentially aggressive dog ownership," Hicks said. "We respect and love dogs, but it's vital for us to be aware of the presence of potentially aggressive dogs among our co-op membership."

To confine your dog on your meter reading day, please note that the approximate meter reading date is printed at the top of your electric bill statement.

"To confine your dog please place it in a secure location away from our employee's work activity," Hicks said. "Many dogs have a fight or flee instinct, so restraining the animal by its collar or leash takes away its ability to flee, so it assumes it must fight."

Members with aggressive dogs may want to consider the co-op's remote meter reading option. Call the co-op at (800) 224-4917 for more information.

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 four times a year (January, March, July and October). 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 Sept. 25 and Oct. 23 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

September 2008

Rising number of dog bites causing concern among co-op employees

Clay Electric has experienced an increase in dog-related employee injuries in recent months and, in some cases, the injuries have been very severe.

Lee Hicks, Clay Electric Safety and Training manager, said meter readers are at the most risk for dog-related injuries.

"Our meter readers come in contact with an average of 500 dogs per month, so it is vital for our members to be aware that their actions can help keep our employees safe," Hicks said. "We need their help in preventing injuries to our employees."

According to Bulli-Ray Dog Safety Company, breed, size and demeanor are not accurate predictors as to whether or not a dog

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 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Seminole's Unit 3 receives certification from FDEP

The secretary of the Florida Department of Environmental Protection (FDEP) signed a site certification order last month authorizing construction of a new clean coal generating unit at Seminole Electric Co-op's generating station in Putnam County. Seminole provides wholesale power to Clay Electric and nine other electric co-ops in Florida.

The new 750 megawatt Unit 3 will join two 650 megawatt generating units at the northeast Florida generating station. Units 1 and 2 are in the process of significant upgrades that will enable Unit 3 to be put into service with no net increase in the station's regulated emissions. Unit 3's site certification initially was denied by the state in 2007. Seminole appealed that denial. On June 13, 2008, the 5th District Court of Appeal reversed FDEP, and instructed the agency to issue a certification order approving Unit 3.

A final construction schedule for Unit 3 is not yet determined.

Tim Woodbury, Seminole's chief executive, said, "After many delays and appeals we are pleased to have this certification in hand, which is a significant milestone for our clean coal project."

Co-op offers email billing program

With Clay eBill, co-op members can receive electric bill statements via email instead of getting a paper bill statement in the mail. The monthly email includes the bill statement as a PDF attachment and links to important information from the co-op, such as the monthly *Power Line* newsletter. Clay eBill participants can pay the bill online by clicking the "pay my bill" link in the email, or utilize any of the co-op's other payment options.

To become a Clay eBill participant, visit the co-op's web site at clayelectric.com, log on to "my account," and click on "send me my bill by email."

For more information, contact your local district office or visit clayelectric.com.

Message from the Manager **Bill Phillips**

Members express appreciation for our efforts to restore power during Tropical Storm Fay

Tropical Storm Fay's prolonged visit to our area last month certainly gave us something to think about. Fay's gusty winds brought down trees and caused power outages, and she dumped lots of rain. But Fay was just a tropical storm. Had she been a category one or higher hurricane, the outcome could have been much worse. Fay provided us with a reminder that we need to be prepared for the day when a really serious storm heads our way.

Fay's winds started to affect our 14-county service area the afternoon of Thursday, Aug. 21. By 4 a.m. the following day, we hit a peak outage number of 23,298. Our crews worked hard to get the lines back up, and by the afternoon of Saturday, Aug. 23, we were returning to normal operation.

For all of you who experienced power outages as a result of Fay, I want to thank you for your patience and understanding. I am immensely proud of the efforts of our employees to work during some very difficult conditions. Our employees worked as a team to restore service and minimize the inconvenience to our members. I personally complimented our employees for their efforts during Tropical Storm Fay, and I'm happy to say many of our members were also complimentary of the efforts of our employees.

Here's some excerpts from some of the letters and emails we received:

"We want to thank the crews who responded to this outage, even as the rain and wind continued. This is service! We have lived in parts of Florida served by other electric utilities, but none can match your folks for performance under fire. Thanks for your heroic efforts."

"I lost power on several occasions during the

inclement weather on Thursday and Friday. On each occasion I had restored power within two hours. I just want someone to know how much I appreciate Clay Electric and the quick response to the situation."

"On Aug. 21 our power was interrupted at 3 p.m. and by 4:30 p.m. your crews were on the scene and rapidly repairing the downed lines. Within just a few hours the power was restored and back to normal. This was very impressive and appreciated."

"We lost power around 11 p.m. and your line crew was in our area soon after sunrise even with the weather still pretty bad. Please express our appreciation to the dispatch and to the line crews for doing a fantastic job."

We received more thank you emails and notes, and they can be viewed on our web site at clayelectric.com. These complimentary remarks by our members are shared with our employees. Our employees excel under these difficult storm conditions because they know that going without electricity is a major inconvenience. Many of our employees work during the storm knowing that their own families are without power.

I've said numerous times in the past that our employees are dedicated to getting your power back on in a safe and efficient manner. When a storm like Fay comes along, our members can see first hand what I'm talking about. There's no better demonstration of the commitment our employees have to getting your lights back on than when the winds blow and the trees start coming down. Our employees excel in their level of service when the weather is calm, but they really shine when conditions are toughest.

