

COOPERATIVE RESPONSE CENTER

Continued from front

"The co-op is always looking for ways to enhance service and reliability, something our members expect," said Chief Public Relations Officer Derick Thomas. "Cooperative Response Center allows us to provide even greater support, ensuring members receive timely assistance 24/7. Our collaboration with CRC demonstrates our commitment to providing safe, reliable and affordable electricity."

For members, it's helpful when calling to have important account information ready to avoid delays in getting help to you as quickly as possible, including your account number, home or business address and your meter number. All of this information is available on the front of your billing statement.

As a member of Touchstone Energy, Clay Electric Cooperative has found the values of CRC mirror its own as a member-driven company, putting service excellence at the forefront. CRC has offices in Austin, Minn., Dunlap, Tenn. and Abilene, Texas.

Do you have solar? Make sure you tell us.

The State of Florida requires the co-op to keep track of the amount of electricity received via customer-owned alternative energy sources.

At present, the co-op has more than 3,200 members who own solar systems. These systems generate electricity for home use and excess power is returned to our distribution system. Using a special meter, the co-op records the amount of electricity returned.

If you own or plan to have one of these systems installed, make sure you've signed an Interconnection Agreement with us. If you plan to increase the size of your existing system, you must also let the co-op know. It is a state requirement, and it is your responsibility to notify us if you are operating or plan to operate an alternative energy system.

Letting us know is important for safety reasons and for billing purposes, and to ensure you receive credit for putting power back into the co-op's distribution system.

Call our Energy Services Division at 1-800-224-4917 to let us know if you have solar or you are interested.



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 Nick Jones at P.O. Box 308, Keystone Heights, FL 32656; or email: NJones@clayelectric.com. Clay Electric Cooperative's Board of Trustees will meet at noon on May 22 and June 26 in Keystone Heights.

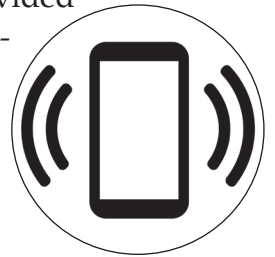
The Clay Electric Cooperative, Inc. _____

Power Line

May 2025

Enhanced member support after hours, during outage

For decades, Clay Electric Cooperative has provided its Keystone Heights-based Call Center and district offices for service to its now nearly 200,000 members, a number that continues to grow.



Now, we're partnering with Cooperative Response Center (CRC), which shares Clay Electric's co-op values, to assist with member services.

The improvement will provide members with overflow support from CRC's experienced staff during regular business hours, reducing wait times from high call volumes that could occur due to severe weather or other unpredictable circumstances and acts of God resulting in widespread outages. CRC also provides consistent after-hours call response, immediately routing members to a representative where staff can address concerns regarding an outage.

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Your co-op is here to help you save

Summer months bring some of the highest energy bills of the year, as beating the heat accounts for a large portion of your monthly energy use, and the hotter it gets, the harder your air conditioner works.

Fortunately, your cooperative has developed incentives and programs that help you cut down on the cost of cooling.

- **Rebates** – Clay Electric offers several ways to give you money back for efficient equipment you purchase, like insulation, heat pumps and water heaters. Find a list of all our rebates and application forms at clayelectric.com/energy-rebates-loans

- **Free energy surveys** – Our energy analysts can determine the overall efficiency of your home and help you with ways to improve it.

- **Take control of your use** – Activate Usage Alerts in the MyClayElectric app to track your energy use. You can even get alerts when your use spikes so you can make changes in real time.

- **Ways to pay** – If you're having a difficult time paying the higher bills that come with increased use in the summer, contact us to learn about our PrePaid program, which gives you the power to pay for electricity on your own schedule.

5 WAYS TO SAVE THIS SUMMER

When summer temperatures rise, so do energy bills. Here are a few ways you can reduce energy use and grow your summer savings.

1. Raise your thermostat.

The smaller the difference between the indoor and outdoor temp, the more you'll save.

2. Install window coverings

like blinds or light-blocking curtains to prevent indoor heat gain during the day.

3. Seal leaks with caulk and weatherstripping

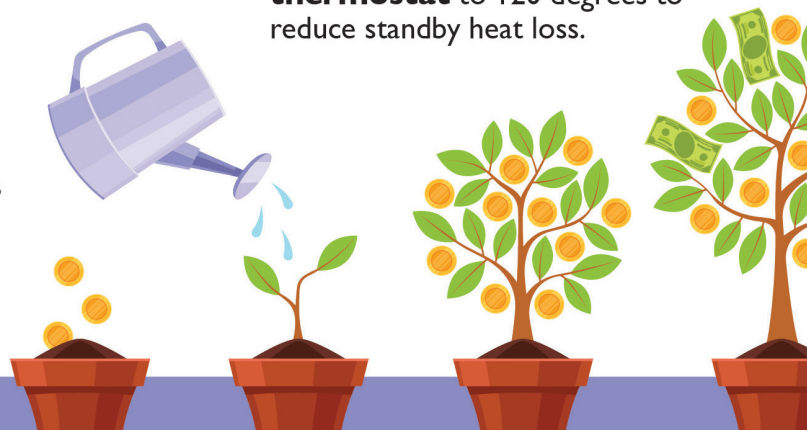
around windows and exterior doors. Air leaks force your air conditioner to work harder and run longer than necessary.

4. Run ceiling fans

for additional cooling but turn them off when you leave the room.

5. Lower your water heater thermostat

to 120 degrees to reduce standby heat loss.



Source: Dept. of Energy

Did you get a bill credit?

Forty-three members who voted in this year's Board of Trustees elections were randomly selected to receive a bill credit.

Betty Daniels, of Hawthorne, is this year's grand prize \$4,800 bill credit winner. **Kathy Werner**, of Salt Springs, received a \$2,000 bill credit. **Bernardo Garcia**, of Keystone Heights, received a \$1,800 bill credit. A \$700 bill credit was given to **Thomas Dailey**, of Melrose, and a \$400 credit was given to **Elizabeth Farhat-Murica**, of Fleming Island.

The following members' accounts were each credited \$50: **Andrew McCormick**, Green Cove Springs; **Jaclyn Hicks**, Green Cove Springs; **Kathleen Gaston**, Fleming Island; **Eddy Betancourt**, Orange Park; **Paul Holley, Jr.**, Orange Park; **Jonathan O'Donoghue**, Orange Park; **Kelly Powell**, Altoona; **Shannon Trull**, Keystone Heights; **Michael Graham**, Lake City; **Rachel Diaz-Evans**, Gainesville; **Justin Brown**, Fort White; **Gregory Anderson**, Fort White; **Willie Edwards Jr.**, Palatka; **Linda Lezama**, Orange Park; **April Snyder**, Middleburg; **Tamia Irvin**, Hawthorne; **Cheryl Knight**, Lake City; **Sallie Akins**, Orange Park; **Robert Punskey**, Orange Park; **Jean M. Thomas**, Gainesville; **Jennifer Vo**, Newberry; **Samantha Wood**, Keystone Heights; **Susan Cook**, Silver Springs; **Anthony Devine**, Lake City; **Dale Godshall**, Williston; **Denver Blankenship**, Palatka; **John Michkowski**, Orange Park; **Rebecca Rivera**, Green Cove Springs; **Gloria Chosewood**, Silver Springs; **Jeanette Cooper**, Middleburg; **Linda Carter**, Middleburg; **Rafael Diaz-Nieves**, Ocklawaha; **David Tucker**, Keystone Heights; **Krystal Pearson**, Middleburg; **Destinee Moore**, Green Cove Springs; **Janee Gainer**, Middleburg; **Janet Martinez**, Melrose.

All members who vote are eligible to win a credit. Make sure to vote next year!