

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit clayelectric.com to access your account information:

- View your bill statement/ account history
- Sign up for Average Billing Plan
- Make a one-time payment online
- View current charges & account balance
- View account balance
- View estimated meter reading dates
- Request emailed bill statements (Clay eBill)
- Sign up for automatic monthly payment plan
- Report your power outage:
<https://outagereport.clayelectric.com>

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.

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 just \$1.95.

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.

SURGEBLASTER - High quality surge protection equipment at a low monthly lease.

CO-OP CONNECTIONS CARD - A national discount card program. It offers 10-60 percent discounts on prescription drugs at participating pharmacies, as well as special discounts and deals from local and national businesses!

Got something to sell? Try our Trading Post, print and online

Clay Electric's Trading Post offers a variety of items for sale or rent by members. The Trading Post is available online and in the *Kilowatt* newsletter, which is mailed to more than 170,000 members in North Florida.

Members can post a non-commercial ad in the Trading Post — either online or in the *Kilowatt* — at no cost, and anyone can shop. If you're shopping, you'll find all kinds of treasures there, but if you see something you like, you'd better act fast. Trading Post ads tend to get quick results.

To place an ad in the print version:

- Visit www.clayelectric.com and follow the instructions. Ads are entered via an online form.

Or

- Mail your written ad (postcards are fine) to Clay Electric Trading Post, P. O. Box 308, Keystone Heights, FL 32656

Or

- Drop your ad off at your nearest district office.

To post an item for sale in the online Trading Post:

- Visit www.clayelectric.com and go to Member Information and click on Trading Post. Be sure to follow the instructions carefully. Online Trading Post ads are available for anyone to see on Clay Electric's website.

Ads cannot be placed over the phone. You must have a Clay Electric account number to place an ad. Don't forget to include your name, account number and telephone number with your ad.

The Clay Electric Cooperative, Inc. _____

Power Line

_____ April 2018

Co-op offers surge protection

Inside electronic equipment are powerful, sensitive microprocessors. A split-second change in voltage outside the normal range can scramble data saved in tiny, delicate silicon chips and circuit boards.

High quality surge protection equipment is available for purchase or lease through the co-op's surge protection program. This equipment will help protect sensitive electronic equipment from power surges caused by events triggered from both outside and inside the home.

The SurgeBlaster program provides the highest quality surge protection equipment, is UL-listed and meets the IEEE 587 standard for surge suppression equipment.

The basic SurgeBlaster package includes one meter base suppressor and one all-in-one (satellite/TV/DVD/computer) suppression module. Hard-wired suppressors for equipment like pool and well pumps are available at an additional cost. Call your local district office for more information.



_____  Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Report from the manager

Ricky Davis
General Manager/CEO



The value of being served by a co-op

There are three main types of electricity providers in the U.S. Investor-owned utilities (IOUs) serve primarily densely populated areas. Municipal-owned utilities also serve densely populated cities from the large, such as Jacksonville, to the small, like Green Cove Springs.

And of course, there are rural electric cooperatives like Clay Electric that serve less populated parts of the country.

In the utility business, population matters a lot. Since the costs to serve any given area are similar, the more customers you have allows you to spread the costs among more people to keep rates lower. At least that is the theory.

The graphic shows the national averages of density and revenue per mile of electrical line for IOUs, municipal-owned utilities and electric co-ops. Municipal-owned utilities, which operate in cities and towns, have the greatest density – 48.3 customers per mile of line, generating an average of \$113,301 of revenue. IOUs follow with 34 customers per mile of line, while generating average revenues of \$75,498. Finally, electric co-ops average 7.4 members (not customers, but members) per mile of line, bringing in an average of \$14,938 of revenue per mile.

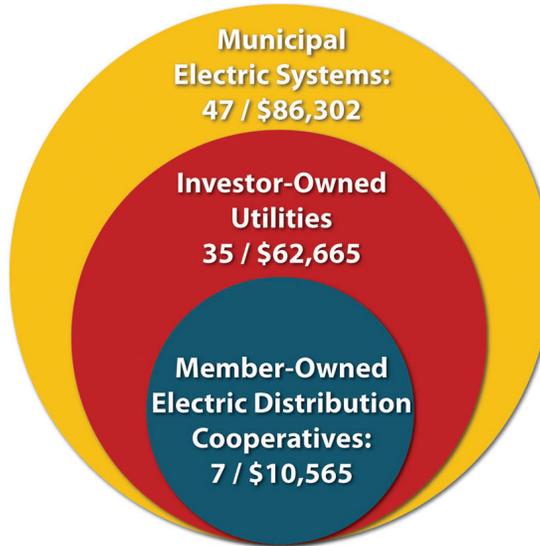
Clay Electric has about 13 services per mile, generating \$27,149 of revenue.

If I were to give this data to any business school in the country and ask (based on this information) what the rates should be for each of the utilities, the answer would likely be that electric co-ops would have a rate 7.5 times greater than municipal-owned utilities and 5

Revenue in Review

Because of higher population densities (more consumers served per mile of line), municipal electric systems and investor-owned utilities receive more revenue per mile of line than electric cooperatives.

Consumers served/revenue per mile of line for different utilities:



Source: National Rural Electric Cooperative Association
times higher than IOUs – but that is not the case. Why not?

It has to do with the business model. IOUs are owned by outside investors who may or may not be users of the electric utility they own. These companies' stocks are traded on Wall Street, and those investors demand a return on their investment. This drives up the price their customers pay. Many municipal systems charge rates that generate a "profit" for their cities to help pay for other services.

Clay Electric operates on a not-for-profit basis. Of course, we are a business and must generate enough revenue to cover costs (the largest being the purchase of wholesale power), but we don't have to charge rates to pay outside stockholders.

There is considerable value in being served by a cooperative. We always appreciate the fact that you're a member of Clay Electric.

Evacuation help for members with special needs

With storm season approaching, it's important to be prepared.

If you or anyone 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 community.

For members with special needs: visit floridadisaster.org/shelters or call 800-342-3557 to register with the county emergency operations center.

Email billing program offers convenience for co-op members

Clay Electric offers several programs for the convenience of members, including the email billing program, Clay eBill. Members who opt to participate in the program receive their electric bill statements via email each month, and do not receive a printed bill statement in the mail. Clay eBill participants can pay the bill online immediately by clicking on the "pay my bill" link in the email.

To participate in Clay eBill, visit clayelectric.com, go to "my account login," and click on "electronic billing" after signing in.