

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!

Saving money with space heaters depends on usage

High-end space heaters are marketed heavily during the fall and winter through television infomercials, full-page ads in newspapers and magazines, and marketing presentations designed to look like news articles.

If you're thinking about buying one of these heaters to warm your home this winter, understand these units can cause your electricity usage to climb significantly. How much they'll boost your power bill depends a lot on how you use them.

"Space heaters can be cost-effective when used in conjunction with your central heating system, but *only* if you lower your thermostat by several degrees and use the space heater to keep a localized area more comfortable," said Glenn Stanley, manager of Clay Electric Co-op's Energy Services Division.

"We usually recommend that members set their heating system thermostats at 68 degrees. However, to realize savings with a space heater, the central heating thermostat should be lowered to 65 degrees, and the space heater should be used to warm the part of the home most frequently occupied."

If you use space heaters, Clay Electric encourages members to keep safety in mind. Make sure the heater has an auto shutoff if the unit tips over, and locate the unit far enough away from flammable materials to avoid a fire.

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 Kathy Richardson at P. O. Box 308, Keystone Heights, FL 32656; email: KRichardson@clayelectric.com. Clay Electric's Board of Trustees will meet on Dec. 15 beginning at 12:30 p.m. in Keystone Heights.

3040-24545

The Clay Electric Cooperative, Inc. _____

Power Line

December 2016

Holidays can mean more power usage at home

Co-op members use more energy during the holiday season and bills may be higher because:

- 1) Holiday lights and decorations use energy; switch to energy-efficient LED holiday lights.
- 2) Holiday entertaining involves extra cooking and baking, which requires extra electricity.
- 3) Holiday guests mean more hot water for showers, laundry and dishwashing; more heating and lighting in guest rooms; and more cooking.
- 4) Shorter days and longer nights mean lights stay on longer, both inside and out.
- 5) Space heaters can be used to provide warmth but they are a less efficient form of home heating. Keep in mind that you can lower your thermostat a few degrees when using a space heater to help offset the additional energy usage.

To save energy and money during the winter, pick up a free "Low-Cost, No-Cost Ways to Save Energy this Winter" brochure from your co-op office or online at ClayElectric.com. Click on "Member Information" and then "Energy Information" followed by Energy Tips. There is a pdf available for download titled "Winter Energy Tips."

 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

Report from the manager

Ricky Davis

General Manager/CEO



In 2016 we accomplished much on your behalf

We're nearing the end of another year, and it's a good time to share with you some of our accomplishments for 2016.

This year, we were able to lower our Power Cost Adjustment six times, which saves you, our members, money on your electric bill. The first decrease occurred in February, the second in March, followed by another decrease in June. Then we lowered it \$1 every month from September through November. The total decrease for the year was \$8 for 1,000 kilowatt hours.

Clay Electric's cost for 1,000 kWh is the third lowest rate among the 15 electric cooperatives in Florida. We are also lower than many of our neighboring utilities.

We are proud to have members willing to participate in the Project Share program to help fellow co-op members with their electric bills. Since its inception in 1997, the program has helped 3,679 members with a total of \$550,544 in disbursements.

We are in the fifth year of providing you with the Co-op Connections Card program, another member benefit. As a co-op, we believe our commitment to you goes beyond providing safe, reliable and affordable electricity. Our participation in the Co-op Connections Card program is a money-saving tool we are proud to offer to you. As of November, our members have saved more than \$154,000 on prescription drug costs alone.

Members continue to take advantage of a variety of payment options. Payments remitted electronically continue to grow. In addition, we now have more than 20,500 members receiving

their bill by email.

We have more than 12,280 Facebook fans, and our communications via Facebook have included power outage reports, news, photos, videos and helpful tips, as well as information about co-op events and programs.

Our employees continued to recognize the importance of working safely. Many of our departments and districts were recognized by the safety division for meeting safety performance criteria established for the year.

We continue to help our members with energy efficiency and energy conservation information. We offer free home energy surveys to assist members with recommendations that can help them get the most out of their energy dollars.

We completed a number of projects this year that enhanced the reliability of our distribution and transmission systems, and also installed new equipment in our substations.

Phase I of construction projects in Keystone Heights was completed earlier this year. This included a new Call Center and print shop as well as an unmanned data center. Progress on Phase II has also been made. This phase includes two new buildings which will replace the current headquarters of the co-op.

The new Palatka District office opened in July and is 9,500 square feet, which is about double the square footage of the old office.

In the last few years, we have undertaken a number of new construction or remodeling projects because our buildings are showing their age, lack adequate space and need costly repairs.

This fall we felt the impact of two hurricanes in our area. Hurricane Hermine made landfall on Sept. 2 and caused about 43,000 accounts to lose power. Then just a month later, Hurricane Matthew hit on Oct. 7 and caused widespread damage and outages affecting more than 73,000 accounts. We enacted our Emergency Operations Plan and enlisted the help of more than 500 people from 40 other utilities and companies. Through the concerted efforts of our employees and the outside help, we were able to restore power to all accessible accounts in three days. We are proud of our

employees for their dedication and teamwork. We heard from many members that they appreciated our efforts to restore power as quickly and safely as possible.

We continue to invite our members to join Co-op Owners for Political Action (COPA). This is the political action committee focused on the needs of America's electric cooperatives. By joining COPA, our members become part of a strong grassroots network of citizens concerned about the long-term success of the electric cooperative program. COPA supports elected officials and candidates who understand and support electric cooperatives and their members.

Speaking of electric cooperatives and their mission, we began an important new program this year. Operation Round Up, a program to generate and collect charitable 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, launched in October. Cooperatives are governed by seven principles, the seventh principle being Concern for Community. We have a long history of community involvement and support of charitable and community organizations.

Operation Round Up provides Clay Electric with a tremendous opportunity to demonstrate and extend its commitment to its members and their communities. Operation Round Up is an example of people coming together and pooling their resources to accomplish a greater good, much like residents of North Florida did 78 years ago when they formed Clay Electric Co-op to bring electricity to rural homes, farms and communities. It was something they couldn't accomplish individually, but as a group it was achievable. Now, through Operation Round Up, local residents can come together to create change and provide assistance in their communities through a foundation – something they couldn't do individually on this scale. More information about Operation Round Up is available at ClayElectric.com.

As always, the board of trustees, management and employees appreciate your support. We will strive to do our best for you each and every day.