

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit clayelectric.com to:

- View your bill statement/ account history
- Sign up for Average Billing Plan
- 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.

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!

Service Charges

effective January 2018

Cut-on or transfer with trip	\$60
Nonpayment reconnect	\$60
Collection trip charge	\$60
Reconnect or relocate	
outdoor light	\$60
Cut-off on pole - reconnect	\$60
Trip charge	\$60
Trouble call	\$60
Temporary service	\$60

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.

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The Clay Electric Cooperative, Inc. _____

Power Line

December 2017

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



2017 was a busy year filled with new projects, programs & a big storm

We're nearing the end of another year, and it's a good time to share with you some of our accomplishments for 2017.

This year, we kept our rates stable, and our cost for 1,000 kWh is among the lowest in the state. We are also lower than many of our neighboring utilities.

Of course, you're wondering what your co-op's rate will look like next year. Based on our current projections of operational expenses, and an evaluation of our rate structure, in January we are increasing the Access Charge by \$3, due to rising expenses. This means the cost for 1,000 kWh will rise from the current \$109.90 to \$112.90.

Remember, we're a not-for-profit cooperative, which means we provide service to you at cost. Many of you receive a Capital Credits refund credit or check each March. These refunds are a reflection of your co-op's not-for-profit status, and they're certainly a benefit of being served by a cooperative.

Speaking of member benefits, we are now in the sixth 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 \$174,000 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 24,500 members receiving their bill by email through our Clay eBill program.

This year we nearly doubled the number of fans on our Facebook page. We have 24,700 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 II of construction projects in Keystone Heights was completed this year. This phase includes two new buildings which replaced the current headquarters of the co-op.

A new Salt Springs District office is also under construction and is expected to be completed next year.

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.

We also saw an active storm season over the past year and a half. This fall, we weathered the most damaging hurricane to ever impact our area. Hurricane Irma made landfall on Sept. 11 and caused peak outages of 161,000 accounts. This

meant that more than 90 percent of you were without power at some point during the storm.

Before the storm hit, we enacted our Emergency Operations Plan and enlisted the help of more than 900 people from 59 other utilities and companies. Through the concerted efforts of our employees and the outside help, we were able to restore power to a large number of accounts within a few 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.

This summer, Clay Electric began to implement an Advanced Metering Infrastructure (AMI) system, a meter system that will offer you a number of exciting new benefits. Advanced meters use digital technology to read your electric use and communicate it to us over a secure wireless network. With advanced meters, we'll be able to detect outages, turn power on and off remotely, and perform other customer service tasks much more quickly than before. You'll also have more information about how much power you use and when, giving you more control. We plan to begin installing the new meters in 2018.

As a co-op, part of our mission includes improving the quality of life of our members and their communities. Operation Round Up, a program that generates and collects charitable donations that are used to benefit organizations in Clay Electric's service area, launched in October 2016. In January of this year we gave out the first grants.

In 2017, the Clay Electric Foundation was able to help 75 organizations with \$673,255 in grants. Through Operation Round Up donations, Clay Electric members assisted many different programs and organizations.

More information about Operation Round Up and the Clay Electric Foundation 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.