

Predicting your energy needs today, tomorrow

How much electricity will you use today? How about tomorrow? You may not consider these questions as often as you review your electric bill, but the good news is there are people who consider these questions for you every day.

Clay Electric and its wholesale power provider, Seminole Electric Cooperative, work together to measure your electricity use along with other member-consumers on the grid to provide safe, reliable and affordable electricity. Your cooperative works with a team of analysts at Seminole to track the demand for electricity in real time and how that need will be met.

There are a number of factors that determine your energy consumption; your home appliances, house size, geography, the weather and others. Predicting your actual electricity use on any given day is difficult, but information from the past can help us estimate how much energy you will use in the future.

In addition to tracking real-time energy consumption, Clay Electric and Seminole develop long-range forecasts of members' energy requirements to plan for the generation and transmission needs for many years into the future. This forecast takes current demand and considers growth in population, economics and energy-efficiency expansion in our communities. The use of technology and growth in electric vehicle purchases also impacts our future energy consumption.

Knowing what you spend your money on is important. Please know your co-op and Seminole work hard to continue to provide safe, affordable and reliable electricity for you and the areas we serve.

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit ClayElectric.com to access your account information:

- View current charges & account balance
- View past bill statements/account history
- Make a one-time payment online
- Sign up for Average Billing Plan
- View estimated meter reading dates
- Request emailed bill statements (Clay eBill)
- Sign up for automatic monthly payments
- 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.

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 price.

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!

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 Power Line, write Justin Caudell at P.O. Box 308, Keystone Heights, FL 32656; or email: jcaudell@clayelectric.com. Clay Electric's Board of Trustees will meet on Tuesday, Feb. 25 and Tuesday, March 17 at noon in Keystone Heights.

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The Clay Electric Cooperative, Inc. _____

Power Line

February 2020

Save the date: Our Annual Meeting is set for March 19

Clay Electric's 82nd Annual Meeting will be held March 19 in Keystone Heights.

Members will find it to be an activity-filled day. There will be an exhibition hall with vendors, live music, a delicious grilled chicken lunch and a chance to win a door prize. This year's grand prize is a pickup owned by the cooperative.

An important part of the day is the business portion of the meeting, which takes place beneath the big tent located alongside Highway 100. Following a brief morning session that begins at 9 a.m., polls open for members to cast their ballots to elect three members to Clay Electric's Board of Trustees. Polls will remain open until 3 p.m. To be eligible for a door prize, a member must vote by 2 p.m.

The afternoon business session begins at 1 p.m. and will include comments by Board President Carl Hagglund and General Manager/CEO Ricky Davis.

If you cannot make it to the Annual Meeting, you will still have the opportunity to vote in the trustee elections by mail. Stay tuned to the next Power Line bill insert and this month's Kilowatt for details.

 **Clay Electric Cooperative, Inc.**
A Touchstone Energy® Cooperative 

Notify co-op if you receive solar power, other energy

The State of Florida requires that Clay Electric keep track of the amount of electricity received via customer-owned alternative energy sources. At present, the co-op has more than 1,000 members who own renewable (solar) systems that generate electricity for their homes. These systems generate electricity for home use and excess power is returned to Clay's distribution system. Using a special meter, the co-op records the amount of electricity returned to the co-op's system.

If you own or plan to have one of these systems installed, please make sure you've signed an Interconnection Agreement with Clay Electric. If you plan to increase the size of your existing system, you must also let Clay Electric know.

The State of Florida requires that all customers who have systems that are or will be connected to the electrical grid have an Interconnection Agreement signed with the receiving utility. It is the member's responsibility to notify Clay that they're operating or plan to operate an alternative energy system. This is important for safety reasons and for billing purposes, and to ensure the member receives proper credit for putting power back into the co-op's distribution system.

Call the co-op's Energy Services Division at 352-473-8000 ext. 8366 for more information.



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 customer's privacy.

THE INFORMATION WE COLLECT

At Clay Electric, we routinely 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, through ClayElectric.com and other means, including name, address, telephone number, social security number, e-mail address and property information,
- Information regarding your transactions with us, such as electric usage, service history, payment history, billing information and financial account information,
- Information regarding your capital and patronage account and contact information for former members resulting from membership and governance activities,
- Information we receive from credit reporting agencies and other groups regarding credit history and other reports,
- Information obtained through samples or surveys of Clay Electric member-consumers to identify needs or improve services. This information may be compiled in aggregate form for Clay Electric Cooperative management activities.
- Additional information that is collected and maintained when and to the extent appropriate to provide services.

We are committed to maintaining accurate, complete and appropriate information about member-consumers as necessary for the purpose for which the information is to be used. Clay Electric generally permits its member-consumers to access and seek correction of records about themselves that are maintained and used by Clay Electric to provide service, for billing, and to manage capital accounts. Any requests for, or disputes relating to, access, correction, or other matters should be reported to Clay Electric, and we will do our best to resolve any questions or problems that may arise regarding the use of member-consumer information.

PROTECTING YOUR INFORMATION

We are committed to protecting your nonpublic personal information. Clay Electric collects information solely through lawful and fair means and for appropriate purposes. At Clay Electric, we maintain high standards to ensure the security and confidentiality of our records and our customer's information and we are committed to maintaining appropriate and accurate

information about members for purposes that are suitable to its operations and management. We have designed our business practices so that the personal information of our customers is lawfully and 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. However, no record or computer system can ever be protected against every possible hazard. Clay Electric is committed to providing reasonable and appropriate security to protect against foreseeable hazards. Additionally, should your relationship with us end at some time in the future, your information will remain protected as outlined in this notice.

SHARING WITH AFFILIATED THIRD PARTIES

We may share the information we collect, as described above, with companies, affiliates and contractors 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 third parties are contractually obligated and employees are required 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.

Membership lists may be disclosed to a member-consumer of the cooperative for proper purposes, such as in connection with Cooperative election activities. Such disclosures will only be made in accordance with a policy adopted by the Board, and further uses of any lists so disclosed will be subject to that policy.

SHARING WITH NON-AFFILIATED THIRD PARTIES

Clay Electric does not sell, share, rent, loan, exchange or otherwise disclose customer information with marketing firms or other non-affiliated third parties. We may share information with commercial and consumer credit bureaus and similar organizations, and otherwise as required or permitted by law, such as in response to a subpoena. We also may share nonpublic personal information when specifically authorized to do so by you. Further, Clay Electric reserves the right to share member-consumer records with other utilities under shared service agreements or to meet operational requirements.

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. This policy is not a formal limitation on the ability of Clay Electric to use, manage, and disclose its records as Clay Electric determines to be necessary, appropriate, or required by law.