

## Members will need to register for new site

The co-op is launching a new online customer service dashboard and mobile app — called MyClayElectric — in late March.

Along with the new system, members will see a revamped bill statement in April that makes it easier to quickly understand their recent energy usage and amount due.

Members who have online accounts through Clay Electric's current customer service system will need to create new accounts with MyClayElectric when it becomes available on March 29. Current accounts on ClayElectric.com will not be transferred to the new system. All members are encouraged to enroll in the service. To create an account, members will need to have their account number and an email address during the registration process.

Members currently enrolled in the Automatic Monthly Payment Plan will not need to re-enter their banking information in the new system. Members who have their banking information saved in the current system and pay manually each month will need to provide their account numbers again.

Full instructions on how to register for MyClayElectric and use the new system will be published before and after its launch in the co-op's publications, on ClayElectric.com and social media.

Once available, the new MyClayElectric dashboard and mobile app will give members more flexibility to manage their accounts, including paying their monthly bill, monitoring daily energy use, reporting an outage and more.

## MEETING

Continued from front

announcement of trustee election results. The drawing of door prizes and the grand prize of a pickup truck from the co-op's fleet, a 2012 Chevy Colorado 4x2, will also be featured.

Voting for the three Board of Trustees seats up for election will take place by absentee ballot only. The instructions for requesting a ballot are below. All members who vote by absentee ballot will be placed in a prize drawing contest to win the pickup truck or one of 42 bill credits: one \$1,800 bill credit, one \$750 bill credit, one \$400 credit, one \$150 bill credit and 38 bill credits of \$50.

### How do I request a ballot?

To request an absentee ballot, you will need to provide your account number associated with your membership. This account number begins with an asterisk (\*) and can be found on your electric bill. Request a ballot by either:

- Visiting <https://Ballot.ClayElectric.com> (no www)
- Emailing [BallotRequest@ClayElectric.com](mailto:BallotRequest@ClayElectric.com)
- Calling 1-800-224-4917 toll-free

### Ballot deadlines

- The last day to request a ballot is by 3 p.m. Feb. 26.
- Ballots must be received by 4 p.m. March 5 via U.S. mail in the return envelope provided to the designated address for the ballots to count.
- Ballots will only be mailed to the member's billing address. There will be no exceptions.

For more information, call 1-800-224-4917 between 8 a.m. and 5 p.m., Monday-Friday.

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 Justin Caudell at P.O. Box 308, Keystone Heights, FL 32656; or email: [Jcaudell@clayelectric.com](mailto:Jcaudell@clayelectric.com). Clay Electric Cooperative's Board of Trustees will meet at noon Thursday, Feb. 25 and Thursday, March 25 in Keystone Heights.

3040-27201

The Clay Electric Cooperative, Inc. \_\_\_\_\_

# Power Line

February 2021

## Annual Meeting will be virtual in March

Due to ongoing concerns surrounding the spread of coronavirus, the co-op has made the difficult decision to cancel the gathering portion of Annual Meeting for the second year in a row. The gathering had been set for March 11 in Keystone Heights.

The annual report portion of the meeting will now be held online and broadcast beginning at 9 a.m. March 11 on ClayElectric.com and the co-op's Facebook page and YouTube channel.

"Clay Electric is committed to maintaining the health and safety of our members and employees, and we are once again

taking significant measures to protect our community from COVID-19," said General Manager/CEO Ricky Davis. "We know our members look forward to our Annual Meeting gathering each year, but we hope to see you all online on March 11."

The online broadcast will cover the regular agenda of the in-person annual report of Annual Meeting, including: remarks from the president of the Board of Trustees; the general manager's report; and the



Continued on back panel

## Lower rates forecast for '21

The co-op is beginning 2021 with a lower rate of \$111.90 for 1,000 kWh of power. It is forecast to remain stable at this lower cost for the foreseeable future.

The rate was \$112.90 for all of 2018 and 2019. In 2020, the co-op lowered the cost of power three times, for an average cost of power for the year of \$109.56. The lower cost of power each month will be reflected in a reduced Power Cost Adjustment (PCA) on members' power bills.

---

## 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.

Visit [ClayElectric.com](http://ClayElectric.com) or 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](http://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.