

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>

MOBILE APP - You can now pay your bill through our mobile app, Clay Electric Go, available for Android and iPhone. You can pay bills with a credit card (including Visa) and view past billing statements, payment history and electricity usage. The app is mainly for taking payments and viewing account information. There is a \$2.95 convenience fee for using the app to pay a bill.

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 \$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.

PAYMENT STATIONS - Clay has contracted with Fidelity Express to offer payment stations for paying your electric bill at various businesses in the co-op's service area. Fidelity Express charges \$1.50 for each transaction. A list of payment locations is available at clayelectric.com and at your local district office.

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!

Coming soon

Operation Round Up: small change to make a big impact

As a cooperative, Clay Electric is bound by the original seven cooperative principles. Concern for Community is the seventh Cooperative Principle.

In an effort to improve the lives of members, the co-op is implementing Operation Round Up, a program to generate and collect charitable donations used to benefit organizations in the community. The program "rounds up" a member's bill to the nearest dollar, and that tax-deductible amount is donated to local charities in the co-op's service area. All funds stay in the community to benefit Clay Electric members.

Beginning in October, the electric bills of all participating members will be rounded up – increased to the next dollar amount. The money collected is deposited in a separate bank account to be used at the discretion of the Clay Electric Foundation. The Foundation's board members will accept applications for donations and determine how funds are allocated. Applications will be available on the co-op's website in July.

The co-op's leadership sees the Operation Round Up program as part of our cooperative heritage and values – people coming together to help their neighbors.



To opt out of Operation Round Up, visit
optout.clayelectric.com or
call 1-888-595-2655

3040-24123

The Clay Electric Cooperative, Inc. _____

Power Line

July 2016

Cost of power lowered again

Beginning last month, Clay Electric has lowered the cost of power for its members by \$1 per 1,000 kilowatt hours (kWh) of electricity.

This means that members will pay \$112.90 for 1,000 kWh. The total decrease so far this year is \$5.

The cooperative is able to lower the cost of power due to the dropping price of natural gas, which Seminole Electric Cooperative uses to generate a sizable portion of the wholesale electricity it provides Clay and eight other distribution cooperatives in Florida.

"Our lower power cost comes as a result of our power supplier continuing to purchase fuel at the lowest possible price," explained General Manager/CEO Ricky Davis.

"Based on projections of the cost of fuel used to generate power, our cost of power should remain stable for months," Davis said.

The lower cost of power will be reflected in the Power Cost Adjustment (PCA) on members' monthly power bills. The PCA decreased from \$21.40 in May to \$20.40 beginning in June.

With this month's drop in the PCA, members' cost for 1,000 kWh remains the third lowest rate among the 15 electric cooperatives in Florida. Clay Electric is also lower than many of its neighboring utilities.

 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative 

What to do before, during and after a hurricane

Hurricane season is here, but it's not too late to update emergency plans and phone lists and restock supply kits.

These tips are from the co-op's Storm Guide. The complete guide and more can be found here at clayelectric.com/reliability-restoration/storm-center

What to do well ahead of the storm

- Discuss the types of hazards that could affect your family. Know your home's vulnerability to storm surge, flooding and wind.
- Locate a safe room or the safest areas in your home for each hurricane hazard. In certain circumstances, the safest areas may not be your home but within the community.
- Determine escape routes and places to meet. These should be measured in tens of miles, not hundreds of miles.
- Have an out-of-state friend as a family contact.
- Have a plan for pets in case an evacuation is ordered.
- Keep emergency telephone numbers by the phone; make sure children know how and when to call 911.
- Check insurance coverage — flood damage is not usually covered by homeowners insurance.
- Stock non-perishable emergency supplies and a Disaster Supply Kit.
- Make sure you have a NOAA weather radio, and remember to replace its battery every six months.
- Take first aid, CPR and disaster preparedness classes.
- Trim trees and shrubs. Make sure debris is cleared prior to a hurricane warning announcement when trash pickup is suspended.

Note: Do not attempt to trim any vegetation growing on or near any overhead power lines. Only specially trained line-clearing professionals should do so.

- Make plans to secure property. Permanent storm shutters offer the best protection for windows. Another option: Board up.
- Install straps or additional clips to securely fasten the roof to the frame structure. This will reduce roof damage.
- Clear loose and clogged rain gutters and downspouts.

What to do when the storm is coming

Here's a list compiled from several sources:

- Most important: Listen to the radio or TV for information.
- If someone in your home depends on electric-powered, life-sustaining equipment, review your family emergency plan for backup power or make arrangements to evacuate.
- Before lowering a TV antenna or satellite dish, make sure to turn off and unplug the TV and avoid power lines.
- Turn off all swimming pool pumps and filters and wrap them in waterproof materials.
- Turn off and unplug any unnecessary electrical equipment.
- Secure your home, close storm shutters, secure outdoor objects or bring them indoors.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator and freezer to the coldest settings ahead of time to keep food fresh longer in the event of a power outage.
- Turn off propane tanks.
- Avoid using the phone, except for serious emergencies.
- Ensure a supply of water for sanitary purposes, such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.

What to do during the storm

- Go to your safe room — a small interior room, closet or hallway on the lowest level.
- Stay indoors, away from windows & glass doors.



- Close all interior doors. Secure and brace all external doors.
- Keep curtains and blinds closed. Remember that a "lull" might be the eye of the storm; winds could pick up again.
- If the roof begins to leak or rain blows in around doors and windows, do not go outside to repair damage during the storm.

After the storm

- Watch for downed power lines that are still live.
- Don't strike matches until you are sure no gas is leaking.
- Look out for broken glass, nails and other sharp debris.
- Snakes and other dangerous animals could be on the loose.
- Do not use water until the local water utility, through the media, says it is safe to do so. Use only bottled or disinfected water.
- If your home is damaged, be aware that it still may collapse.
- Be on the lookout for possible looters.
- Avoid driving: Roads may be littered with debris and traffic lights may not be working.