

MEMBER SERVICES

ONLINE ACCOUNT INFORMATION

Visit clayelectric.com to access your account information:

- View your bill statement/account history
- Make a one-time payment online
- View current charges & 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.

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!

Power Line is an informational publication of Clay Electric Cooperative, Inc. 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 July 27 beginning at 12:30 p.m. in Keystone Heights.

New meters bring benefits

From the other side

Nationwide, 33 percent of all meters are AMI meters. In Florida, half of all meters are AMI meters, and among electric cooperatives, more than 70 percent of all co-ops have deployed some type of AMI system.

After years of research, planning and closely monitoring the success of other utility's programs, Clay Electric determined the time was right to implement the technology.

The AMI system will provide the co-op with immediate notification when a meter detects loss of service, and it provides many features to assist in ensuring that service is restored. AMI will provide the ability to offer multiple payment and billing options. AMI enables Clay Electric to provide more data to members about their usage, which empowers them to make informed decisions about their needs. Clay Electric intends to be open with its members regarding the deployment of the AMI system. The technology is safe and beneficial. It will serve as a platform to deliver improved programs and services in the future that will help members make informed decisions about their electricity usage.

The AMI deployment is a lengthy process involving significant planning for the software, hardware, network design and implementation of the entire system. The vendor selection has been a meticulous process, with a cross section of professionals from Clay Electric weighing in to ensure that service and support to members is kept as a top priority. Additionally, Clay Electric has performed thorough research on the technology, and has consulted with several utilities across the country that already are running an AMI network to gain from their experiences.

Deployment of the back-office systems and network support infrastructure will begin this summer. Installation of the remaining devices is planned for 2018-2019.

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The Clay Electric Cooperative, Inc. _____

Power Line

July 2017

New meters, new technology coming to co-op next year

Clay Electric Cooperative is in the early stages of implementing an advanced metering system that will improve the efficiency and reliability of its electric system and give the cooperative's members more control over their energy use.

Advanced Metering Infrastructure (AMI) is a metering and communication system that enables two-way communications between the co-op's offices and meters in the field. AMI systems provide electric utilities with significant operational and service benefits.

For many years, Clay Electric has made adoption of new technology a part of a strategic effort to improve efficiency and maintain strong member services, as long as the new technology made economic sense and was cost-effective.

Clay Electric has been following development of the AMI program for more than 20 years. As the cost of equipment came down and the reliability of the more advanced electronic meters went up, the move to AMI at Clay became more attractive.

The cooperative's board of trustees looked at all the facts and costs and decided in early 2016 that it was time for the co-op to make the move to AMI.

Many electric utilities have adopted or are in the process of implementing AMI projects.

See back panel

 **Clay Electric Cooperative, Inc.** _____

A Triad 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.

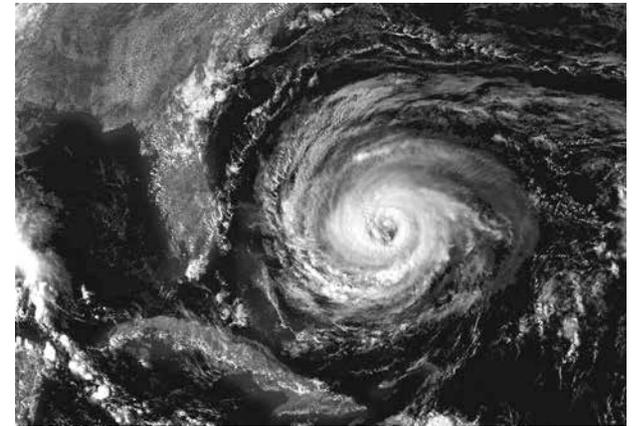
What to do when the storm is coming

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.