

## It's easy to choose your own method of payment!

You have a variety of ways to make your electric bill payment.

### Electronic Payments

You can make an electronic payment on the co-op's website or by calling your local district office. If you prefer to handle the transaction over the phone, call your district office and use the interactive voice answering system. You do not have to talk with a customer service representative to make an electronic payment. You will need your Clay Electric account number, your bank account number and the routing number of your bank.

### Credit/Debit Card Payments

All debit and credit card payments are processed through Western Union SpeedPay, an independent service provider. A processing fee of \$2.95 will be charged by Western Union SpeedPay. Clay Electric does not receive any portion of this fee. To make a credit or debit card payment, call Western Union SpeedPay at 1-888-822-0545 or visit the Co-op website to pay online.

### Automatic Deduction from your Account

If you'd like your payment to be automatically deducted monthly on your due date by bank draft from your checking or savings account, the Automatic Monthly Payment Plan should be your choice. You can sign up online or call/drop by your local district office.

## News Notes

### Email billing program offers convenience for co-op members

Clay Electric offers several programs for the convenience of members, including the email billing program, Clay eBill. Members who opt to participate in the program receive their electric bill statement via email each month, and do not receive a printed bill statement in the mail. Clay eBill participants can pay the bill online immediately by clicking on the "pay my bill" link in the email.

To participate in Clay eBill, visit the co-op's website at [clayelectric.com](http://clayelectric.com), log on to "my account," and click on "electronic billing."

### Got something to sell? Try our two Trading Post options

Clay Electric's Trading Post offers a variety of items for sale or rent by Clay Electric members. The Trading Post is available online and in the Kilowatt newsletter.

Please mail your written ads to P. O. Box 308, Keystone Heights, FL 32656 attn: Trading Post, or drop your ad off at your nearest district office. To post an item for sale on the online Trading Post, visit <https://tradingpost.clayelectric.com/tradingpost/> and follow the instructions.

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](mailto:KRichardson@clayelectric.com). Clay Electric also publishes the Kilowatt six times a year (January, March, May, July, September and November). The Kilowatt is the official voice of Clay Electric and has been published continuously since 1948 as an informational and educational service for co-op members. Clay Electric's website ([clayelectric.com](http://clayelectric.com)) offers online services such as payments, and information about the co-op's programs and services. Clay Electric's Board of Trustees will meet on June 20 beginning at 12:30 p.m. in Keystone Heights.

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

# Power Line

June 2017

## How to report a problem with an outdoor light

If you are aware of an inoperative or malfunctioning outdoor light on Clay Electric Cooperative's lines, call 1-800-224-4917 to report the problem, or visit [www.clayelectric.com](http://www.clayelectric.com) and fill out the online form.

When reporting the problem, you will need to provide the following information so the co-op can make the appropriate repair, and contact you should there be any questions:

- (1) Specific street address where the outdoor light is located.
- (2) A description of where the outdoor light is located on the property.
- (3) A description of the nature of the malfunction or failure of illumination of the outdoor light.
- (4) Sufficient contact information to include your name, address, telephone number, account number (if a Clay Electric Cooperative member) and email address (if using the online form).



This information is printed in compliance with Florida Statute 768.1382.

 **Clay Electric Cooperative, Inc.**

A Triadstone Energy Cooperative 

## MEMBER SERVICES

### ONLINE ACCOUNT INFORMATION

Visit [clayelectric.com](http://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>

**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.

**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!

## Report from the manager

**Ricky Davis**  
General Manager/CEO



## Moving forward with new meters means improved service & communication

Change is happening at a rapid pace these days. Just in the last few years many changes have taken place that affect nearly every aspect of our lives.

Your electric cooperative is no different.

This summer, we will begin to implement an Advanced Metering Infrastructure (AMI), 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.

We know Clay Electric members expect more from their cooperative and expect it to use technology to provide them with information about their power usage, outages, expected time of restoration, etc. With advanced meters, we'll be able to find out what's wrong with your meter, turn power on and off remotely, and perform

## Don't fall for scam phone calls claiming to be from Clay Electric

Clay Electric recently received a wave of reports of telephone scam attempts. The cooperative reminds its residential and commercial members that it does not make phone calls to collect on past due bills or to offer unsolicited services.

Phone scammers have become more sophisticated, using local phone numbers to trick members into answering their calls.

Co-op members are reminded to be suspicious

of anyone who calls and claims he or she represents the co-op and wants to be paid for an overdue bill. The cooperative does not collect past due amounts in this manner. Clay Electric sends a reminder letter for past due bills and does not call to offer services to members. If you are at all suspicious of someone claiming they're with the power company, hang up and call Clay Electric at 800-224-4917.

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.

Here are five reasons why Clay Electric decided to implement an AMI system:

- ▶ Provide new payment options to members.
- ▶ Optimize maintenance and replacement operations by being able to predict where and when new infrastructure assets would be needed.
- ▶ Improve outage detection – CEC will be able to identify outages quicker and restore power quicker.
- ▶ Put members in control by providing daily energy use data which can help members troubleshoot high bill problems as well as manage their daily use of power.
- ▶ Improve electric service reliability and power quality – fewer outages, blinks and surges.

We will be upgrading your electric meter with a new advanced meter at no cost to you. You will receive more information by mail and telephone prior to installation. Installation of the new meters is anticipated to begin in 2018.

Stay tuned to all of our communication channels for updates about this project.

I am proud to offer this technology to our members as we work to provide excellent service now and into the future.