



Electric bill design to change next month

The co-op will release a revamped bill statement in April after the launch of MyClayElectric.

The full color statement offers a quick glance at how much energy you used, the total amount due and the payment due date. The new design also includes more information about your energy use and consumption history, temperatures during the billing period and informational graphics relevant to taking advantage of rebates, billing programs and more.

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, email Justin Caudell at Jcaudell@clayelectric.com. Clay Electric Cooperative's Board of Trustees will meet at noon Thursday, March 25 and Thursday, April 22 in Keystone Heights.

MyClayElectric

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to create a security phrase, something that is easy for you to remember but hard for others to guess. When you make payments in the future, you'll see that phrase in the top right corner of your online account, a visual reminder that it's safe to make the payment. Enter your phrase and click "Save."

• As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with previous ones, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual electricity use. You can see how your usage is trending over time, which will allow you to take steps to lower your bill.

All members are encouraged to take advantage of the service. Members who have online accounts through Clay Electric's current customer service system will need to create new accounts with MyClayElectric. Current accounts will not be transferred to the new system. 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.

Next Capital Credits refund will be in 2022

Capital Credits refunds, typically distributed each March, will take place next year.

In December 2020, the co-op's board of trustees voted to retire Capital Credits early to help relieve the financial pinch that many families and businesses were facing due to COVID-19. Present members entitled to a pro rata share of the \$12 million returned (must have received service sometime from 1991 through 2019), receive a credit on their December electric bill.

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The Clay Electric Cooperative, Inc. _____

Power Line

March 2021

MyClayElectric will launch March 29

Later this month, you will be able to manage your account like never before with the co-op's new MyClayElectric mobile app and online dashboard.

MyClayElectric has several features that make accessing and controlling your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, sign up for notifications, contact customer service and more.

Registering for My ClayElectric is easy

- You can register through the app or on ClayElectric.com. You'll need your account number, last name or name of your business on the account, and the email address you want associated with your account. Enter the requested information and click "Submit."
- Next, go to your email inbox and look for a new email from Clay Electric. This is to verify your email address. In that email, click on the "Verify Account" link, and you'll go to a page to create and confirm a password. Then click "Submit."
- To ensure account safety, you'll need



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Frequently asked MyClayElectric questions

What is MyClayElectric?

MyClayElectric is a new way of doing business with us. Our new business system features changes and improvements online, through our automated telephone system and on your paper bill. In addition to a fresh look, the new mobile app and online account at ClayElectric.com have easy-to-use tools to pay your bill, monitor your energy use, set up payments, update your account and more. Another element of MyClayElectric is our improved automated phone system, which now offers more ways to pay, including check by phone and the ability to enroll in Auto Pay. Enhancements to your paper bill include highlighting the most important information: how much you owe and when your bill is due.

What is the difference between the mobile app and website?

Both offer similar features and allow you to choose how you want to manage your account. If you prefer to use a computer or tablet, we suggest using the web version. If you prefer to use your smartphone, download the free mobile app.

Is the app secure?

Yes. All critical information is encrypted in every transaction run and no personal information is stored on your phone or tablet. Mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store



Smart Payments



Smart Communication



Smart Usage



Smart Environment

Known Issues

This is where we will post information if there is a known issue with the system.

Announcements

MyClayElectric is coming in Spring 2021!

your login information, any person who has access to your mobile device can access your account.

How current is the account information I'm seeing?

The information you see in the app and on the website is shown in real time. However, if you keep your app or web version open for an extended time, you should refresh the page by selecting a new option in order to ensure the information is current.

How do I avoid being scammed if asked about MyClayElectric?

Major projects often provide scammers with opportunities to steal your personal information. Please know that throughout this communication process, we will never call or email you to ask for credit card numbers, bank account routing numbers or any other type of personal information. If you do receive such communication from someone claiming to be a Clay Electric employee, please report it

to us by calling 1-800-224-4917.

How can I learn to use the new MyClayElectric features?

ClayElectric.com has written instructions and video tutorials. We'll add more information about features and update the website as they become available. We will also provide information in our publications and on Facebook and Instagram. If you still have questions, please call us at 1-800-224-4917.