

## 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!



### Calendars available this fall

Clay Electric's 2017 calendars are available for members to pick up at the co-op's six district offices. Quantities are limited.

The 2017 calendar focuses on the co-op principle Concern for Community by highlighting Operation Round Up. The calendar also has important co-op dates and Dan Barnett's Fishing Times.

## Power out?

Report it online:  
[outagereport.clayelectric.com](https://outagereport.clayelectric.com)

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 Board of Trustees will meet on November 21 and December 15 beginning at 12:30 p.m. in Keystone Heights.

3040-24544

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

# Power Line

November 2016

## Hurricane Matthew causes outages

Hurricane Matthew's bands of high winds and rains passed through Clay Electric's service area on Oct. 7.

The Category 3 hurricane knocked out power, downed trees and power lines. The co-op's distribution system suffered considerable damage.

More than 600 personnel including Clay Electric employees and outside contractors worked quickly once the storm cleared.

Power was restored to 47,000 accounts by Saturday evening. This was quite a feat considering there were 73,228 out at 5:30 Saturday morning. On Sunday, crews went to work and restored power to an additional 21,000 members.

The co-op concluded restoration efforts the evening of Oct. 10, having restored power to more than 73,000 in three days.

"We appreciate all the hard work from our personnel and those who came to help us in the aftermath of Hurricane Matthew," said General Manager/CEO Ricky Davis.

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

A Touchstone Energy Cooperative 

## Longtime employees retire from co-op after decades of service



Roberson



Gray



Dyal



Ferri



Nelms

Several longtime employees retired from the co-op.

Buster Roberson, Chip Gray, Kindel Nelms, Marco Ferri, Kindel Nelms, Herman Dyal, Johnny Bell and Steve Thomas retired earlier this year after a combined 196 years of service.

Buster Roberson, lineman in Operations, retired from the co-op after 30 years of service.

Chip Gray, director of Human Resources, Safety & Training, retired from the co-op after 28 years of service.

Herman Dyal, director of Engineering, retired after 30 years of service.

Marco Ferri, lineman in Operations, retired after 30 years.



Bell



Thomas

Kindel Nelms, district line supervisor, retired from the Lake City District after 35 years.

Johnny Bell, lineman, retired from the Gainesville District after 19 years.

Steve Thomas, lineman in the Lake City District, retired after 24 years of service.

## Cost of power lowered again, new rate is \$110.90 per 1,000 kWh

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

This means that members will pay \$110.90 for 1,000 kWh. This is the third time the co-op has lowered the cost of power for members this year. The total decrease so far this year is \$6.20. Earlier this year, the cost was \$117.10 per 1,000 kWh.

Wholesale power costs have continued to decline, which has resulted in the co-op being able to lower its rates again.

The lower cost of power is reflected in a lower Power Cost Adjustment (PCA) on members' monthly power bills.

With last 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.



Above and below: Linemen with South Alabama Electric Cooperative worked to restore power to members in Palatka after Hurricane Matthew.



## Hurricane restoration

*continued from cover*

"We also appreciate the patience of our members during this difficult and challenging ordeal, and all the kind words of support expressed by our members."

Clay Electric was well prepared to deal with Hurricane Matthew and its aftermath. The co-op closely monitored the hurricane's path and activated the emergency operation plan in advance.

The co-op expresses appreciation for the outside crews from about 40 different co-ops, electric contractors and utilities.