

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>

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.

Hurricane restoration

continued from cover
in these areas.

Damage assessments were performed by drone on two islands in the St. Johns River just north of Lake George that are served by Clay Electric. Restoration efforts on Drayton and Hogg islands got underway as resources were freed up in other areas.

"We appreciate all the hard work from our personnel and those who came to help us in the aftermath of Hurricane Irma," said General Manager/CEO Ricky Davis. "We also appreciated the patience of our members during this difficult and challenging ordeal, and all the kind words of support received from our members."

Co-op Connections Card saves members money

Clay Electric members have been using their Co-op Connections Cards for five years now, and they're enjoying this money-saving tool that connects them with discounts on everything from hotel stays to prescription drugs.

Clay Electric encourages its members to visit local businesses that participate in the Co-op Connections program. These merchants will benefit from increased traffic, so it's a win-win situation. More than 200 area businesses are participating in the Co-op Connections discount program.

The card can also make prescription drugs more affordable. Clay Electric members have saved more than \$170,470 on prescriptions since 2012.

As a Touchstone Energy co-op, Clay Electric strives to serve its members according to four core values: integrity, accountability, innovation and commitment to community. The cooperative's Co-op Connections Card is one of the ways that Clay lives up to those values. Visit ClayElectric.com to learn more about the Co-op Connections card program.



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 October 22 and November 19 beginning at 12:30 p.m. in Keystone Heights.

3040-25116

The Clay Electric Cooperative, Inc. _____

Power Line

October 2017



Hurricane Irma causes damage, system-wide power outages

Clay Electric Cooperative understands the difficulties that members experienced in the wake of Hurricane Irma. The hurricane brought destruction and power outages to North Florida and upended the lives of thousands of the cooperative's members.

All available resources were focused to help these members regain service.

Some areas of the cooperative's service territory were difficult to access due to flooding, particularly in Alachua and Marion counties, where over 20 inches of rain fell within just a few weeks before and during the storm. The cooperative used specialized equipment to rebuild its distribution system

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 Clay Electric Cooperative, Inc. _____

A Touchstone Energy Cooperative

Report from
the manager

Ricky Davis

General Manager/CEO



Hurricane Irma restoration challenged all of us

Hurricane Irma will be talked about and remembered for years to come.

The last time a hurricane brought so much destruction and extended power outages was in 2004.

Since 2004, we've been fortunate here in North Florida. Who would have guessed that when it was our turn to face the storms, we'd be impacted by one of the largest and most intense hurricanes to make landfall in Florida. The entire state was affected by this storm.

Hurricane Irma caused power outages for more than 90 percent of our members. At the peak of the outages, more than 161,000 members were out. The main reason for damage came as high winds pushed over trees, which fell across our power lines.

In many areas, entire stretches of feeder lines were torn down by trees which fell across highways, streets and yards. In some places, the entire distribution system would have to be rebuilt from the ground up – new poles, cross-arms, insulators, hardware and conductor.

Of course, power interruptions of any length are an inconvenience. We know our members depend on having electricity available at the flip of a switch. No one wants the power back on more than our linemen, who put up with some difficult conditions to restore service.

We understand the frustration many of you felt when your power was off for an extended period.



Above, trucks are ready to begin the day continuing to restore power to Clay Electric members after Hurricane Irma. At right, linemen from Pontotoc Electric Power Association in Mississippi work on a transformer in southwest Alachua County.

Please be assured, we want to restore your electric service as efficiently and safely as possible.

Due to its size, Hurricane Irma affected not only Clay Electric's service area, but the entire state. This impact strained many resources. We were proactive in securing materials and outside crews.

Many crews had to travel long distances to get here. At the peak of the restoration, we had 1,100 personnel in the field. This amount is the largest number of field personnel Clay Electric has ever used.

Due to extensive damages in many areas, restoration transformed to rebuilding the system. It simply takes time to rebuild a physical system like the one that carries electricity to homes and businesses.

Many of you responded with support and expressions of gratitude. These expressions of support and thanks were helpful for the morale of our crews and the many crews from other areas and states that came here to lend us a hand.

I appreciate the hard work, dedication and perseverance that each one of our employees showed during the many long days it took to restore service to members.

I also appreciate the line crews and vegetation management/right-of-way crews that came from cooperatives and private contractors from 11 different states. I thank them for their willingness to leave their own homes and families to travel here



and help us in our time of need.

Were we prepared for what happened?

We were as prepared as any utility can be. We had materials and supplies on hand, our crews were ready, and our contacts in other states were notified. Following our emergency operations plan, we made sure everything was ready, and then we did like our members did – we found a safe place to ride out the storm. When it was safe to come out, we assessed the damage and began our restoration efforts.

For so many years, our annual outage rate has been one of the best in the southeast. Our members, on average, might be out of power for two hours a year due to events like thunderstorms, auto accidents involving power poles, and equipment failures.

The commitment we've always had to provide top-notch service hasn't changed; what changed on Sept. 11 is that our entire distribution system was damaged by one of the largest hurricanes ever to make landfall in Florida.

We know that it is never a good time to be without power and especially for an extended period of time. Hurricane Irma presented many challenges for all of us. Each storm is an opportunity from which all of us can learn, and hopefully be as prepared as we can be for the next major natural disaster.