

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

SmartHub

SmartHub is the name of the communications tool that was implemented last year for member's use, providing more information than ever before on your computer, smart phone or tablet. This communication tool has been very effective for members and the latest information indicates that 4,725 cooperative members are using SmartHub in some capacity for over 5,700 accounts. SmartHub allows members quick and easy access to perform functions including view their bill, pay their bill, schedule a future payment, review past payments, receive bill reminders, update your account and view daily and monthly electric use.

The SmartHub site can be accessed from your Cooperative's website at www.seiec.com. After you click on the link for SmartHub, you will see an introduction to SmartHub explaining what members can do thru the system. Once you enter SmartHub, you will need to register and set up a secure password. Members that have already been registered for our previous e-bill site will use the same sign on information as before.

We're also offering a free SmartHub app, which can be downloaded for Apple® and Android® mobile devices. Just click on the link to the Apple Store or the Android Market to begin this process or search for SmartHub at either location. After downloading the app on your mobile device or tablet, the installation will prompt you to find your electric cooperative. You can type in "SouthEastern Illinois Electric Cooperative" or just search through the list to find it. Once you have registered

and loaded the app, the SmartHub button will allow quick access to your account. You can also set up features like notifications to receive alerts when your monthly bill is available, when an automatic payment has been made, and more.

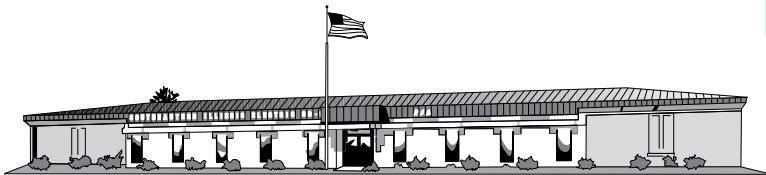
SmartHub also allows your Cooperative to provide you with innovative solutions that assist you in analyzing your energy consumption. You can view graphs of monthly and even daily energy use for your account. This can help you evaluate your consumption patterns, compare energy use between different periods, understand your energy consumption and possibly learn ways to use your energy more efficiently. SmartHub is a tremendous tool that provides members with many new features. We hope you will give it a try and enjoy the convenience and innovation that it brings.

Lastly, your Cooperative just received the results of the Residential Retail Rate Study for Illinois Electric Cooperatives. I am pleased to inform you that your Cooperative's standard residential retail rate was ranked the 3rd lowest out of 25 Electric Cooperatives in Illinois that participated in the study.

Your Cooperative remains committed to finding new and better ways to serve its members. Your Cooperative will continue to work diligently to improve and enhance the level of service and reliability that you receive while keeping rates as affordable as possible.

See you next month and as always, "We'll keep the lights on for you."

READERSHIP PRIZE WINNER:
Kenneth Mitchell, Harrisburg, IL



A change for the better

By Anne Prince

It's the little things

When it comes to energy efficiency in the home, sometimes small changes can make a big impact. A small, unglamorous task like changing the filters on your HVAC system makes your unit run more efficiently – keeping your house cooler in the summer and warmer in the winter. It also saves money. And the savings gained from having your system run more efficiently can be applied to more fun or entertaining pursuits that your family can enjoy together.

The lowdown on dirt

As you move around your home, you drive dust into the air from carpets, furniture and drapes. Regardless of where it comes from, dust and dirt trapped in a system's air filter leads to several problems, including:

- Reduced air flow in the home and up to 15 percent higher operating costs
- Costly duct cleaning or replacement
- Lowered system efficiency

Making the switch

Now, that you know the facts, it's time to get busy changing or cleaning the air filter in your heating/cooling system. Many HVAC professionals recommend that you clean or change the filter on your air conditioner or furnace monthly. It's simple and easy, and in many cases, it only takes a few minutes.

Filters are available in a variety of types and efficiencies, rated by a Minimum Efficiency Reporting Value (MERV). MERV, a method developed by the American Society of Heating, Refrigerating and Air-Conditioning Engineers, tests filter effectiveness. The higher the MERV number, the higher the filter's effectiveness at keeping dust out of your system. While most types of filters must be replaced, some filters are



reusable. And don't forget about the winter months. Your heating system needs to work as efficiently as possible to keep you warm (and your loved one feeling snuggly), and a clean air filter helps it do just that.

Heating and cooling professionals recommend turning your system off before changing the air filter. Make sure that the arrow on the filter – which indicates the direction of the airflow – is pointing toward the blower motor. When you've made

the change, turn your system back on.

A teachable moment


Beyond saving money and improving the air quality in your home, changing your air filter is a great opportunity to teach your family more about energy efficiency. Consider getting everyone involved, and the entire family will learn how simple changes can make a big difference.



Does back to school time mean your house is now empty during the day? Consider programming your thermostat to raise the temperature of your home when it's unoccupied, lowering it just before everyone is due to arrive home in the evenings. Why spend money cooling an empty home?



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I DON'T LEAVE THE TV ON FOR THE COFFEE TABLE. WHY COOL AN EMPTY HOUSE?

It only makes sense. My house shouldn't have to work so hard when I'm taking it easy on vacation. So now I adjust my thermostat, turn off my water heater and unplug as much as I can before I pull away, and those simple acts save me some serious money.

POWER OUTAGE

If your power goes off, we offer these suggestions

1. Check the fuses or circuit breakers in your service panels. If you have breakers, make sure they are in the "ON" position.
2. If you have a meter pole, check the main breaker panel just below the meter socket. If the breaker is in the "OFF" position, check all of your wiring from the meter pole to your various buildings. If the wiring appears to be okay, reset the breaker to the "ON" position.
3. If you still do not have power, check with neighbors to see if they have power.
4. To report a power failure or other emergency, please phone 1-877-399-8405. This phone number is monitored around the clock, 365 days per year to accept your outage and emergency calls.
5. Your phone call will be handled by SouthEastern's automated outage reporting system and will be identified automatically through ANI (Automatic Number Identification). An outage record will then be generated for your location. Please note that the phone number from which you place the call will be the number used to generate the record. If the system fails to recognize your phone number, members having touch-tone phones may simply enter their seven-digit phone number (without area code) in order to report the outage. Members not having touch-tone phones will be asked to leave a message. It is important you leave your name, phone number and location of the outage. Retrieving messages and entering them into the system is time consuming; therefore, please leave only a message that will help in restoration of electric service. Do not remain on the line for an operator because a live operator is not there to respond. In order to keep a current listing of all numbers, it is important that you notify the Cooperative of any changes in your telephone number.
6. Handling outage calls electronically allows you to report power failures very quickly. Once your outage has been reported, it will be dispatched to repair personnel who will restore your outage as soon as possible. Calling back repeatedly will not shorten the length of the outage, but may hinder the efforts of other members who are trying to report outages.

OUTAGE CALLS ONLY 1-877-399-8405

SouthEastern Illinois Electric Cooperative, Inc.

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