

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

SmartHub® is the name of a communications tool that was implemented for member's use, providing more information than ever before on your computer, smart phone or tablet. SmartHub allows quick and easy access to perform functions including view your bill, pay your 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 through the system. Once you enter SmartHub, you will need to register and set up a secure password.

We also offer 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.

Cooperative members are using SmartHub as evidenced by the number of payments received through this program on a monthly basis. The Cooperative receives a few thousand bill payments through SmartHub every month and approximately 800 of these monthly payments are made using the SmartHub app for mobile devices.

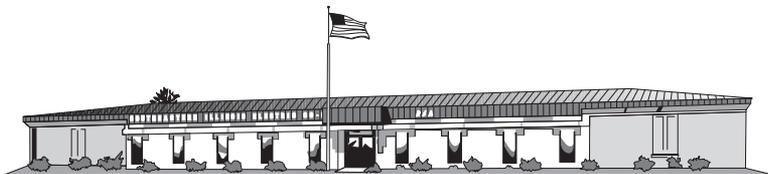
SmartHub also allows your Cooperative to provide you with innovative solutions that assist you in analyzing your energy consumption. You can view graphs of monthly and even daily energy use for your account. This can help you evaluate your consumption patterns, compare energy use between different periods, understand your energy consumption, and possibly learn ways to use your energy more efficiently.



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READERSHIP PRIZE
WINNER:
William Gray Jr.,
Broughton, IL



*"SmartHub" continued
from page 18a*

The past winter season was certainly unusual in terms of temperatures and resulting energy consumption patterns for residential accounts. The extremely mild winter temperatures experienced in December, January and February proved to be the warmest winter temperatures experienced in 32 years of record and resulted in lower than average residential energy consumption during these winter months. Given that the summer season is almost here, consider utilizing SmartHub and learn more about your energy consumption patterns, how weather impacts the amount of energy consumed, and how you might benefit from implementing a variety of energy efficiency measures.

SmartHub is a tremendous tool that provides members with many great features. We hope you will give it a try and enjoy the convenience and innovation that it brings.

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



Call JULIE Before You Dig

If you are planning a project, call 811 or 800-892-0123 a few days prior to digging and your call will be routed to your local One Call Center. Tell the operator where you're planning to dig and what type of work you will be doing. Then your affected local utilities companies will be notified about your intent to dig. In a few days, they'll send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below - and be able to dig safely.

Remember, always call 811 before you start any digging project! You'll avoid injury, expense, embarrassment - and a very inconvenient day in the dark.



**Know what's below.
Call before you dig.**

**Energy Efficiency
Tip of the Month**



Periodically inspect your dryer vent to ensure it is not blocked. This will save energy and may prevent a fire. Manufacturers recommend using rigid venting material - not plastic vents that may collapse and cause blockages.

Source: U.S Department of Energy

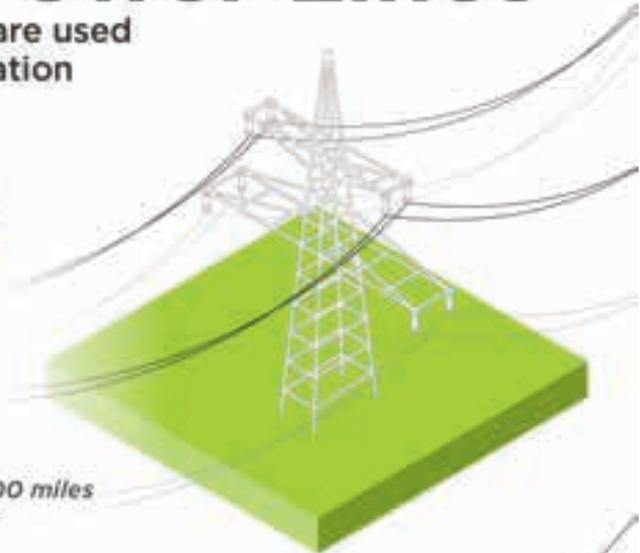
A Field Guide to Overhead Power Lines

High-voltage transmission lines are used to deliver electricity from generation plants to consumers.

HIGH-VOLTAGE TRANSMISSION LINES

Large amounts of power, measured by watts, are delivered by transmission lines. These lines are energized with very high voltage in order to move the power long distances with minimal losses. Insulators on the towers prevent the power from flowing to the towers or the ground.

Electric cooperatives own and maintain 65,000 miles (6 percent) of the nation's transmission lines.



SUBSTATIONS AND SUB-TRANSMISSION LINES

Transformers at transmission substations reduce the voltage from transmission levels to sub-transmission levels, typically ranging from 115,000 volts to 34,500 volts. Sub-transmission lines deliver power over shorter distances to distribution substations and large industrial sites. At distribution substations and large industrial sites, transformers reduce the voltage to a lower level, typically 7,200 volts or 14,400 volts.



DISTRIBUTION LINES

The lines typically seen along rural roads and next to homes are generally single phase distribution line, energized at 7,200 or 14,400 volts. Transformers on the utility poles lower the voltage to between 120 and 480 volts to serve residential homes and small businesses.

Electric cooperatives own and maintain 2.6 million miles (42 percent) of the nation's distribution lines.



Source: National Rural Electric Cooperative Association



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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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618-273-2611 or 800-833-2611 • Office hours: 8 a.m. - 4 p.m. M-F