

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

The digital age of communication and automation has provided some opportunities for all of us to simplify some of the routine and ordinary tasks that we perform on a monthly basis. One example of this is the various methods that are available for members to pay their monthly electric bill. Your cooperative offers a variety of options that you can select that best suits your preferences, lifestyle and needs. In this article, I would like to briefly explain the various options that are available for members to pay their bill.

SEIEC offers an automated payment plan that automatically draws the necessary funds from your checking or savings account to pay your monthly electric bill. With this option, you will still receive a statement in the mail that is virtually identical to the invoice you receive now, but the funds necessary to pay the total amount due will automatically be withdrawn from your checking or savings account on the due date. Please contact the office if you would like an enrollment form for this option.

SEIEC also offers online payments through SmartHub. SmartHub offers 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. Please visit our website www.seiec.com to see how you can sign up for SmartHub.

SEIEC also offers a pay-by-phone option. This option allows you to make your payment by calling the toll-free number 800-833-2611. Once you have dialed this

number, select the menu option for account information, then select the pay-by-phone option to make a payment using your debit or credit card.

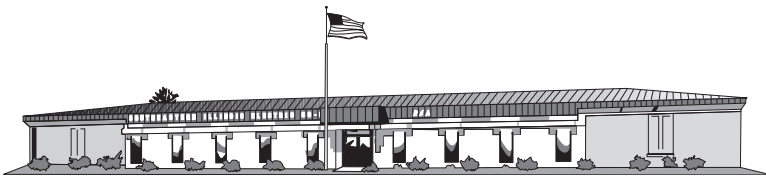
SEIEC also offers reoccurring credit card payments which will automatically charge your credit card to pay your monthly electric bill. With this option, you will still receive a statement in the mail that is virtually identical to the invoice you receive now, but the funds will be automatically charged to the credit card on the due date. Please contact the office if you would like to receive an enrollment form for this option.

These automated options were implemented to give members a choice in selecting the most appropriate and convenient way to pay their bill. It is great to see that members are taking advantage of these automated options. In fact, SEIEC currently receives approximately 12,000 payments per month through these additional options.

Last but certainly not least, your cooperative still offers the traditional methods of paying invoices including receiving your checks in the mail and at the front counter of the headquarters facility. With our new facility, you are conveniently able to make your payment through our drive thru. We certainly understand that these automated options for paying invoices may not be appropriate for everyone, but they are available so that members can select the option that best suits their needs.

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

READERSHIP PRIZE WINNER:
Ola Lock, Golconda, IL



WHAT TO DO: IF YOUR CAR CRASHES INTO A UTILITY POLE

Accidents happen. Would you know what to do if your car crashed into an electric utility pole? Knowing what to do could be the difference between life and death.

Always consider power lines and other electrical equipment to be live and dangerous!

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **NO** FIRE:

Your safest option is to stay inside your vehicle until help arrives. The vehicle acts as a path for the electrical current to travel to reach the ground. You are safe inside the vehicle, but if you get out, you could be electrocuted.

Call 911 or your local electric utility for help.

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **A** FIRE:

Only attempt to leave your vehicle if it is on fire.

To exit safely:

- Jump out of the vehicle, making sure **NO** part of your body or clothing touches the ground and vehicle at the same time.
- Land with both feet together and in small, shuffling steps, move at least 40 ft. away from the vehicle.
- The ground could be energized. Shuffling away with both feet together decreases the risk of electrical shock.

Call 911 or your local electric utility for help.



AMERICA'S ELECTRIC
COOPERATIVES



All
You
is need
love

Sometimes just a small gesture of kindness is all that's needed to make a veteran's day.


Here are 11 ideas:

1. Drop by with a batch of warm cookies
2. Volunteer to place American flags on veterans' graves
3. Purchase a new American flag for a veteran
4. Offer to drive to a Veterans Day event
5. Thank them for their service and ask about their service experience
6. Take magazines and books to hospitalized veterans
7. Pay a visit to a veteran's home
8. Anonymously buy lunch
9. Wear a red poppy or yellow ribbon to show your support
10. Volunteer for the Honor Flight program
11. Never forget the sacrifices made by these brave men and women

Brought to you by



**SouthEastern Illinois
Electric Cooperative**

Your Touchstone Energy® Partner 

Office closings

The office will be closed on Friday, November 10 in recognition of Veterans Day.



The office will also be closed on Thursday, November 23 and Friday, November 24 for Thanksgiving.

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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