

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

I hope all of you had a Merry Christmas and a Happy New Year! As we begin the new year, I would like to take this time to briefly reflect on the year 2017 and summarize your cooperative's plans for the year 2018.

At the time this article was being written, the cooperative expects to end the year 2017 by delivering over 1 billion kilowatt-hours to all of you as cooperative members. This is the fourth year in a row that your cooperative has delivered over 1 billion kilowatt-hours to cooperative members. Residential energy consumption decreased in 2017 primarily due to unseasonable temperatures experienced throughout most of the year. Large commercial energy consumption also decreased in 2017, which is primarily attributed to the closure of one of the cooperative's largest coal mining accounts.

In 2017, the cooperative continued to make significant investments in the vegetation management program. In fact, the cooperative completed trimming and clearing of vegetation in the Carter, Creal Springs, Harrisburg, Johnston City and Pittsburg substations. As we have certainly experienced in the past with major storms, a sound vegetation management program is crucial to your cooperative's ability to reduce risks and outages associated with major weather events and to maintain a reliable electric supply for members.

In summary, the cooperative expects to end the year 2017 in sound financial condition. At this time, I am also pleased to inform you, as cooperative members and owners, that your cooperative's board of trustees approved

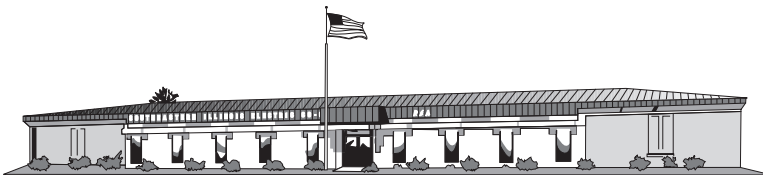
the retirement and return of \$1.34 million of capital credits to the members. The capital credits that were returned were from the years 1982 and 2016. This means that if you were a cooperative member in either or both of these years, you should have received a check in December for those capital credits. Over the past eight years, your cooperative has retired and returned over \$14 million to cooperative members.

In 2018, your cooperative will continue to make the necessary investments in the distribution facilities that serve your energy by rebuilding aging infrastructure, replacing degraded poles and performing other maintenance activities including pole testing, regulator maintenance, breaker maintenance and sectionalizing in order to help ensure a safe and reliable electric supply. The cooperative will also continue to make significant investments in the vegetation management program that is crucial to the reliability of service that you receive. Beginning this month, your cooperative will receive a small increase in the cost of wholesale power from Southern Illinois Power Cooperative that will be reflected in the wholesale power cost adjustment charge.

In 2018, 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.

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

READERSHIP PRIZE WINNER:
David Nicholson, Benton, IL





SouthEastern Illinois Electric Cooperative

Your Touchstone Energy® Partner



SouthEastern Illinois Electric Cooperative has partnered with Air Evac Lifeteam to allow our residential customers the opportunity to join the Air Evac Lifeteam Membership program through an affordable billing plan. You have the option to choose the convenience of paying a monthly fee or an annual fee. Each plan is offered at a discounted rate through your Cooperative. Your options are as follows:



Option 1 : The monthly fee is \$5.00 per month per household with a discount of \$0.50 per month per household from SEIEC. Should you choose the monthly plan your electric bill will reflect an additional \$4.50 per month per household.

Option 2 : The annual fee includes a \$10.00 discount through the Cooperative program and is \$55.00 per household for a 1 year membership.

**Join Air-Evac Lifeteam through your Cooperative today
and choose which option best suits your needs.**

Weathering the storm

When ice and heavy snow bring down limbs and power lines, safety is a consideration indoors and outside. Make sure you know how to weather the storm.

- When outside, stay away from downed power lines:
- A power line does not need to be sparking or arcing to be energized, even if it's sagging close to or on the ground. Other utility lines can also become energized by being in contact with an electrical line.
- Lines that appear to be “dead” can become energized as crews work to restore power or sometimes from improper use of emergency generators. Assume all low and downed lines are energized and dangerous. If you see a downed or sagging line, contact your utility.
- Motorist should never drive over a downed line. Snagging a line could pull down a pole or other equipment and cause other hazards.
- Be careful approaching intersections where traffic or crossing lights may be out.
- If you plan to use a generator, know how to operate it safely.

Assembling supplies and



knowing how to stay warm safely are keys to weathering a winter storm emergency:

- Always keep a battery-powered radio or TV, flashlights, and a supply of fresh batteries in case of an emergency.
- Know where to find extra blankets.
- Fill spare containers for washing, and keep a supply of bottled drinking water on hand.
- Keep a supply of non-perishable food items, along with a manual can opener for canned food.
- Switch off lights and appliances

to prevent overloading circuits and damaging appliances when power is restored. Leave one lamp or switch on as a signal for when your power returns.

- To prevent pipes from freezing, keep faucets turned on slightly so water drips from the tap. Know how to shut off water valves just in case pipes burst.
- Check on elderly or disabled friends and neighbors.
- Never use a charcoal grill to cook or heat inside the home. Burning charcoal gives off deadly carbon monoxide gas. Charcoal grills should only be used outdoors.
- Assemble a disaster supply kit ahead of time that includes needed items. Don't forget to include a first aid kit, prescription medicines and special items for infant, elderly or disabled family members.

Maintaining warmth is a priority. Loss of body heat or hypothermia can be life threatening.

- Stay inside and dress warmly in layered clothing.
- Close off unneeded rooms.
- When using an alternate heat source, follow operating instructions, use fire safeguards and be sure to properly ventilate.





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