

JAMUP

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Your Touchstone Energy® Partner 

Reporting a power outage – FAQ

What should I do first if my power is out?

If your power should go off, first go to the main electrical panel in your house and/or at your meter pole to see if a fuse has blown or a breaker has tripped. If cooperative personnel are called out after hours for problems on the member's side of the meter, a charge may be assessed. Once you have determined that the problem is not within your home or at the meter pole, call the cooperative.



not found, or if you have more than one account associated with the same telephone number, you will be asked to enter your account number, which can be found on your monthly bill. If you do not have this account number, you will be asked to leave a message for the system dispatcher.

You will also be asked to leave a message if you know of the specific problem that has caused the outage.

Why do you use an automated system?

The automated outage reporting system allows system dispatchers to quickly sort and manage power outages, providing you with faster service. Our dispatch center is staffed 24 hours a day. If you have an electrical outage or emergency, a trained system dispatcher is always on duty to monitor the system.

What number do I call?

Dial 1-800-762-1400 or 618-827-3555 (24 hours a day) to report directly to our automated outage reporting system.

How does the automated system work?

The telephone number from where you are calling (caller-ID) will be recognized by the system and matched to the existing primary telephone number we have on file for your account. This primary telephone number can be found on your monthly bill. If a match is not found, you will be asked to enter the telephone number associated with the account experiencing the outage. If this telephone number is recognized by the system, it will locate your account and location information for the system dispatcher. If the telephone number is

How will I know my outage has been reported or my message has been received?

For every call, the information obtained by the automated outage reporting system is reviewed by a trained system dispatcher, 24 hours a day. **Matthew Strameyer**

If my telephone number is not recognized by the system, how can I update it?

Call us during normal business hours and ask us to update your telephone number. You should give us the primary telephone number you wish to have associated with your account(s).

Can I email in a power outage to you or report an outage on Facebook or SmartHub?

No. Our dispatchers are not able to respond to individual outages via email or social media. Please notify us by telephone at 1-800-762-1400 if you have an outage.



Geothermal heat pump federal tax credits reinstated

Federal tax credits for geothermal heat pumps were recently reinstated by the federal government. Residential consumers are eligible for a 30 percent federal tax credit for installing a geothermal heat pump system in their home. The reinstated tax credits are retroactive to Jan. 1, 2017, meaning that anyone who installed a geothermal system in their home in the past 14 months now qualifies for the tax credit. The tax credits are extended through Jan. 1, 2022, through a phase out plan in which the credit is reduced to 22 percent before ending.

The geothermal tax credit was part of a measure to extend the tax incentives to renewable energy technologies like geothermal heat pumps, combined heat and power systems, micro-turbines, small wind systems, fuel cells, etc., that were taken out of the legislation passed by Congress two years ago, extending the tax credits for the solar industry.

In addition to the residential tax credits, there is also a 10 percent investment tax credit for commercial geothermal systems that was also extended.

The National Rural Electric Cooperative Association joined with a coalition of many national and

state organizations to support reinstatement of the tax credits. The cooperatives are appreciative of the efforts of Rep. John Shimkus and several other Illinois Congressmen who sponsored legislation leading to the tax credit reinstatement.

The tax credit extension was part of the Continuing Resolution action by the Congress in early February to fund the federal government.

“We are appreciative of our leaders’ support for geothermal heat pump technology and providing parity with the other renewable energy technologies,” said John Freitag, executive director of the Geothermal Alliance of Illinois. “Geothermal heating and cooling is by far the most efficient and effective way known today to heat and cool our homes and businesses. The tax credit extension helps to make installation of a geothermal heat pump the obvious best choice for heating and cooling.”



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For Outages Call:
800-762-1400 * 618-827-3555



Member prize

In this issue of the JAMUP, we printed the names of three SIEC members who are eligible to receive a \$10 credit toward their utility bill. If you find your name printed in this center section and it's not part of the story, call Bree with your account number at **800-762-1400** to claim your prize.

Southern Illinois Electric Cooperative

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The power behind your power

As April arrives, it brings with it the showers that produce spring flowers. It also heralds the beginning of a potentially stormy season that can inherently include power outages. While Southern Illinois Electric Cooperative (SIEC) strives to provide reliable electricity to our members, there are times when Mother Nature has other plans. Most of us can ride out a storm from the comfort and convenience of our homes. However, there is a group of professionals that spring into action when the weather takes a turn for the worst – SIEC lineworkers.

One of the most dangerous jobs

Braving stormy weather and other challenging conditions, lineworkers often must climb 40 or more feet in the air, carrying heavy equipment to restore power. Listed as one of the 10 most dangerous jobs in the U.S., lineworkers must perform detailed tasks next to high voltage power lines. To

help keep them safe, lineworkers wear specialized protective clothing and equipment at all times when on the job. This includes special fire-resistant clothing that will self-extinguish, limiting potential injuries from burns and sparks. Insulated and rubber gloves are worn in tandem to protect them from electrical shock. While the gear performs a critical function, it also adds additional weight and bulk, making the job more complex.

In addition to the highly visible tasks lineworkers perform, their job today goes far beyond climbing to the top of a pole to repair a wire. They are also information experts that can pinpoint an outage from miles away and restore power remotely. Line crews use their laptops and cell phones to map outages, take pictures of the work they have done and troubleshoot problems. In our community, SIEC lineworkers are responsible for keeping 2,108 miles of lines across six counties working, to bring power to your home and

our local community 24/7, regardless of the weather, holidays or personal considerations.

While some of the tools that lineworkers use have changed over the years, namely the use of technology, the dedication to the job has not. Being a lineworker is not a glamorous profession. At its essence, it is inherently dangerous, requiring them to work near high voltage lines in the worst of conditions, at any times of the day or night. During hurricanes, wildfires or storms, crews often work around the clock to restore power. While April is known for spring showers, there is also a day set aside to “thank a lineworker.”

Lineworker Appreciation Day is April 9. So during the month of April, if you see a lineworker, please pause to say thank you to the power behind your power. Let them know you appreciate the hard work they do to keep the lights on, regardless of the conditions.





Don't Waste. Insulate!

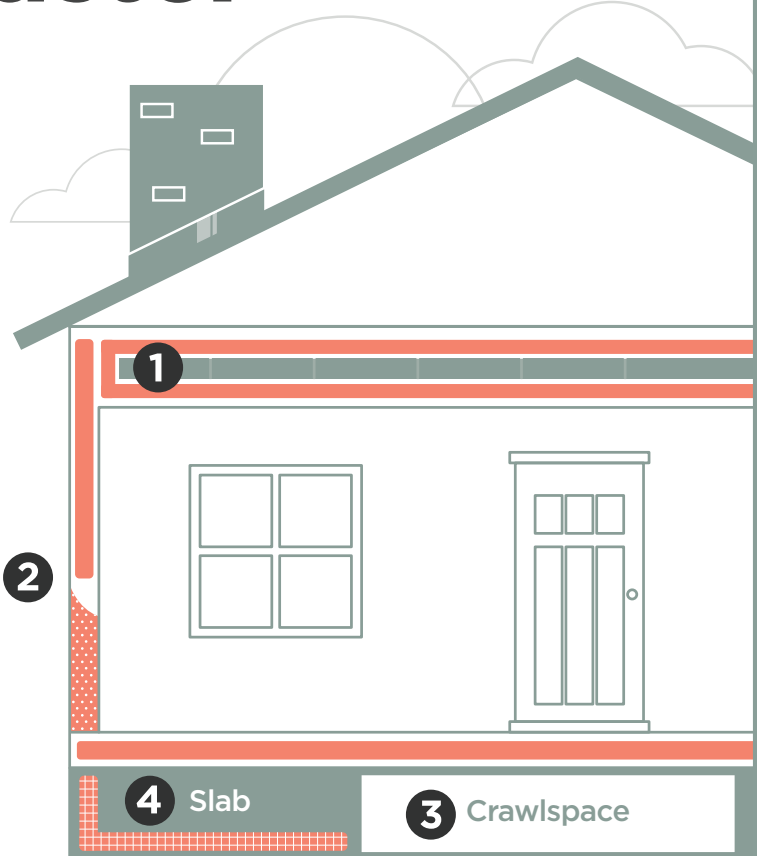
Properly insulating your home reduces heating and cooling costs, and improves comfort. R-values measure a material's resistance to conductive heat flow. The higher the R-value rating, the greater the effectiveness of the insulation. Below are recommended R-values for areas of the home that should be insulated.

**Recommendations on R-values are subject to regional climate conditions.*

Source: U.S. Dept. of Energy

TYPES OF INSULATION

- Batt
- Foam
- Blow-in



1 DUCTWORK
 Whether it's made of metal or plastic (PVC), insulated ductwork protects your investment in conditioned air year-round. Minimal R-values of 4.3 are recommended for blanket-style wraps secured with tape. Insulated ductwork rated at R-6 is also available.

2 EXTERIOR WALLS
 There are multiple options for insulating exterior walls. Rock wool or fiberglass batts of R-13 to R-20 value are preferred behind drywall, but each inch of blown-in polyurethane foam insulation provides an R-value of 3.9.

3 BENEATH LIVING SPACE
 Whether your home has a full basement, a crawl space or an attached garage, having an insulation value of R-19 under the living space floor will help increase comfort year-round.

4 SLAB FOUNDATION
 Properly installed foam boards around the exterior edge of the slab of an existing home can reduce heating bills by 10 percent or more.