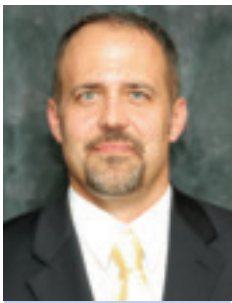


The SOUTHEASTERN Light

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.

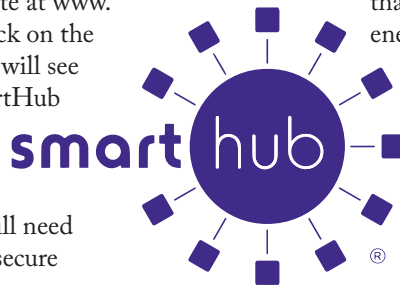
Cooperative members are using SmartHub as evidenced by the number of payments received through this program on a monthly basis. The cooperative receives a few thousand bill payments through SmartHub every month and approximately 900 of these monthly payments are made using the SmartHub app for mobile 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.

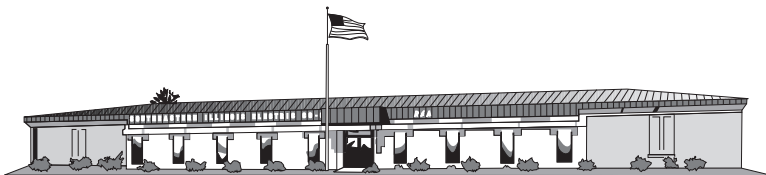
The past winter season was certainly unusual in terms of temperatures and resulting energy consumption patterns for residential accounts. Given that the summer season is almost here, consider utilizing SmartHub and learn more about your energy consumption patterns, how weather impacts the amount of energy 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."



READERSHIP PRIZE WINNER:
Jeri Stewart, Harrisburg, IL



Keeping you safe during and after summer storms

No one knows electrical safety better than the experts who practice it every single day. SouthEastern Illinois Electric Cooperative, Inc. encourages you to practice safety with these reminders – for during and after a summer storm:

Avoid wires and water — When lightning strikes a home during a storm, the electrical charge can surge through pipes and utility wires. That means you can get zapped if you're touching water or any device that's plugged in, whether it's a landline phone or toaster.

Skip the makeshift shelter — During a storm, it's tempting to take cover under a picnic gazebo or golf cart, but in open-sided structures with no conductors to channel strikes, a bolt's path of least resistance to the ground could be you. On top of that, these structures raise your risk of

a lightning strike because of their height. Keep moving toward suitable shelter.

Portable generators — Take special care with portable generators, which can provide a good source of power, but if improperly installed or operated, can become deadly. Do not connect generators directly to household wiring. Power from generators can back-feed along power lines and electrocute anyone coming in contact with them, including co-op line workers making repairs. It's best to hire a qualified, licensed electrician to install your generator and ensure that it meets local electrical codes.

Flooded areas — Stay away from downed power lines and avoid walking through flooded areas. Power lines could be submerged and still live with electricity. Report any downed lines you see

to SouthEastern Illinois Electric Cooperative by calling 618-273-2611 immediately.

Electrical equipment — Never use electrical equipment that is wet – especially outdoor electrical equipment, which could be a potential danger after a summer storm. Water can damage electrical equipment and parts, posing a shock or fire hazard.

SouthEastern Illinois Electric Cooperative is a proud member of Touchstone Energy Cooperatives. Along with 750 electric cooperatives nationwide, we have partnered with Touchstone Energy to put safety as our number one concern. For a checklist to assess safety hazards around your home or to take a quick safety quiz, go to <http://www.togetherwesave.com/power-of-community/safety>.



Find us on
Facebook

<https://www.facebook.com/SouthEasternIllinoisElectric/>

Summer Storm Safety Tip

Strong summer storms can create dangerous situations. Always avoid downed power lines - the wire could be live, which could be deadly for those nearby. Quickly report downed power lines to your local electric cooperative.



Avoid the Big Green Box

Please stay away from pad-mounted transformers (the big green box). While safe, they are not meant for touching, climbing or playing. Pad-mounted transformers carry high voltages of electricity that serve many homes in our communities.

Never touch, climb or play on pad-mounted transformers. Never put fingers, sticks or other objects through cracks in the transformer.



Keep areas surrounding the pad-mounted transformer clear so that workers can safely maintain transformers as needed. Keep shrubs and structures at least 10 feet away from the transformer doors and 4 feet away from the sides.



Never dig near a pad-mounted transformer. They are surrounded by underground cables. Hitting the cable could result in electrical shock or disruption of service.

Always dial 8-1-1 before you dig.



Report problems. If you notice anything amiss, like an unlocked transformer or one that has been damaged, please contact us immediately.



AMERICA'S ELECTRIC
COOPERATIVES

Call JULIE Before You Dig

If you are planning a digging 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, and your affected local utility 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.**

**HAPPY
4TH
of July**

**Office Closing
Wednesday, July 4**

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.

100 Cooperative Way • Carrier Mills, IL 62917-2275
618-273-2611 or 800-833-2611 • Office hours: 8 a.m. - 4 p.m. M-F