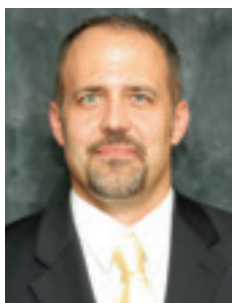


The SOUTHEASTERN Light

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 your 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identical to the invoice you receive now but the funds necessary to pay the total amount due will automatically be withdrawn from your checking or savings account on the due date.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 at 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 card or credit card.

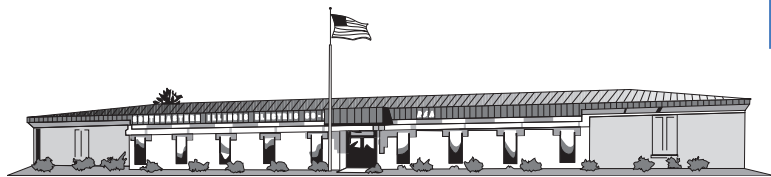
SEIEC also offers reoccurring credit card payments which will automatically charge your credit card to pay your monthly electric bill. With this option, you will still receive a statement in the mail that is virtually identical to the invoice you receive now but the funds will be automatically charged 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, at the front counter of the headquarters facility, and, 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:
Claude Bryan, Benton, IL



Would your home pass an electrical inspection?

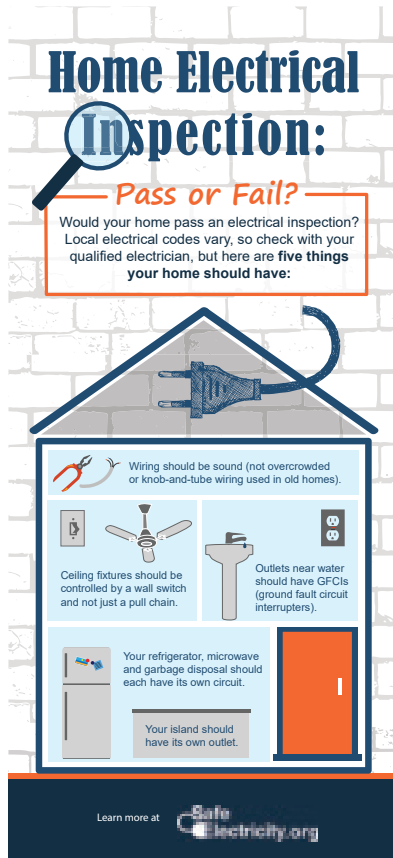
If you're selling your home or just wondering how electrically sound it is, there are some guidelines out there to assess the condition of your home's electrical bones. Although it varies depending on where you live, most local codes follow the National Electric Code (NEC).

The NEC is an industry-specific, jargon-filled document that outlines required practices for all aspects of residential and commercial electrical installation. Don't worry, you don't have to google it and read it cover to cover but know your local code could vary. Local code always wins out when there are variances, so check with your qualified electrician or local building department (start with your city or town) for specific code requirements.

Electrical malfunction is dangerous. U.S. fire departments responded to an estimated average of 45,210 reported U.S. home structure fires involving electrical failure or malfunction per year from 2010 to 2014, according to the National Fire Protection Agency. The home fires resulted in 420 deaths, 1,370 injuries and an annual \$1.4 billion in property damage.

Here are some all-house guidelines that an inspector would look for. If your home has any of the following defects, it may not pass an electrical safety inspection:

- Old knob-and-tube, along with BX cable wiring, common in the U.S. from about 1880 to 1930
- New lights and receptacles installed into old wiring
- Overcrowded wires – too many wires bundled together producing excess heat
- Spliced wires that were illegally installed (they must be installed by an approved method)



- Broken or missing carbon monoxide detectors or smoke alarms (whether smoke alarms must be hard wired depends on the age of the home and in most cases, whether any home improvement projects required a permit)
- Non-insulated/non-contact-rated recessed lights that touch attic insulation, which is a fire hazard
- Improper overcurrent protection, which means the breaker or fuse is too large for the wire rating
- Improper grounding and bonding of electrical panels and devices

Some other room-specific things to look for include:

Kitchen

- Does your electric range, cooktop or oven have a dedicated 240-volt circuit?
- Is the breaker for the range, cooktop or oven sized correctly?
- Does your island have its own outlet? (The NEC has outlet requirements for kitchen islands, peninsulas and countertops.)
- Does your microwave, refrigerator, microwave and garbage disposal each have its own circuit?

Bathroom

- Are outlets GFCI (ground fault circuit interrupters)? GFCIs are designed to protect from electric shock around water.
- Do your combination fan/lights have their own 20-amp circuit?
- Do the light fixtures in the shower or tub area have a "lens" cover? Are they moisture resistant?

Other rooms

- Does each room have a wall switch installed beside the entry door?
- Are outlets installed no farther than 12 feet apart?
- Are ceiling fixtures controlled by a wall switch and not just a pull chain?

There are also hallway, staircase and garage code requirements, as well as those for the electrical service panel and wiring. Check with your qualified electrician or the city or town where you live for specific code requirements in all areas of your home.

For more about electrical safety, visit SafeElectricity.org.



HARD WORK NEVER QUILS

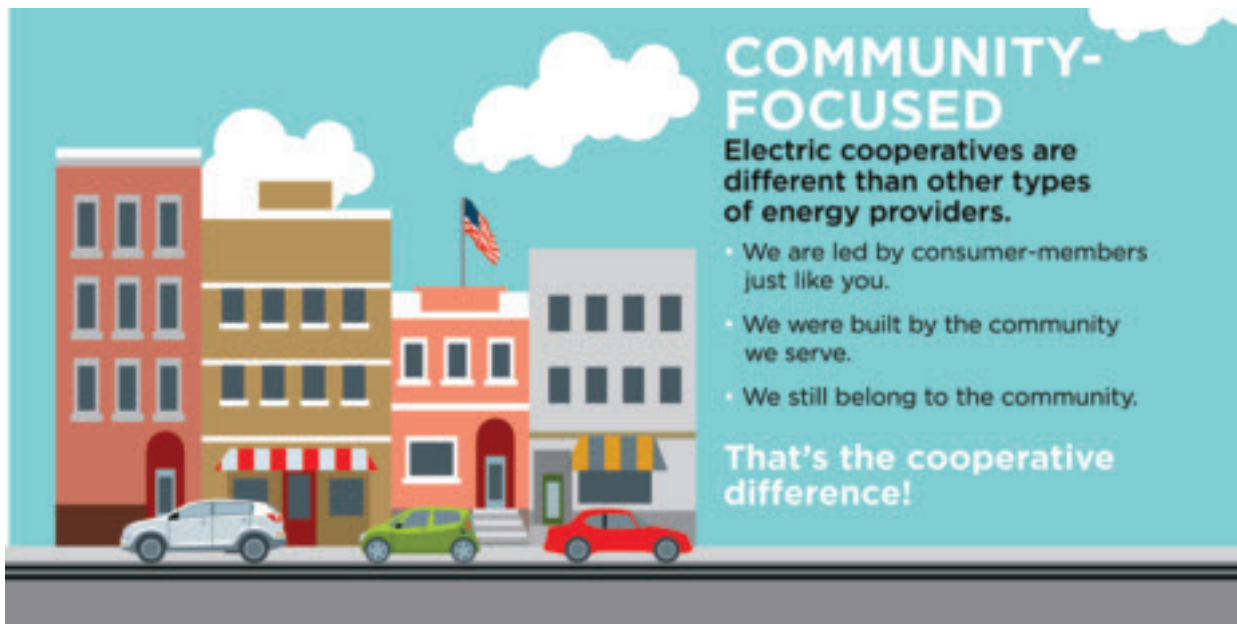
YOUR SOURCE OF POWER. AND INFORMATION.

Day or night, rain or shine, we're here for you. We're not your typical energy company, we're a local, not-for-profit electric cooperative. We live in the communities we serve and work hard to improve quality of life for all.

To learn more about the cooperative difference, visit TouchstoneEnergy.com



Touchstone Energy®
Cooperatives



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