

# The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

## President's Comments



**Dustin Tripp**  
President/CEO

SouthEastern Illinois Electric Cooperative is a Touchstone Energy Cooperative, which means your cooperative is part of an alliance of more than 730 cooperatives in 46 states that collectively deliver energy solutions to more than 42 million members every day. Touchstone Energy Cooperatives own and operate transmission and distributions systems consisting of over 2.6 million miles of line that serves approximately 56 percent of the land mass in the U.S.

As a member of this alliance, your cooperative firmly believes in the four core principles of Integrity, Accountability, Innovation and Commitment to Community.

**Integrity:** Members first. That's the power of co-op membership. It means not-for-profit electric cooperatives deliver energy to its members at the cost of service, unlike investor-owned utilities that distribute its profits to investors across the nation or even the world – not necessarily to those it serves.

**Accountability:** Electric co-ops belong to the members they serve. Every member has an equal voice in how the co-op is run. With members in charge, you can feel confident the decisions made are in your best interest and the best interest of your community. That's because co-op business is conducted through a locally elected board of directors who set policies of the cooperative.

**Innovation:** Touchstone Energy Cooperatives offer innovative solutions and

state-of-the-art technology to better serve members and meet their needs including programs promoting energy efficiency, new bill payment options and other member-benefit programs.

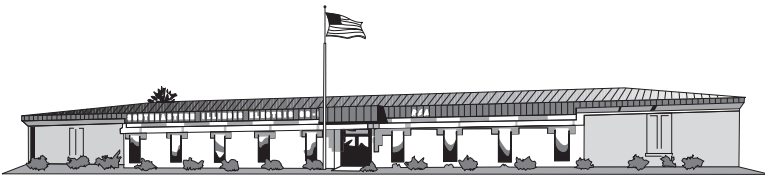
### Commitment to community:

Touchstone Energy co-ops work to improve its members' quality of life by investing time, money and expertise to better local communities and strengthen relationships with member-owners. That includes taking a leadership role in community and economic development projects, educating students about safety and environment, as well as generously donating time, energy and resources to charities, schools and community events.

SouthEastern Illinois Electric Cooperative is very proud to be one of a number of businesses in our area that remain locally owned, locally governed and locally operated for the past 81 years in southern Illinois. 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 while keeping rates affordable.

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

READERSHIP PRIZE WINNER:  
Danny Gibbs, Harrisburg, IL



# Power line safety after the storm

Severe weather happens year-round. Tornadoes, hurricanes and other storms can seriously damage power lines and other electrical equipment.

Storm damage causes dangers that lurk after a storm has passed. Safe Electricity encourages you to be aware of and prepared for those dangers.

When you see power lines on the ground following a storm, stay away, warn others to stay away and contact the electric utility. Lines do not have to be arcing or sparking to be live. Any utility wire, including telephone or cable lines sagging or down could be in contact with an energized power line making them also very dangerous, so stay away from all of them.

Be alert to the possibility that tree limbs or debris may hide an electrical hazard. A downed power line can energize things around it,



such as chain link fences and metal culverts.

Keep in mind that a line that's indeed "dead" could become

energized during power restoration efforts or improper use of generators.

If you are driving and come upon a downed power line, stay in your vehicle, warn others to stay away and contact emergency personnel or the electric utility. Never drive over a downed line. It could cause poles or other equipment to come crashing down.

If you are in a car that has come in contact with a downed power line, stay in your vehicle. Wait until the utility has arrived and de-energized the line.

Warn others not to approach the car. If you must leave your car, only in the case of fire, jump free from the car and hop away from it with both feet together.

If you have a generator, know how to use it safely. If your generator is permanent, call a qualified electrician to install it.

**Leave that to the professionals...**

**One DIY project you should never tackle is trimming trees near power lines.**

**Only trained professionals should trim those trees.**

Learn more at:

 Safe Electricity.org







# TLC

**T**EACH what you know.  
**L**EARN what you need to.  
**C**ARE enough to share it.

## DON'T CLIMB NEAR POWER LINES

One day in June 1991, Holly and Tiffany climbed up to the top spot to play in their favorite tree. What they didn't know was the power line above their heads was dangerous.

Tiffany was electrocuted when she grabbed the power line; her sister could do nothing to help.

The Pagel family is working with Safe Electricity to teach people the dangers of trees too close to power lines.

"I do remember lines going through the tree, but I never thought that those lines were anything that could harm you like that," says Holly.

Learn more, and see their story at [SafeElectricity.org](http://SafeElectricity.org).





The office will be closed on Monday, September 2, 2019 in observance of the Labor Day holiday.



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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