

# The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

A Touchstone Energy® Cooperative 

## President's Comments



**Dustin Tripp**  
President/CEO

As you know, the cooperative's service area, in the past, has experienced some major storms including ice storms, tornadoes, excessive straight-line winds and severe thunderstorms. These storms typically result in outages caused by downed trees, broken tree limbs and fallen poles. In this article, I would like to take an opportunity to express my sincere appreciation for the cooperative employees that not only work to restore your electric service during these severe weather events but who also dedicate their lives to serving the electric cooperative members every day.

April 18 has been designated as National Lineman Appreciation Day. This is a day to honor all of the hardworking men and women in their role to build, maintain and restore electric service that powers our communities. These are the employees that come to work, day or night, rain or shine, to make sure that all members have access to electricity. When the storms roll in and our communities take cover, these employees pick up the phone, grab their gear and go out into the storms to restore your service. In addition to their role of restoring service during severe weather events, your cooperative linemen also work every day to build and maintain more than 3,500 miles of distribution system in SouthEastern's territory. The linemen perform much of their work while the systems are still energized so members will not be without electricity while performing necessary maintenance.

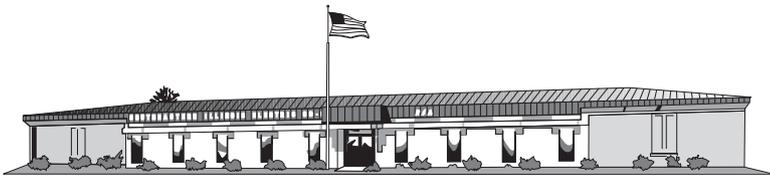
In addition to our linemen, SouthEastern would also like to recognize and show

appreciation to all employees that make our cooperative such a success. From the front office employees like our customer service representatives that answer your calls and provide the needed information, to the engineering personnel that design the energy systems for safe and reliable service, to the dispatch personnel that maintain effective communications with employees, to the accounting personnel who ensure our vendors are paid and track accounts receivable, to our payroll personnel ensuring that employees are paid accurately and timely, to the forestry personnel that perform vegetation management to increase reliability, to the management team that manages every day activities – SouthEastern salutes all of you for your hard work and dedication to our cooperative and the members it serves.

As your electric cooperative, we strive to achieve excellent service while providing members with a very reliable energy supply. The most recent member survey revealed an increase in overall member satisfaction and an American Customer Satisfaction Index (ACSI) score that was the highest ever received. This survey revealed that the cooperative scored higher in all 13 cooperative survey attributes. The survey respondents gave the cooperative the highest ratings for delivering reliable electric service, having knowledgeable employees, excellent

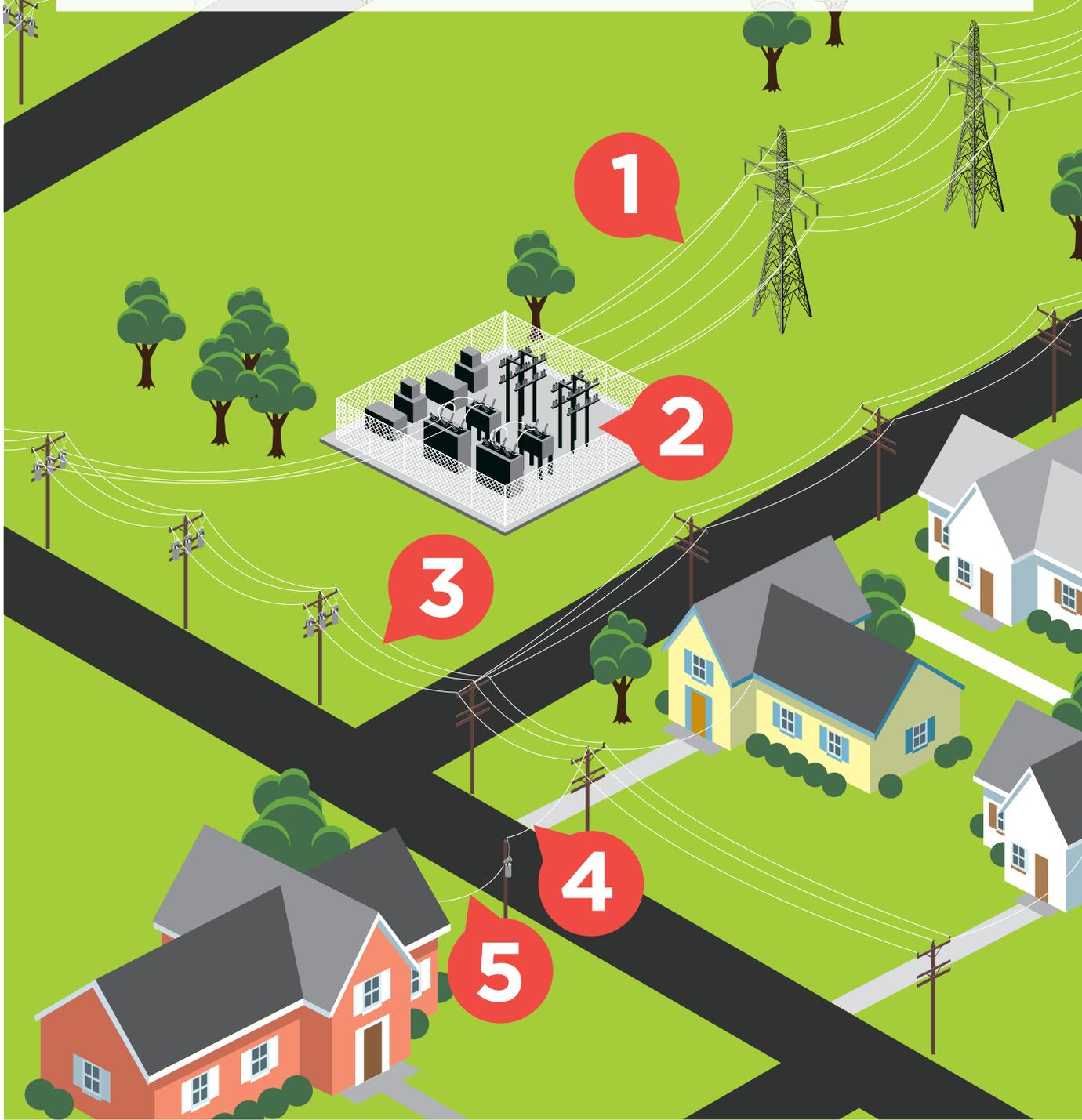
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**READERSHIP PRIZE WINNER:**  
Benny Orman, Cave In Rock, IL



# Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of members in the shortest time possible. Here's how we get to work when you find yourself in the dark:





### **1. High-Voltage Transmission Lines:**

Transmission towers and cables supply power to transmission substations (and thousands of members), and they rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

### **2. Distribution Substation:**

A substation can serve hundreds or thousands of members. When a major outage occurs, our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

### **3. Main Distribution Lines:**

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in our local communities.

### **4. Tap Lines:**

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

### **5. Service Lines:**

If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you experience an outage, please give us a call so we can isolate the issue.

**Our office will be closed  
on Friday, April 10  
in observance  
of Good Friday.**

**GOOD  
FRIDAY**

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customer service and prompt outage response.

As you can see, your cooperative employees are doing an outstanding job for the membership, and we hope you will join us in thanking our linemen and all employees for the outstanding service they provide. 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 as affordable as possible.

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

# 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