



Egyptian Electric News

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SEPTEMBER 2020

Egyptian Electric awards \$10,000 in scholarships

Each year, Egyptian Electric Cooperative Association (EECA) awards scholarships to college-bound students who are members or dependents of members during the co-op's annual meeting. Due to the COVID-19 pandemic and the cancellation of the annual meeting, EECA held a random drawing and shared it on its Facebook page and website to select the scholarship winners. **40-06-0014**

Out of the 97 southern Illinois student applications, the 10 lucky winners of EECA's \$1,000 Annual Meeting scholarships include:



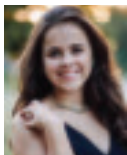
Nicholas Stokes, 2020 Murphysboro High School graduate, attending John A. Logan Community College



Clay Herrell, 2018 Chester High School graduate, attending Southeast Missouri State University



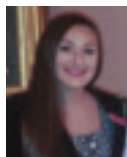
Adrienne Carril, 2020 Sparta High School graduate, attending Southern Illinois University Edwardsville



Jillian King, 2020 Trico High School graduate, attending John A. Logan Community College



Seth Levan, 2020 Trico High School graduate, attending Southern Illinois University Edwardsville



Alyse Bollman, 2016 Chester High School graduate, attending Southeast Missouri State University



Elizabeth Froemling, 2019 Trico High School graduate, attending John A. Logan Community College



Paige Jaynes, 2020 Murphysboro High School graduate, attending Illinois State University



Emily Finke, 2017 Murphysboro High School graduate, attending Southern Illinois University Edwardsville



Dakota Krone, 2020 Pinckneyville High School graduate, attending Southern Illinois University Edwardsville

"Congratulations to all the winners of Egyptian Electric's Annual Meeting scholarships," said Shane Hermetz, EECA general manager. "We always look for ways to make a difference in our communities, and we believe this scholarship program

is a great way to invest in the future. Although we are disappointed that we couldn't award these scholarships in person, we look forward to the day we see each other again at an EECA annual meeting."



To view the video of the scholarship drawings that took place on July 16, go to facebook.com/eeca.coop or eeca.coop.



Egyptian Electric
Cooperative Association
Your Touchstone Energy® Cooperative

1732 Finney Road
Murphysboro, IL 62966

Business hours/After hours
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Office hours 8 a.m. – 4:00 p.m. M-F
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- Use SmartHub portal, online or mobile app
- By phone to 844-759-3977 with credit cards or checking account
- Off-site kiosks located at 2301 N Reed Station Pkwy in Carbondale and 1306 N Market in Sparta

Office and workforce status

As the pandemic continues, EECA members are still encouraged to use electronic means of doing business whenever possible to reduce the risk of exposure. To minimize health risks for consumer-members and employees, Egyptian Electric Cooperative has again closed front lobby access due to rising positive COVID-19 cases in Jackson and surrounding counties. EECA will maintain drive-thru service during business hours and is rotating and reducing onsite works staff and taking additional internal precautions, including:

- Requiring employees to wear masks inside our office building, garage and warehouse, and reducing visitor access inside.
- Sanitizing workstation touchpoints between front counter transactions.
- Making available face masks, gloves and sanitizing products to all employees.
- Enhancing daily cleaning, disinfecting procedures and social distancing throughout all departments, including added distance between employee workstations.

Most services can still be handled remotely, reducing the need to visit our office. Members are highly encouraged to conduct co-op business through our website, mobile app or over the phone. **54-15-0010** Our Member Services Department is available daily and can be reached by email at info@eeca.coop or by calling 800-606-1505. Members may pay-by-phone 24/7 at 844-759-3977, visit a kiosk location, MoneyGram Express Payment location, or download the SmartHub mobile app from their device's app store. For all methods of payment visit eeca.coop.





MEMBER PRIZES

Every month we will have three map location numbers hidden throughout our Egyptian Electric News section. If you find your location number, that corresponds to the one on your bill, call our office and identify yourself and the page that it is on and you will win a \$10 credit on your next electric bill.

Operation Round-Up

Egyptian Electric Cooperative's Operation Round-Up (DBA Egyptian Electric Charitable Fund) program is a 501(c)(3) charitable organization program unique to electric cooperatives designed to provide financial assistance to local school programs, philanthropic groups, non-profit organizations, rescue squads, volunteer fire departments and other deserving causes that benefit members within Egyptian Electric's service area. It was started as a way for their cooperative to act as a conduit and help facilitate the cooperative members in giving back to their communities.

The program has been adopted by more than 350 other rural electric cooperatives across the nation. One of the cooperative principles is Concern for Community. Cooperatives feel a strong responsibility to the people in the communities they serve that goes beyond simply providing reliable and safe

electricity; it is an extension of the concept of neighbors helping neighbors that built our electric cooperatives in the first place.

Funding for Operation Round-Up is donated by co-op members like you who volunteer or opt into indefinitely rounding up their monthly electric bill to the next whole dollar amount to our Egyptian Electric Charitable Fund (NFP).

For example, if your electric bill is \$86.75, it will round up to \$87 and your contribution for the month would be 25-cents. Your donation is tax-deductible and never goes above 99-cents per month; the average donation for the year is \$6 and the most it would ever be is \$11.88!

It is small change, but when you multiply that by the thousands of Egyptian Electric Cooperative members participating in the program, it delivers big benefits to the local community and charitable organizations. **31-03-0002** So, if 1,000 people

were registered and donated the average \$6/year, that would amount to \$6,000 that would go right back into the community. Employees can also contribute to the fund, and anyone else at any time. Think of it is as a community foundation.

The Egyptian Electric Charitable Fund would be used to aid many worthy causes and not only charitable organizations. For instance, it could benefit community service projects, economic development, education and youth programs, senior citizen programs, supplies and equipment for rural and municipal fire departments, emergency response services, and food pantries to name a few. The funds would not be used to pay member bills, nor for political purposes. An "Advisory Committee" will be assembled and comprised of members across our territory to make the funding determinations based on each application.

Currently 47 people are enrolled and contributed \$557.10 as of Aug. 1, 2020. Help us reach our goal of 100 participants and \$1,000 by year's end. To sign up, go to page 13 or visit <https://eeca.coop/community-youth-programs/operation-round-up-form/> to sign up online.



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ENERGY EFFICIENCY TIP OF THE MONTH

Clothes dryers make up a large portion of your appliance energy consumption. Clean the lint filter after each cycle, and scrub the filter with a toothbrush once a month to remove film and increase air circulation.

Source: energy.gov



Reporting and tracking outages

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 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, and visit our Outage Map on our homepage to see if others in your area are without power.
4. To report a power failure or other emergency, call 800-606-1505 (this phone number is monitored 24/7 to accept your outage and emergency calls).
5. To report an outage online, log into your SmartHub account.

Do not report outages via email or social media — these lines of communication are not monitored 24 hours a day.

When you report an outage, give us your phone number, name and address as it is listed on the bill. If you know the cause of the outage, please describe it (a limb is on the line, a pole has been hit by a car, etc.). Informing us of the nature of the outage saves a great deal of our time and your inconvenience. When you report the outage to us, be assured that repairs will be made as quickly as possible.



Q. Why do I sometimes get a busy signal when there is an outage?

A. A big outage can mean hundreds of members trying to call at the same time. We don't have the phone lines or employees to answer all calls. Most likely if our phone lines are busy the outage(s) are recognized and crews are already being dispatched or possibly already working towards fixing it. Reporting your outage on our SmartHub app is the quickest and most efficient way to report an outage. Having your account information on hand when calling, and up to date in our system, can speed up the reporting process while shortening phone hold times.

Q. How long will it take to restore my power?

A. We may only be able to give you a rough estimate if we know the problem. Many factors play into restoring power, some of which are out of our control. Rest assured our employees will work as quickly as they can. If it's a major outage, we'll request help from our statewide Emergency Work Plan to request whatever additional personnel and equipment it will take to get the job done.

Q. Who gets their power restored first?

A. The priority is always to restore power to substations, then main feeders. If your outage is on an individual line it may take longer.

Q. Why do I see lineworkers driving by my house and not stopping to fix the problem?

A. Often they are patrolling the line to find the problem first. Or they may be going to an outage location that has to be repaired first before electricity can reach your service. If they have stopped working, they may be waiting for materials to be delivered so they can fix the problem.

Q. Why is my neighbor's electricity on but mine is off?

A. Your service may be fed from a different circuit, your transformer may be damaged or an individual fuse may be blown. Sometimes, it's not our lines. A service line to your home could also be damaged and need to be repaired by a licensed electrician first.

Q. I thought you have the new AMR (Automated Meter Reading) system, why couldn't you tell whether my location had power?

A. Automated meters installed to remotely read meters can help indicate where outages are located. It is still important for members to call and report outages, especially if power lines are down or other obvious damage can be reported to the co-op dispatchers.

While you may not always understand our method of restoring your electricity, please trust that we are doing our best to get your service back on, and it's our job to make sure you receive the safest, most reliable and lowest priced electricity possible.