

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

President's Comments



Dustin Tripp
President/CEO

Thanksgiving is a time to reflect and be grateful. We would like to take this opportunity to express our gratitude for your membership in our electric cooperative. This space is normally utilized to provide updates on industry developments and report on the progress of ongoing initiatives. However, during this season of giving thanks, it's also important to let you and other consumer-members of SouthEastern Illinois Electric Cooperative know just what an impact you have on our co-op and the greater community, likely in ways you may not even realize.

When you attend co-op events, alert us to problems, or provide suggestions to our employees, you help us improve operations and achieve a higher level of service for the membership. Because we are locally-governed by members of our community, we are able to get a first-hand perspective on community priorities, thereby enabling us to make more informed decisions to benefit the membership.

As part of the cooperative business model, one of our core principles is Concern for Community. While our priority is always to provide safe, reliable and affordable energy, we view our role in the community as a catalyst for good.

We work closely with our local schools to provide safety demonstrations, grants and scholarships. Your cooperative also participates in an annual Youth Tour where we take our community's bright-

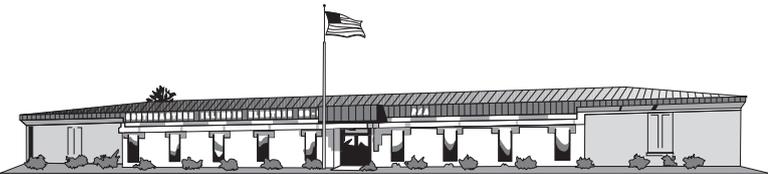
est young people to Washington, D.C. for a week-long engagement to experience democracy in action. The trip is inspirational for many students, and we are both humbled and honored to be a part of this leadership development journey. Ultimately, the larger community benefits from these programs because of you. You empower the co-op through your membership and participation in and support of these programs.

On a more personal note, we appreciate the countless acts of kindness our lineworkers and other employees receive when they are working in severe weather and dangerous conditions. Our employees are thankful for your patience and consideration when we are trying to restore power during challenging conditions and situations.

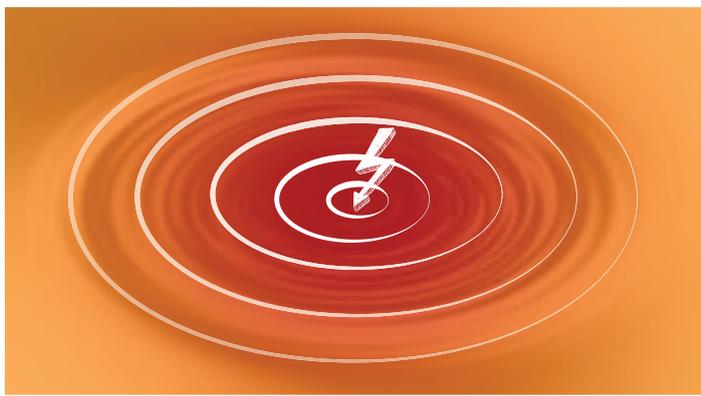
With Veterans Day approaching, we certainly want to extend our gratitude to our veterans that served our great nation and our active duty military who continue to do so, allowing all of us to continue to enjoy the many freedoms that we have. We can never thank them and their families enough for the sacrifices they have made and continue to make.

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

READERSHIP PRIZE WINNER:
Rick Vickers, Broughton, IL



STEP POTENTIAL



What you need to know:



A downed line does **NOT** have to be arcing or sparking to be energized — and dangerous.



Even if you do not touch lines or equipment, you can still be killed or seriously injured.



The **danger exists beyond** the point where the downed line is making direct contact with a vehicle or the ground.

Electricity can flow **360°** around it.

What is step potential?

If a person connects **two different points** of this gradually decreasing voltage by walking away, stepping out of a vehicle, or touching the vehicle and ground at the same time — electricity flows through the individual (path to ground).



Stay safe.

If you're in a car accident that involves downed lines, **stay in the car**. If you come upon a scene with a downed line, stay far away and **call 911** to have the utility notified.



Learn more at

 Safe
Electricity.org

Four ways to save energy in the kitchen

Ah, the kitchen. It's undeniably one of the most-loved rooms in our homes. It's where we gather with family and friends for our favorite meals and memories. But like most of us, you probably aren't thinking about saving energy when you're planning that perfect dish. Here are four ways you can save energy in the kitchen with minimal effort.

When possible, cook with smaller appliances. Using smaller kitchen appliances, like slow cookers, toaster ovens and convection ovens, is more energy efficient than using your large stove or oven. According to the Department of Energy, a toaster or convection oven uses one-third to one-half as much energy as a full-sized oven.

Unplug appliances that draw phantom energy load. Halloween may be over, but it's possible you have energy vampires in your kitchen — these are the appliances that draw energy even when they're not in use, like coffee makers, microwaves and toaster ovens. The Department of Energy has estimated that one home's energy vampires left plugged in year-round can add up to \$100-\$200 in wasted energy costs. Unplug them when they're not in use, or better yet, use a power strip for convenient control.

Help large appliances work less. There are small ways you can help your larger kitchen appliances run more efficiently. For example, keep range-top burners clean from spills and fallen foods so they'll reflect heat better. When it's time to put leftovers in the refrigerator, make sure the food is covered and allow it to cool down first. That way, the fridge doesn't have to work harder to cool warm food.

Use your dishwasher efficiently. Only run full loads and avoid using the "rinse hold" function on your machine for just a few dirty dishes; it uses 3-7 gallons of hot water each use. You can save energy by letting your dishes air dry. If your dishwasher doesn't have an automatic air-dry switch, simply turn it off after the final rinse and prop the door open so the dishes will dry faster.

Veterans, we honor you!

“As we express our gratitude,
we must never forget that the highest
appreciation is not to utter words,
but to live by them.”

John Fitzgerald Kennedy



South Eastern Illinois
Electric Cooperative

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**Our office will be closed on Wednesday,
November 11 in observance of
Veterans Day.**



**Our office will be closed
on Thursday, November 26
and Friday, November 27
for the Thanksgiving
holiday.**

Find us on 
[Facebook.com/SouthEasternIllinoisElectric](https://www.facebook.com/SouthEasternIllinoisElectric)

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