

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

President's Comments



Dustin Tripp
President/CEO

SmartHub is a smart tool to use

SmartHub is the name of a communications tool that was implemented for member's use, providing more information than ever before on your computer, smart-phone or tablet. SmartHub allows quick and easy access to perform functions including view your bill, pay your bill, schedule a future payment, review past payments, receive bill reminders, update your account, and view daily and monthly electric use.

The SmartHub site can be accessed from your cooperative's website at seiec.com.

After you click on the link for SmartHub, you will see an introduction to SmartHub explaining what members can do through the system. Once you enter SmartHub, you will need to register and set up a secure password.

We also offer a free SmartHub app, which can be downloaded for Apple and Android mobile devices. Just click on the link to the Apple Store or the Android Market to begin this process or search for SmartHub at either location. After downloading the app on your mobile device or tablet, the installation will prompt you to find your electric cooperative. You can type in "SouthEastern Illinois Electric Cooperative" or just search through the list to find it. Once you have registered and loaded the app, the SmartHub button will allow quick access to your account. You can also set up features like notifications to receive alerts when your monthly bill is avail-

able, when an automatic payment has been made, and more.

Cooperative members are using SmartHub as evidenced by the number of payments received thru this program on a monthly basis. The cooperative receives approximately 4,000 bill payments through SmartHub every month and approximately 2,000 of these monthly payments are made using the SmartHub app for mobile devices.

SmartHub also allows your cooperative to provide you with innovative solutions that



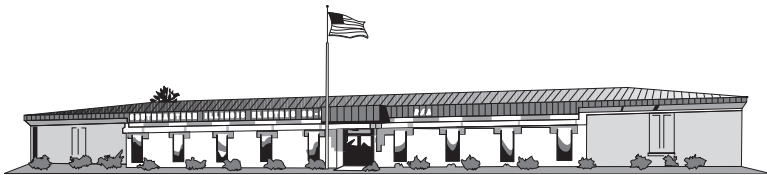
assist you in analyzing your energy consumption. You can view graphs of monthly and even daily energy use for your account. This can help you evaluate your consumption patterns, compare energy use between different periods, understand your

energy consumption and possibly learn ways to use your energy more efficiently.

As we begin the summer season, consider utilizing SmartHub and learn more about your energy consumption patterns, how weather impacts the amount of energy consumed and how you might benefit from implementing a variety of energy efficiency measures.

SmartHub is a tremendous tool that provides members with many great features. We hope you will give it a try and enjoy the convenience and innovation that it brings.

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



READERSHIP PRIZE WINNER:
Harold Delap, Norris City, IL

We're ready for storm season. Are you?

Summer is in full swing, and it's time for more opportunities to be outdoors and enjoy the warm weather. Summertime brings many favorite activities like cooking out with family and friends, afternoons on the water, and simply slowing down a bit to enjoy life.

But summer months also make conditions right for dangerous storms. These potential weather events can cause destruction to our electrical system, but we want you to know that SouthEastern Illinois

the items below as a starting point for storm and disaster preparedness, but visit ready.gov for additional resources.

- Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, water and other essentials.
- Have sanitation and hygiene supplies including towelettes, soap and hand sanitizer.

In the event of a prolonged power outage, turn off major appliances, TVs, computers and other sensitive electronics. This will help avert damage from a power surge, and will also help prevent overloading the circuits during power restoration. That said, leave one light on so you will know when power is restored. If you plan to use a small generator, make sure it's rated to handle the amount of power you will need, and always review the manufacturer's instructions to operate it safely.

Listen to local news or a NOAA Weather Radio for storm and emergency information, and check SouthEastern Illinois Electric Cooperative's website for power restoration updates.

After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Allow ample room for utility crews to safely perform their jobs, including on your property.

Planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects. Sign up for NOAA emergency alerts and warnings, and visit our

outage map on our website to stay abreast of power restoration efforts and other important co-op news and information.

We hope we don't experience severe storms this summer, but we can never predict Mother Nature's plans. At SouthEastern Illinois Electric Cooperative we recommend you act today because there is power in planning. From our co-op family to yours, we hope you have a safe and wonderful summer.




Electric Cooperative's crews are ready and standing by to respond should power outages occur in our area.

When major storms knock out power, our line crews take all necessary precautions before they get to work on any downed lines. We encourage you to also practice safety and preparedness to protect your family during major storms and outages.

The Federal Emergency Management Agency recommends

- Ensure your First Aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.
- Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV.
- Organize emergency supplies so they are easily accessible in one location.



No game is worth getting struck by lightning

If you've been a parent, coach or player at an outdoor sporting event, you may have found yourself in this predicament. The clouds roll in and the sky gets dark, but you have "finish-game-itis." After all, it will only take a few more minutes.

This is one situation when finishing the game, match or inning is not worth the risk. Each year, thunderstorms produce an estimated 20 to 25 million cloud-to-ground lightning flashes in the U.S., each of which is a potential killer, according to the National Weather Service (NWS).

Some flashes strike directly under the storm where it is raining. Other times, the flashes reach away from the storm in places where people perceive the lightning threat to be low or nonexistent and catch people off guard.

About 30 people are killed by lightning each year and hundreds more are injured, some suffering permanent neurological injuries. About two-thirds of the deaths are associated with outdoor recreational activities.

The NWS recommends that outdoor recreation organizers have an established [lightning safety plan](#)

and follow it every time inclement weather conditions are present.

As part of the plan, coaches or organizers should establish who will listen to the latest accurate weather forecasts prior to a sporting event. It should also be clear who will make the decision to postpone or cancel if necessary.

The lightning safety guidelines should also address the following, according to the NWS:

⚡ Once in play, when should the activities be stopped? The short answer: When you see lightning, hear thunder or the skies look threatening, all activities should be stopped.

⚡ Where should participants, officials and spectators go for safety? No place outside is safe. Substantial buildings with wiring and plumbing are ideal. Small outdoor buildings, including dugouts, rain shelters, sheds and pavilions are NOT safe places to seek shelter.

⚡ When should activities be resumed? A minimum of 30 minutes after the last clap of

thunder. Electrical charges can linger in clouds after a storm has seemingly passed.

⚡ Who should monitor the weather and make decisions about play? A level-headed and objective person should be the designated weather and lightning monitor. This should NOT be the coach, umpire or referee. The lightning monitor should know the weather safety guidelines and be empowered by teams, parents, coaches and spectators to make decisions.

⚡ What should be done if someone is struck by lightning? Call 9-1-1 for immediate medical attention. Victims do not carry an electrical charge. CPR or AED may be needed if the individual's breathing or heart has stopped.

Don't make decisions on when to call the game or match based on personal experience or pressure from others. For more information on electrical safety, visit [SafeElectricity.org](#).

The office will be closed
Monday, July 5th
in observance of
Independence Day.



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