

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

The digital age of communication and automation has provided some opportunities for all of us to simplify some of the routine and ordinary tasks that we perform on a monthly basis. One example of this is the various methods that are available for members to pay their monthly electric bill. Your Cooperative offers a variety of options that you can select that best suits your preferences, lifestyle and your needs. In this article, I would like to briefly explain the various options that are available for members to pay their bill.

SEIEC offers an automated payment plan that automatically draws the necessary funds from your checking or savings account to pay your monthly electric bill. With this option, you will still receive a statement in the mail that is virtually identical to the invoice you receive now but the funds necessary to pay the total amount due will automatically be withdrawn from your checking or savings account on the due date. Please contact the office if you would like an enrollment form for this option.

SEIEC also offers on-line payments thru SmartHub. SmartHub offers members quick and easy access to perform functions including view their bill, pay their bill, schedule a future payment, review past payments, receive bill reminders, update your account and view daily and monthly electric use. Please visit our website www.seiec.com to see how you can sign up for SmartHub.

SEIEC also offers a pay by phone option. This option allows you to make your payment by calling the toll free number (800)-833-2611. Once you have dialed this number, select the menu option for account

information, then select the pay by phone option to make a payment using your debit card or credit card.

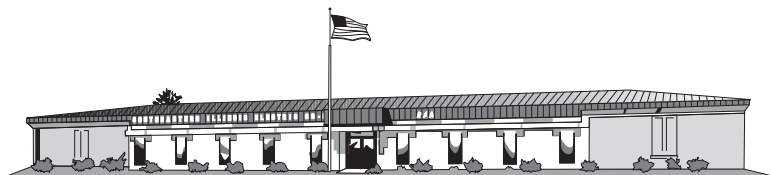
SEIEC also offers reoccurring credit card payments which will automatically charge your credit card to pay your monthly electric bill. With this option, you will still receive a statement in the mail that is virtually identical to the invoice you receive now, but the funds will be automatically charged to the credit card on the due date. Please contact the office if you would like to receive an enrollment form for this option.

These automated options were implemented to give members a choice in selecting the most appropriate and convenient way to pay their bill. It is great to see that members are taking advantage of these automated options. In fact, SEIEC currently receives approximately 8,500 payments per month thru these additional options.

Last but certainly not least, your Cooperative still offers the traditional methods of paying invoices including receiving your checks in the mail, at the front counter of the headquarters facility, and with our new facility you are conveniently able to make your payment through our drive thru. We certainly understand that these automated options for paying invoices may not be appropriate for everyone but they are available so that members can select the option that best suits their needs.

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

READERSHIP PRIZE WINNER:
Scott Zacharias – Goreville, IL





Holiday cooking safety tips

The kitchen is the heart of the home. Sadly, it's also where two out of every five home fires start. Many home fires occur during what's supposed to be the happiest time of the year – the holidays. Thanksgiving, Christmas and Christmas Eve hold a tradition of cooking, and safety should always be considered in the kitchen. As we embark on the holiday season, SouthEastern Illinois Electric Cooperative and the Electrical Safety Foundation International (ESFI) urge you to use these simple safety tips to identify and correct potential kitchen hazards:

- Never leave cooking equipment unattended, and always remember to turn off burners if you have to leave the room.
- Supervise the little ones

closely in the kitchen. Make sure children stay at least three feet away from all cooking appliances.

- Prevent potential fires by making sure your stovetop and oven are clean and free of grease, dust and spilled food.
- Remember to clean the exhaust hood and duct over your stove on a regular basis.
- Keep the cooking area around the stove and oven clear of combustibles, such as towels, napkins and potholders.
- Always wear short or close-fitting sleeves when cooking. Loose clothing can catch fire.
- To protect from spills and burns, use the back burners and turn the pot handles in, away from reaching hands.

- Locate all appliances away from the sink.
- Plug countertop appliances into ground fault circuit interrupter (GFCI)-protected outlets.
- Keep appliance cords away from hot surfaces like the range or toaster.
- Unplug the toaster and other countertop appliances when not in use.
- Be sure to turn off all appliances when cooking is completed.

For more important safety tips to keep you and your family safe this holiday season and throughout the year, visit www.esfi.org.



A simple act of kindness

You see them in uniform, proudly marching in local parades. They're your neighbors and friends, and they're also veterans who have sacrificed so much for our freedom.

On Veterans Day, do something special for them. Visit them, and ask them about their time in the service. Consider buying them a meal, or just thank them for their service. Any simple act of kindness will go a long way.

Happy Veterans Day from the Touchstone Energy Cooperatives of Illinois.



Touchstone Energy®
Cooperatives

The power of human connections®



VETERANS DAY
Honoring All Who Served

In observance of Veterans Day
our office will be closed on
Friday, November 11.

*Our office will be closed on Thursday, November 24
and Friday, November 25 for Thanksgiving.*



 Find us on
Facebook

Like us on Facebook!

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