

# The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

## President's Comments



**Dustin Tripp**  
President/CEO

## SmartHub

SmartHub is the name of the communications tool that was implemented for member's use, providing more information than ever before on your computer, smart phone or tablet. This communication tool has been very effective for members and the latest information indicates that over 5,400 cooperative members are using SmartHub in some capacity for over 6,700 accounts. SmartHub allows 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.

The SmartHub site can be accessed from your Cooperative's website at [www.seiec.com](http://www.seiec.com). After you click on the link for SmartHub, you will see an introduction to SmartHub explaining what members can do thru the system. Once you enter SmartHub, you will need to register and set up a secure password.

We're also offering 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 available, when an automatic payment has been made, and more.

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

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."

READERSHIP PRIZE WINNER:  
1440 Wayne Road, Galatia, IL 62935





# AIR EVAC LIFETEAM

**S**outhEastern Illinois Electric Cooperative has partnered with Air Evac Lifeteam to allow our residential customers the opportunity to join the Air Evac Lifeteam Membership program through an affordable billing plan. You have the option to choose the convenience of paying a monthly fee or an annual fee. Each plan is offered at a discounted rate through your Cooperative. Your options are as follows:



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**OPTION 1:** The monthly fee is \$5.00 per month per household with a discount of \$0.50 per month per household from SEIEC. Should you choose the monthly plan your electric bill will reflect an additional \$4.50 per month per household.

**OPTION 2:** The annual fee includes a \$10.00 discount through the Cooperative program and is \$55.00 per household for a 1 year membership.

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Join Air-Evac Lifeteam through your Cooperative today  
and choose which option best suits your needs.



**SouthEastern Illinois  
Electric Cooperative**

Your Touchstone Energy® Partner 

# HAPPY HOLIDAYS

*Wishing you a Very Merry Christmas  
& The Happiest of New Years  
From the Trustees & Employees of  
SouthEastern Illinois Electric Cooperative.*

## Trustees

Pamela Bramlet –  
*Board Chair*  
Dale Schierbaum–  
*Board Vice Chair*  
Joe Marlo –  
*Secretary/  
Treasurer*  
Gary Hise  
Victor Knight  
Jack Logsdon  
Bill Richardson  
Richard Rister  
Jamie Scherrer  
Tim Spivey  
Robert Tiberend

## Employees

Dustin Tripp – President/CEO  
Donnie Basinger  
Jayson Beasley  
Hannah Beckemeyer  
Jim Bond  
Tessa Butler  
Kristina Carlson  
Scott Cochran  
April Craig  
Richard Crawford  
Jeff Crisp  
Greg Cruse  
Mary Eubanks  
Cindy Frailey  
Drew Frailey  
Ryan Frailey  
Ryan Fraulini  
Ryan Fromm  
Steve Fromm  
Mark Genet  
Adam Givens  
Clayton Gulley  
Kyle Harbison  
Audree Harrelson

Jonathon Hays  
Cindy Henry  
JJ Holland  
Kyle Hudson  
Walter Jackson  
Todd Jennings  
Ryan Johns  
Travis Jones  
Anthony Jordan  
Eric Jung  
Austin Lewis  
Corey Lewis  
Ethan Madden  
Maverick Marvel  
Kevin McClerren  
Dustin McGuire  
Bill McKenzie  
Terry Milburn  
Jeff Neuman  
Matt Ohmes  
Barbara Jo Patterson  
Mona Patton  
Aaron Richards  
Michele Rilying

Adam Robinson  
Bill Roeder  
Tyler Shadowens  
Travis Shortland  
Aaron Smith  
Mike Smothers  
Andrew Sniderwin  
Dalton Spiller  
Allen Stout  
Eric Stricklin  
Travis Sullivan  
Andy Sweat  
Brenda Tanner  
Greg Thomas  
Steve Trapper  
Stefanie Tripp  
Angie Troxel  
Stan Volle  
Brian Welch  
Sunday Whitlock  
Wade Wiley  
Mark Woolverton

*The Cooperative office will be closed  
Monday, December 26 for Christmas and  
Monday, January 2 for New Year's Day.*



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<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.**

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