

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

President's Comments



Dustin Tripp
President/CEO

We're thankful for your membership

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 and/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 firsthand 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 brightest young

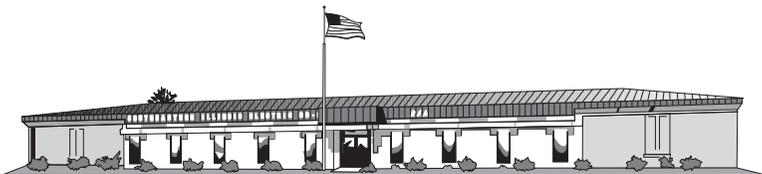
people to Washington, D.C., for a week-long engagement to experience democracy in action. The trip is inspirational for many students, and we are both humbled and honored to be a part of this leadership development journey. Ultimately, the larger community benefits from these programs because of you! You empower the co-op through your membership and through your 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 as well, we certainly want to extend our gratitude to our veterans who served our great nation and our active duty military who continue to do so, who allow 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:
Charles Upchurch, Harrisburg, IL



Don't cook up a stormy electric bill for the holiday

While you're busy in the kitchen preparing your family's holiday feast, Safe Electricity wants to help keep your family safe and your energy bills low.

According to the National Fire Protection Agency, cooking equipment is the cause of approximately 40 percent of home structure fires. As you prepare to show off your cooking and baking skills this holiday season, remember the following tips to avoid shocks or fires:

- Inspect all small appliances and electric cords to make sure they are in good condition before using. Don't use appliances if cords are cracked or frayed.
- Read the operating instructions of any appliance before use.
- When purchasing new kitchen appliances, look for UL-Listed appliances with automatic shut-off features.
- Never plug more than one high-wattage appliance, such as a blow dryer, microwave or toaster oven, into a single outlet.
- Stay focused and attentive to baking, brewing and simmering foods.
- Make sure outlets near sinks are equipped with properly tested ground fault circuit interrupters (GFCI's) to prevent shocks.
- Always know the location of a working fire extinguisher and know how to operate it.



Cooking is also a great area to save energy. Keep these energy efficient tips in mind while preparing your holiday meals this year:

- Think small — opt for a smaller appliance, such as a toaster oven or microwave, whenever possible. Efficient microwave ovens use around 50% less energy than conventional ovens.
- Turn the oven or stove burners off a few minutes before your food is ready. They will remain hot enough to finish cooking the food.
- Don't preheat the oven unless you are baking or a recipe requires it.
- Bake with ceramic or glass pots and pans. This will allow you to lower the oven temperature by about 25 degrees Fahrenheit.
- Self-cleaning ovens use less energy for normal cooking because of the higher insulation levels built into them. If you own one plan to clean it right after you've finished baking something so it doesn't have to heat up a second time.
- Don't peek. Opening the oven door can lower the internal temperature as much as 25 percent.
- Don't cover oven racks with foil. This reduces heat flow and increases cooking time.
- Make sure your pan covers the coil of your range. If you can see coil peeping out from the sides of your pan, you need a bigger pan (or a smaller burner).
- Put a lid on it. Cover pans while cooking to prevent heat loss.
- Plan ahead. Defrosting food in a microwave may be convenient but defrosting it at room temperature is free.
- In warmer months, try to use a grill to keep the heat outdoors. Remember that the less energy wasted in heating food, the less work your air conditioner will have to do to keep your home cool.

These steps are easy to follow and come at no extra cost. Making a habit out of them will save you both energy in the kitchen and money on your electric bill.

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





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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

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