

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

President's Comments



Dustin Tripp
President/CEO

SmartHub Offers Members More Access

SmartHub is the name of a communications tool that was implemented for members' use, providing more information than ever before on your computer, smartphone or tablet. SmartHub allows quick and easy access to perform functions including viewing your bill, paying your bill, scheduling a future payment, reviewing past payments, receiving bill reminders, updating your account and viewing daily and monthly electric use.

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

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

Cooperative members are using SmartHub, as evidenced by the number of payments received through this program on a monthly basis. The cooperative receives approximately 4,189 bill payments through SmartHub every month, and approximately 2,354 of these monthly payments are made using the SmartHub app for mobile devices.

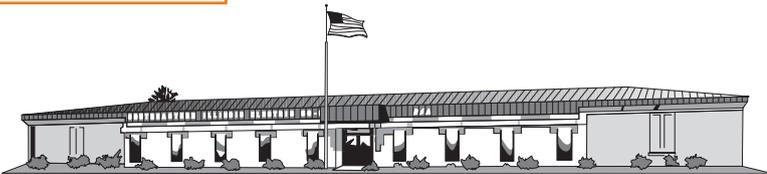
SmartHub also allows your cooperative to provide you with innovative solutions that assist you in analyzing your energy consumption. You can view graphs of monthly and even daily energy use for your account. This can help you evaluate your consumption patterns, compare energy use between different periods, 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:
Ronald Craddock,
McLeansboro, IL



NEW Billing Format Coming Soon

Over the past several months, your cooperative has been working to improve the bill print in order to provide more information and help members better understand energy consumption related to their account. There is a sample of what your new bill will look like on the next page.

Please note that while the bill print design has changed, your rates have remained the same, and there are no new charges added to your monthly statement.

How to Read Your New Bill

Follow the numbers below as a guide to reading your new billing format, shown on the next page.

- 1 Amount due on account.
- 2 Your account number.
- 3 Billing Summary shows activity since last billing.
- 4 Message Center for important messages from SEIEC.
- 5 Meter location and meter reading information.
- 6 By following the graph key, you can see monthly usage along with monthly high and low temperatures.
- 7 Current detail of charges for electric usage.
- 8 Account number and amount due. Return stub with your check or cash payment.
- 9 New ways to pay online and on our SmartHub app. We accept VISA, Mastercard and Discover.

On the reverse side of the bill, you will find helpful tips for power outage contact information, 811, past due bills, payment options and definitions of terms and charges. You will see at the bottom of the page a place for updating personal information that appears incorrectly on the front of your bill.



Your Touchstone Energy® Cooperative 



SouthEastern Illinois Electric Cooperative, Inc.

Visit us online at www.seiec.com
Phone: (618) 273-2611
Toll Free: 1-800-833-2611

Member Name
Account #

JOHN DOE
9999999

4 Important Messages

1

Total Amount Due

\$47.14

Due Date:
04/02/2023

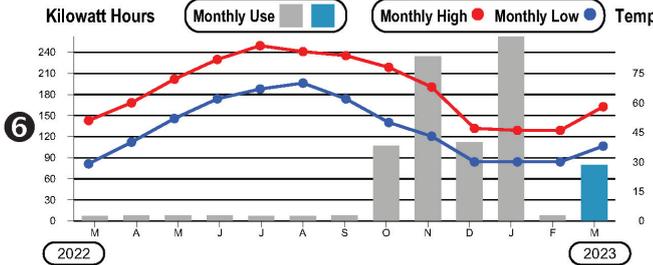
Billing Date: 05/10/2023
Current Bill Due Date: 06/01/2023

Previous Balance	\$39.79
Payment Received	-\$39.79
Balance Forward	\$0.00
Current Charges Due	\$47.14
Total Amount Due	\$47.14

Account Number: 9999999 Service Address: 123 ANY ST. Service Location: 9999999999

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Meter No.	Rate	Reading Dates From	To	Readings Previous	Present	Days	Multiplier	KWH Usage	Demand Reading
12345678	A	04/10/2023	05/10/2023	2744	2824	28	1	80	8.000

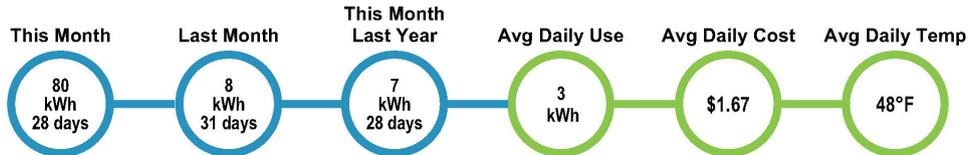


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Current Service Detail

KWH Charge	80 KWH @ 0.0730	\$5.84
Service Availability Charge		\$39.00
Wholesale Power Cost Adjustment	80 KWH @ 0.0158	\$1.26
Environmental/Regulatory Compliance Charge	80 KWH @ 0.0097	\$0.78
Public Utility Tax		\$0.26
Total Current Charges For This Location		\$47.14

Energy Usage Comparison



SouthEastern Illinois Electric Coop, Inc.
PO Box 961
Carrier Mills, IL 62917-0961

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Account Number	9999999
Current Charges	\$47.14
Total Amount Due 04/02/2023	\$47.14
Total Amount Due After 04/02/2023	\$49.50

PAY YOUR BILL 24/7

ONLINE: Credit/Debit card at www.seiec.com or download the mobile app.
PHONE: (618) 273-2611 or (800) 833-2611



JOHN DOE
123 ANY ST
ANYWHERE, USA 99999

SOUTHEASTERN ILLINOIS ELECTRIC COOP
PO BOX 961
CARRIER MILLS IL 62917-0961



150370001010425000004714000004950031620230



70% of Lightning Fatalities OCCUR JUNE THROUGH AUGUST

Take extra care when enjoying outdoor sporting events and activities when weather turns threatening. If you hear thunder, lightning is close enough to pose an immediate threat. That is why the National Weather Service advises: "When Thunder Roars, Go Indoors!" Lightning can strike up to ten miles away from rain, even if you don't see clouds.

Safe Electricity urges everyone to understand the importance of lightning awareness and how to stay safe. Learn more at SafeElectricity.org



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

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