

The SOUTHEASTERN

Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

As we begin the New Year, I would like to take this time to briefly reflect on the year 2011 and describe your Cooperative's plans for the year 2012.

The Cooperative did encounter one major storm in 2011. On the evening of April 19th severe weather moved through the area producing wind gusts from 65 to 95 mph causing extensive damage throughout the Cooperative's service area leaving approximately 8,300 members without service. Following the restoration of service, the rain began to fall. Southern Illinois experienced record rainfall totals in April causing significant flooding along the Ohio River and many communities in our service area.

In 2011, the Cooperative continued to make the necessary investment in the new vegetation management program. In fact, the Cooperative completed trimming/clearing in the Braden Valley, Carter, Johnston City, Pittsburg, West End and West City substations. As we have certainly experienced in the past with major storms in 2008, 2009 and 2011, a sound vegetation management program is crucial to your Cooperative's ability to reduce risks and outages associated with major weather events and to maintain a reliable electric supply for members.

The Home Energy Efficiency program was completed in 2011. This program concluded with the Cooperative distributing over \$160,000 in grants to members for qualified home energy efficiency improvements. This program will assist members in using energy more efficiently and save money in the future.

The Cooperative ended the year 2011 in sound financial condition and returned \$1.7 million in capital credits in December 2011 to you as Cooperative members.

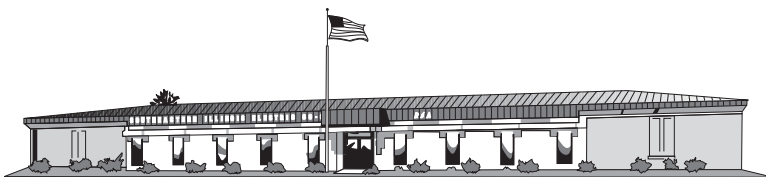
As previously announced, in 2012 your Cooperative will be experiencing a significant increase in the cost of wholesale power delivered by Southern Illinois Power Cooperative (SIPC) located at the Lake of Egypt near Marion. This increase in the cost of power is primarily driven by SIPC's acquisition of 125 MW of the new Prairie State Generation Campus (PSGC) located near Lively Grove. This new generation capacity was required to ensure all members with sufficient energy capacity.

The U.S. Environmental Protection Agency's new Cross-State Air Pollution Rule (CSAPR) will go into effect this month. Your Cooperative's wholesale power provider, SIPC, is taking steps and implementing new strategies in an attempt to reduce emissions even further. While the precise impact of this new rule is not known at this time, it is expected to increase the cost of generating electricity in the eastern half of the United States. I will update members sometime later in 2012 regarding this issue.

In 2012, your Cooperative is planning to continue making necessary investments in the distribution facilities that serve your energy by rebuilding aging infrastructure, replacing degraded poles and performing

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READERSHIP PRIZE WINNER:
Richard Vinyard, Harrisburg, IL



Become An Air Evac Lifeteam Member through SouthEastern Illinois Electric Cooperative

SouthEastern 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:

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 fees include a \$10.00 discount through the Cooperative program; however unlike the monthly option these fees will vary with the number of individuals living in your household and will not be reflected on your electric bill. The annual fees are as follows:

- \$40 – For a 1 member household
- \$45 – For a 2 member household
- \$50 – For a 3 or more member household

Your Cooperative wanted to make both options available for you, as cooperative members, to make

the selection that best suits your needs. In order to receive these discounted options you must contact the Cooperative to obtain the appropriate membership form.

When you are faced with a medical emergency, your best hope for a good outcome rests in the ability to act quickly. Your Cooperative realizes that it is often difficult to receive prompt medical attention due to the remoteness of southeastern Illinois. Air Evac Lifeteam provides fast, safe and courteous emergency medical service. Their professionally trained crews of nurses, medics, and pilots operate medically equipped helicopters that rapidly transport patients who have suffered a critical illness or injury.

They now have over 80 bases serving 13 states, and our Cooperative area is being served by 5 of those bases. This much needed network of emergency medical personnel work with 911, local emergency medical crews and local hospitals. Air Evac crews have flown over 100,000 patients since 1985.

The Air Evac Lifeteam Membership offers significant benefits



which will save you money. Air Evac will work with your benefits provider to secure payment for your flight. Whatever your benefit provider pays will be considered payment in full, no matter how many times a year you use the service for limb or life threatening emergencies, even if you have no insurance. Furthermore, your membership is valid in ALL Air Evac Lifeteam service areas. This is an important feature for people who travel in the Midwest.

Since a typical flight may cost \$14,000, the savings can be significant. You have the right to receive the emergency medical care you need; SEIEC along with Air Evac Lifeteam want to ensure that you attain it. For more information contact SouthEastern Illinois Electric Cooperative at 1-800-833-2611 or visit our Eldorado Headquarters located at 585 Highway 142 South, Eldorado, IL.

GUESS WHICH HOUSE HAS BETTER INSULATION IN THE ATTIC.



Effective insulation keeps heat from getting to your roof. Find out what you can do at TogetherWeSave.com.



TOGETHERWESAVE.COM

Winter weather woes

Be prepared for ice storms and prolonged outages

Blasts of winter wind, moisture and fluctuating temperatures can result in severe freezing rain, sleet and ice storms. A heavy build-up of ice on power lines can cause wires to snap and utility poles to topple. Falling ice-laden trees or limbs can bring down power lines, cause outages and threaten life and property.

Safe Electricity and SouthEastern Illinois Electric Cooperative stress the importance of being prepared for these potentially dangerous storms and the power outages they may cause.

“When severe weather hits, it can cause extensive damage to our substations, power lines and other electrical equipment. Even with our crews working around the clock, this damage can take days to repair. If the damage will cause long outages, we can call on other electric cooperatives for help. We’ll do everything it takes to restore your power quickly,” says SEIEC President/CEO, Dustin Tripp.

Be prepared and know what to do in case of a winter emergency and long-term power outages:

- Always keep a battery-powered radio or TV, flashlights and a supply of fresh batteries readily available.
- Know where to find extra blankets.
- Fill spare containers with water for washing, and keep a supply of bottled drinking water on hand.
- Keep a supply of foods that don’t require cooking or refrigeration, along with a hand opener for canned food.
- Switch off lights and appliances to prevent overloading circuits and damaging appliances when power is re-

stored. Leave one lamp or switch on to signal when your power returns.

- To prevent water pipes from freezing, keep faucets turned on slightly so water drips from the tap.
- Keep all grills outdoors to stay safe from carbon monoxide.
- Assemble a disaster supply kit ahead of time. Remember to include a first aid kit, prescription medicines and special items for infant, elderly or disabled family members.
- Stay inside and dress warmly in layered clothing.
- Close off unneeded rooms.
- When using an alternate heat source, follow operating instructions, use fire safeguards and be sure to properly ventilate.

- If you use a standby generator, make sure it has a transfer safety switch or that your power is cut off at the breaker box before you operate it. This prevents electricity from traveling back through the power lines or what’s known as “back feed.” Back feed creates danger for anyone near lines, particularly crews working to restore power.
- When outside, treat all downed and hanging lines as if they are energized electric lines. Stay away, warn others to stay away and immediately contact your utility.

For more detailed information and electrical safety tips, visit the Safe Electricity Web site www.SafeElectricity.org.

Be Prepared Before the Storm

Here are some basic items you should store in your home in case of emergency:

- Water: Three day supply, one gallon per person per day
- Food: Three day supply, non-perishable, high-energy
- Clothing, bedding, and sanitation supplies
- Tools: Can opener, plates, utensils, flashlight, batteries, cash, bleach, hand sanitizer
- First aid supplies, medicine
- Important documents

Visit redcross.org/domore to learn more about disaster kits.



Source: American Red Cross, Federal Emergency Management Agency

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other maintenance activities including pole testing, regulator maintenance, breaker maintenance, section-alizing, etc. in order to help ensure a safe and reliable electric supply.

In 2012, 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.

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



Our office will be closed on Monday, January 16th to observe Martin Luther King, Jr. 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.

585 Highway 142 South • P.O. Box 251 • Eldorado, Illinois 62930
618-273-2611 or 800-833-2611 • Office hours: 8 a.m. - 4 p.m. M-F