

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO



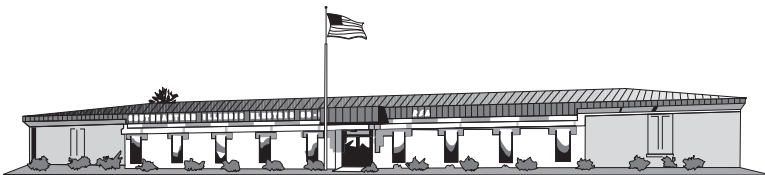
Severe storms and flooding ravage southern Illinois

The month of April brought violent storms and historic rainfall to Southern Illinois causing significant destruction and devastation to the region due to high winds and major flooding. Your Cooperative experienced widespread outages from these

storms. Your Cooperative was also faced with several challenges due to the extreme flooding.

On the evening of April 19, severe weather moved through the area producing wind gusts from 65 to 95 mph causing

► *Continued on page 16b*



READERSHIP PRIZE WINNER:
Terry Odum – Marion, IL

extensive damage throughout the Cooperative's service area leaving approximately 8,300 members without service. At that time, all of the Cooperative employees were working on the restoration process and additional contract crews were called in to assist in the restoration process.

During the course of the storm, all your Cooperative employees along with crews from two Kentucky Cooperatives and area contractors worked 17-18 hours per day to restore power. At the peak of the storm the Cooperative had lost power to 14 of the Cooperative's 35 substations. Once power was restored to these substations, your Cooperative focused on re-energizing lines that would restore power to as many members as possible. After restoring power to the main distribution lines, restoration efforts focused on restoring power to devastated secondary lines. Your Cooperative restored power to the last residence on Friday, April 22.

Following the restoration of service due to the violent storms that swept through the area, 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. Rainfall totals in your Cooperative's service territory ranged from 10 to 15 inches. Your Cooperative had to pull numerous meters and de-energize several lines that were less than six feet from the water for safety. Your Cooperative utilized boats to restore outages that occurred in these areas due to impassible roads.

On April 25, 2011, as a result of the severe storms and flooding Governor Quinn proclaimed a disaster exists in the following counties served by your Cooperative: Franklin, Gallatin, Hamilton, Hardin, Johnson, Massac, Pope, Saline, White and Williamson. Your Cooperative has been working with the Illinois Emergency Management Agency (IEMA) in an attempt to encourage the Governor

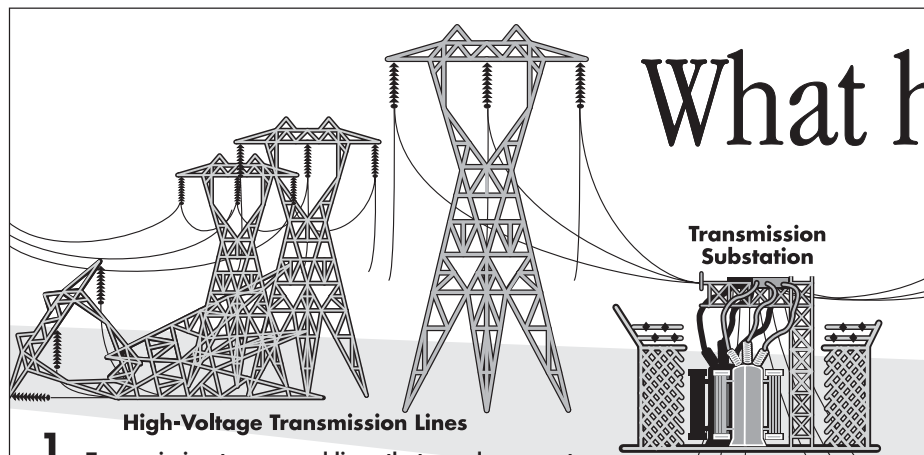
of Illinois to request FEMA assistance for expenses incurred from the wind storm as well as the major flooding. Your Cooperative will be providing IEMA with the initial damage assessments to determine if assistance is available.

We want to thank all Cooperative members for their patience, understanding and assistance as we restored service during these storms.

We also want to thank all Cooperative employees, area contractor employees and Kentucky Cooperative employees for their hard work and dedication that made this restoration possible.

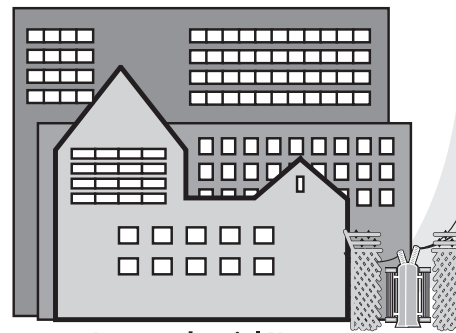
See you next month and as always, "We'll keep the lights on for you."

What h



High-Voltage Transmission Lines

1. Transmission towers and lines that supply power to one or more transmission substations rarely fail. However, when damage does occur-usually due to high winds or ice buildup-these towers and lines must be repaired before other parts of the distribution system are inspected, because they serve thousands (or tens of thousands) of people.



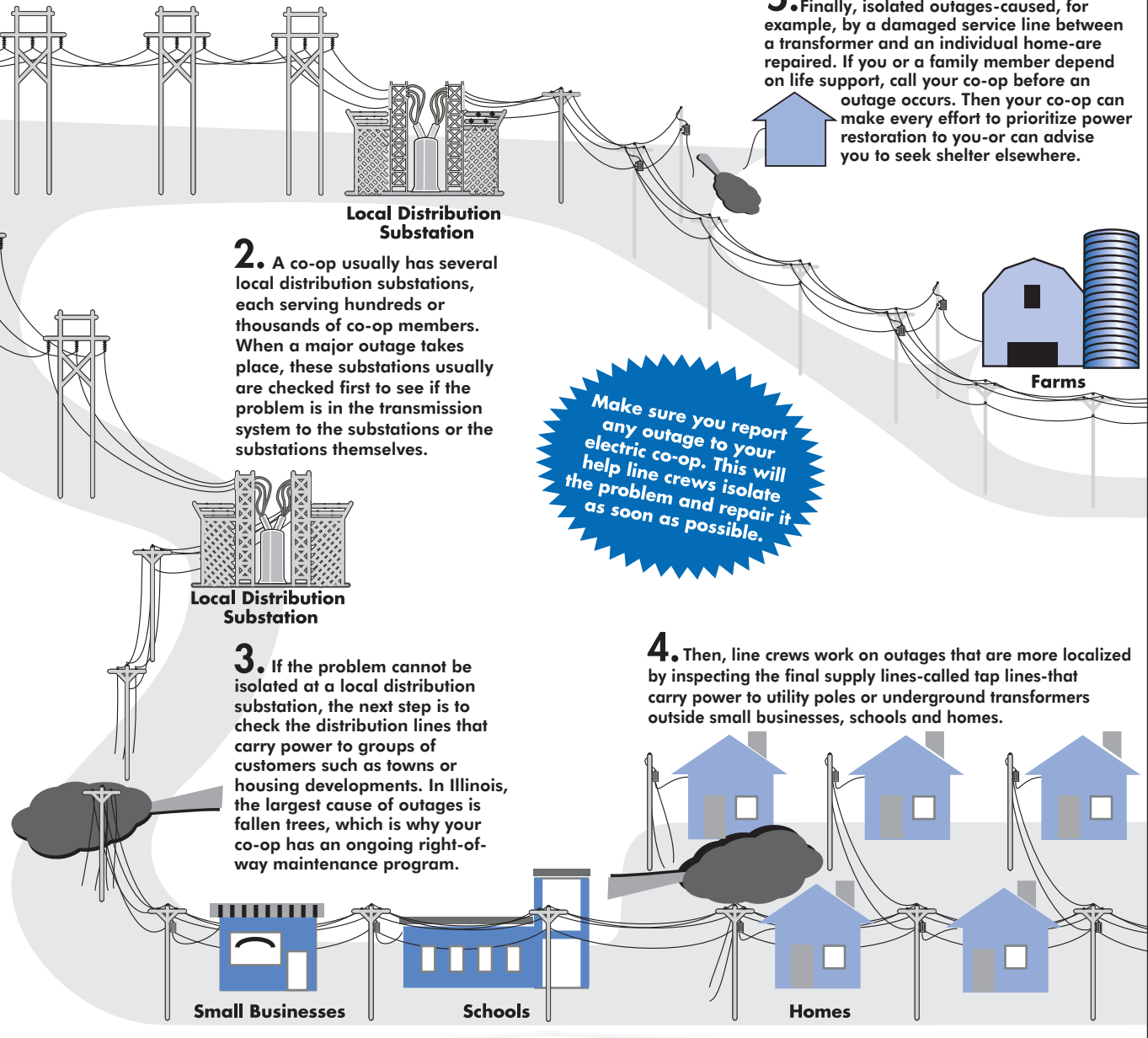
Large Industrial User

Restoring the power after a thunderstorm, tornado, ice storm or flood involves much more than just flipping a switch at a substation or pulling a tree off a downed power line. Highly trained workers from your rural electric cooperative, crews from neighboring co-ops and even specialists from the Illinois Association of Electric Cooperatives will work together around the clock to restore service in areas affected by severe weather.

Shown here are the steps co-ops follow in restoring power. At each stage, the primary goal is getting the greatest number of co-op members back on line in the shortest time possible.



What happens during a power outage?





**In observance of Independence Day, the office will be
CLOSED on Monday July, 4th**

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 SouthEast-ern’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