

JAMMUP

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Your Touchstone Energy® Partner 



Outages

What is the first thing you think of when you are suddenly without electricity? What an inconvenience, right? Unexpected power outages are caused by so many things ... animals, weather, trees, etc. But, there are also planned power outages. On some occasions, SIEC must disconnect power to members in order to repair or strengthen our distribution system, just like in the picture above, taken recently in Olive Branch. Although we understand it is an unfortunate inconvenience, it is also a necessary process to maintain our long term reliability to you, our members.

What should you do when you are out of power?

If you don't have electricity, first go to the main electrical panel in your house or at your meter pole to see if a fuse has blown or a breaker has tripped. If the problem is not in your main panel, call a neighbor to determine if other homes in the area have been affected. If Cooperative personnel are called out after-hours for problems on the member's side of the meter, a charge may be assessed. Once you have determined that the problem is not on your side of the meter, call the Cooperative.

What number do I call?

Dial 1-800-762-1400 or 618-827-3555 (24 hours per day) to report directly to our automated outage reporting system.

How does the automated system work?

The telephone number from where you are calling (Caller-ID) will be recognized by the system and matched to our existing records for your account. If a telephone match is not found, you will be asked to enter the telephone number associated with the account experiencing the outage. If this telephone number is

recognized by the system, it will locate your account and location information for the system dispatcher. If the telephone number is not found, or if you have more than one account associated with the same telephone number, you will be asked to enter your 8-digit account number, which is located on your billing statement. If you do not have this account number, you will be asked to leave a message for the system dispatcher. You will also be asked to leave a message if you know of the specific problem that has caused the outage.

Why do you use an automated system?

The automated outage reporting system allows system dispatchers to quickly sort and manage power outages, providing you with faster service. Our dispatch center is staffed 24 hours a day. If you have an electrical outage or emergency, a trained system dispatcher is always on duty to monitor the system.

How will I know my outage has been reported or my message has been received?

For every call, the information recorded by the automated outage reporting system is reviewed by a trained system dispatcher 24 hours per day.

What if my telephone number is not recognized by the system, how can I update it?

Call us during normal business hours and ask us to update your telephone number. You should give us the primary telephone number you wish to have associated with your account(s). **Bobby Gene Shepard**

Can I report a power outage through e-mail?

No. Our dispatchers are not able to respond to individual outages via e-mail. Please notify us by telephone if you have an outage. We appreciate your patience!

2010/2011 Touchstone Energy Classroom Empowerment Grant Winners

Congratulations to the following schools and teachers:

- Metropolis Elementary
Teachers: Crystal Smith, Ashley Gentry and Arista Faughn-Hicks
Project: Electricity and Magnetism
- Meridian Elementary
Teacher: Tamera McCutchen
Project: Waste Reduction Busters
- Century Jr./Sr. High
Teacher: Elaine Baker
Project: Plant Cells in 3-D

- Jefferson Elementary
Teacher: Melissa Thomasson
Project: Science Mystery Festival
- Century Elementary
Teacher: Ashley Eastwood
Project: Elementary Science Fair
- Cairo High
Teacher: Ryan O'Shea
*Project: River to River
(Mississippi and Ohio Confluence)*

This year six out of the 12 grant applications received were winners. If you are a teacher at a school in the SIEC service territory (although your school does not have to receive electricity from SIEC), please consider applying next year, even if you are a previous winner. The applications are graded by a panel of objective judges who do not know your names or schools.

The grant application is easy! Mark your calendar for next October and submit your grant application to help stimulate your classroom. **Arthur L. Burchett**

SIEC is proud to express its Commitment to Community (one of Touchstone Energy's four core values) by assisting local schools!!



Back row from left: Ms. Crystal Smith, SIEC Crew Foreman Robin Ramage, Ms. Arista Faughn-Hicks, Ms. Ashley Gentry and SIEC Journeyman Lineman Dale Guetersloh. Front row from left: Darian Roundtree, Sydney Skees and Autumn Story

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Keep everyone safe

Do NOT install equipment on Cooperative poles

Due to safety concerns for our linemen and property owners, the Cooperative does not allow satellite dishes to be attached to Cooperative poles. If you are considering the installation of a satellite dish, make sure the installer knows not to mount it on a Cooperative pole. The electric lines attached to the pole cause a hazard to the installer, and the dish causes a hazard to linemen who may need to climb the pole. Cooperative linemen also do not want to damage your equipment if they need to climb the pole. Other items such as signs, antennas, birdhouses, and owner-furnished security lights are also not allowed on Cooperative poles. If you have an existing installation that needs to be removed, please contact us so that Cooperative personnel can safely remove the item. Remember to educate family members, children, and everyone else on the dangers of overhead power lines.



LITE 4 BITE

SIEC's Touchstone Energy 1st Annual Lite 4 Bite Program was a success thanks to all of the members, employees and board of directors who generously donated money and food items for the compact fluorescent light (CFL) exchange. SIEC was able to donate items to five local food pantries within its service territory in time for the Christmas holiday, which included Caledonia Community Church in Pulaski County, COPE in Massac County, Bethany Village in Union County, Daystar in Alexander County, and the First Baptist Church in Johnson County.



(From left: Caledonia Community Church volunteers George Bankson, Larry Edwards, SIEC Utility Serviceman Larry Joe Keller and volunteer Pat Bankson)

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Office Closing

Our office will be closed Monday, January 17th for Martin Luther King Jr. day.



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**For Outages Call:
800-762-1400 * 618-827-3555**

Boyd completes program

Chris Boyd, Director of Member Services at Southern Illinois Electric Cooperative, has successfully completed the Delta Leadership Institute (DLI), a leadership development program for dynamic regional leaders sponsored by the Delta Regional Authority at The University of Alabama.



Chris was appointed by Governor Pat Quinn as a representative for the state of Illinois. He received his "Certificate of Completion" on June 3, 2010 during a graduation ceremony held in Biloxi, Miss.

The Delta Leadership Institute is a year-long program designed to improve decisions made by leaders across the Delta Region. DLI participants seek to collaborate to encourage change. Throughout the year Chris worked with other participants on a health-focused team and presented a project summarizing their intensive study for the year. **Amos E. Hoh**

Chris also serves as the Executive Vice President for SouthWater, Inc. He is very active in the community. He serves on the Board of Directors for the Union County Chamber of Commerce, University of Illinois Extension, Union County Hospital District, and the Union County Economic Development Corporation as Chairman. In 2006, he was selected as the Illinois Rural Water Association "Person of the Year". In 2007, he was chosen as the Union County Chamber of Commerce "Citizen of the Year".

Member prize

In this issue of the JAMUP, we printed the names of three SIEC members who are eligible to receive a \$10 credit toward their utility bill. If you find your name printed in this center section and it's not part of the story, call Jerri with your account number at **800-762-1400** to claim your prize.



Southern Illinois Electric Cooperative

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618-827-3555 • Office hours: 8 a.m. — 4 p.m. • Web address: www.siec.coop

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