

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

Capital Credit Refund and SmartHub Introduction

Capital Credits

The most profound and distinct difference between electric cooperatives and other utility business structures is that electric cooperatives are not-for-profit organizations that are member-owned and member-controlled. Your Cooperative sets the electric rates high enough to cover the costs of providing service and at the end of the year, any funds that were collected above the cost of service are allocated to you, our members, in the form of capital credits.

These capital credits are retained by the Cooperative and used to build and maintain the infrastructure necessary to serve the members and service the long-term debt of the Cooperative. When the financial condition and cash position of the Cooperative permits, the capital credits are then retired and paid back to you, as members and owners.

I am pleased to inform you, as Cooperative members and owners, that your Cooperative's Board of Trustees approved the retirement and return of \$1 million of Capital Credits to the members. The capital credits that were returned were from the years 1979 and 2011. This means that if you were a Cooperative member in either or both of these years, you should have received a check in mid-December for those capital credits.

SmartHub

SmartHub is the name of the new communications tool that is now in place for

member's use, providing more information than ever before on your computer, smart phone or tablet. SmartHub allows quick and easy access to perform functions including view your bill, pay your bill, schedule a future payment, review past payments, receive bill reminders, update your account and view daily and monthly electric use.

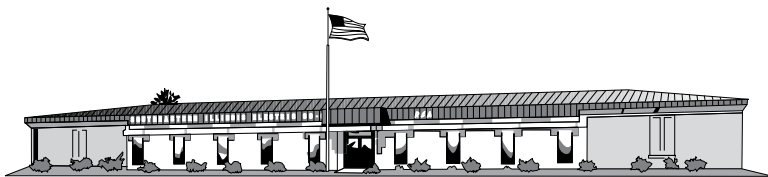
The SmartHub site can be accessed from your Cooperative's website at www.seiec.com. After you click on the link for SmartHub, you will see an introduction to SmartHub explaining what members can do thru the system. Once you enter SmartHub, you will need to register and set up a secure password. Members that have already been registered for our previous e-bill site will use the same sign on information as before.

We're also offering 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

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READERSHIP PRIZE WINNER:

Larry Taylor,
Benton, IL



Winter weather woes

Be prepared for ice storms and prolonged outages

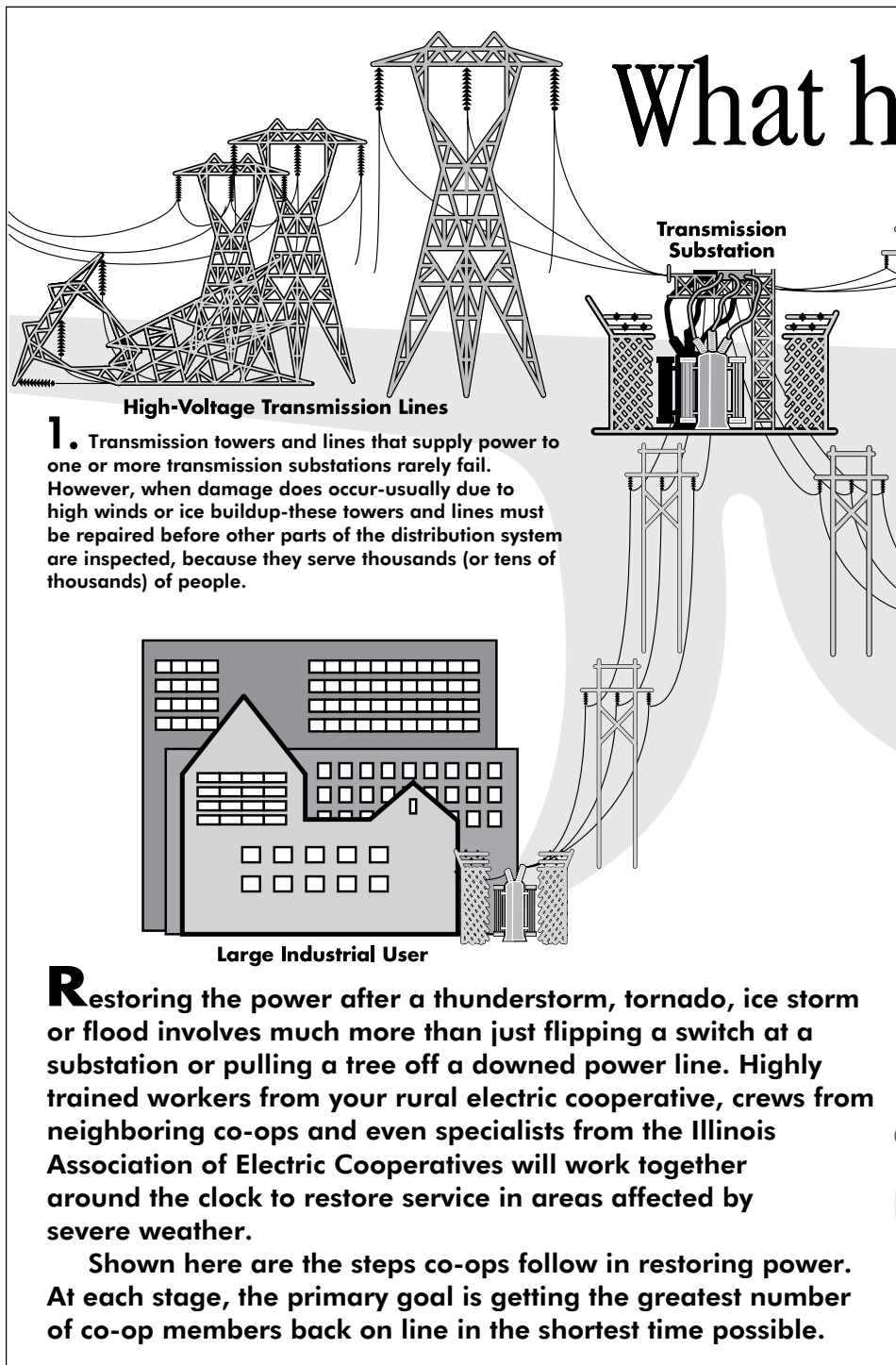
Blasts of winter wind, moisture and fluctuating temperatures can result in severe freezing rain, sleet and ice storms. A heavy build-up of ice on power lines can cause wires to snap and utility poles to topple. Falling ice-laden trees or limbs can bring down power lines, cause outages and threaten life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

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

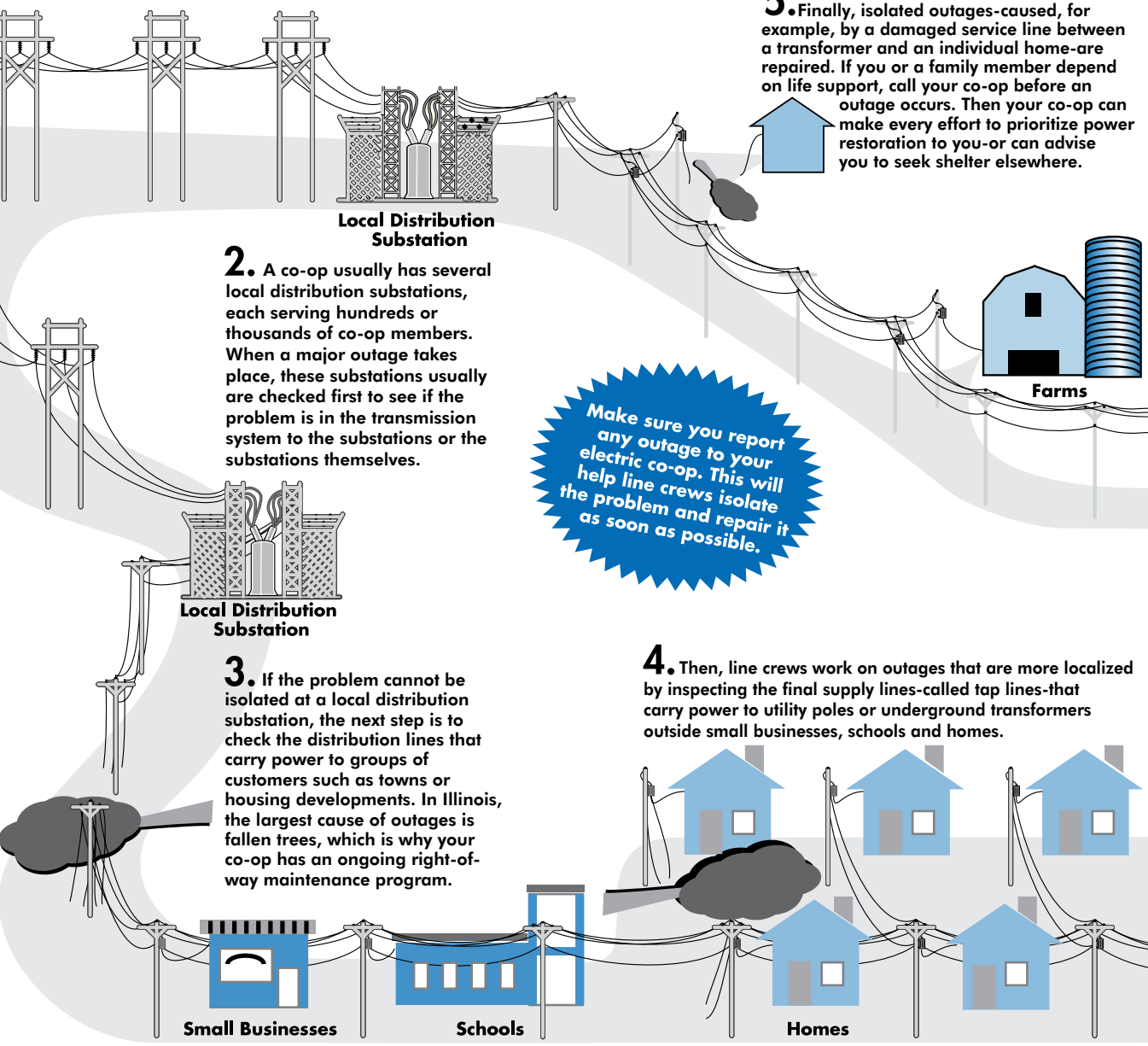


- To prevent water pipes from freezing, keep faucets turned on slightly so water drips from the tap.
- Keep all grills outdoors to stay safe from carbon monoxide.
- Assemble a disaster supply kit ahead of time. Remember to

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

What happens during a power outage?



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 electric-

ity 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.

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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. 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.

SmartHub is a tremendous tool that provides members with many new 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."



from SouthEastern Illinois
Electric Cooperative

**Our office will be closed on Monday,
January 20th in observance of
Martin Luther King's birthday.**

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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