

The SOUTHEASTERN

Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

SouthEastern Illinois Electric Cooperative (SEIEC) is proud to announce the launch of its new website and Facebook page. SEIEC has taken advantage of leading trends in design and technology for its new website and created a number of new applications to improve member information, navigation and satisfaction. The new website can be viewed at <http://www.seiec.com> which also includes a link to the new Facebook page.

The new website was created using responsive web design technology that will detect the type of device members are using to view the site such as an iPhone, Blackberry, iPad, Kindle, desktop/laptop computer, etc. and automatically change the configuration of information for optimal viewing, reading and navigation while minimizing the amount of resizing, panning and scrolling.

The new website was created with a new look and design to provide members with the ability to quickly access the information they are looking for including one touch controls that allow members to apply for service, view a map of outages, sign up for email alerts, pay their bill, connect to Facebook, etc. The new website also contains six primary column headings that provide members with a tremendous amount of information pertaining to their Cooperative.

The **"Manage Account"** column includes a variety of options including information to apply for a new service or security light, disconnect service, report outages, payment options, capital credits, unclaimed capital credits and wiring specifications.

The **"Member Services"** column includes options to view information pertaining to water heaters, geothermal and air source heat pump rebates, scholarship opportu-

nities, Youth to Washington Tours, school grants, swap a tree program and Air Evac membership.

The **"News Center"** column was designed to provide members with news information including press releases, regulatory updates and legislative updates.

The **"About Us"** column provides information pertaining to your Cooperatives Board of Trustees, management team, mission statement, service territory, power supplier, Touchstone Energy and employment opportunities.

The **"Energy Efficiency"** column provides members with information to help use energy more efficiently and conserve energy where possible.

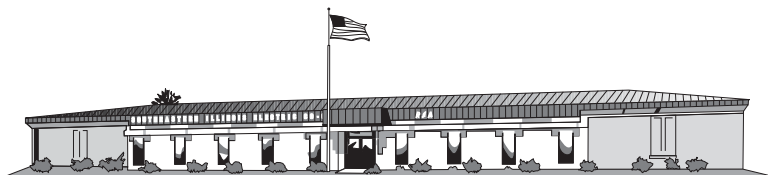
The **"Safety"** column provides members with helpful information to promote safety including backup generators, outage restoration, JULIE locates and other information.

As you can see the new website contains a tremendous amount of information regarding your Electric Cooperative and the new design should allow you the ability to access the information faster, easier and more efficiently. The goal of the new website was to provide members with new applications and improve member information, navigation and satisfaction.

Please visit our new website and Facebook page and don't forget to "like us" on Facebook to receive updates.

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

READERSHIP PRIZE WINNER:
Robert McCarthy, Pittsburg, IL



Electrical Storms Can be Deadly

Safe Electricity Offers Tips for Lightning Safety Awareness Week June 23-29

“Lightning never strikes twice in the same place.” “You have more of a chance of getting struck by lightning.” These often-repeated sayings give the impression that lightning strikes are extremely rare – predictable and avoidable. This idea, however, is wrong.

Although seemingly less dangerous, lightning kills more people per year than either tornados or hurricanes and causes billions of dollars in damage. Given these statistics, it’s extremely important to take lightning seriously and to stay educated on lightning safety.

“Plan outdoor activities around the weather and be prepared to seek shelter if the weather turns threatening,” says Molly Hall, Safe Electricity Executive Director. “If thunderstorms and lightning are approaching, the safest location is indoors away from doors and windows. Avoid water, electric appliances and other objects that could conduct electricity, and use only cordless or cell phones to make emergency calls.”

Phone use is the leading cause of indoor lightning injuries in the U.S. A direct strike is not necessary for lightning voltage to enter your home through phone lines, electrical wires, cables and plumbing.

Other recommendations to avoid lightning shock and damage indoors include:

- Turn off and unplug appliances well before a storm nears – never during.
- Stay away from electrical outlets, appliances, computers, power tools and TV sets. Take off headsets and stop playing video games.
- Avoid water and contact with piping, including sinks, baths and faucets. Don’t wash dishes, shower or bathe during a thunderstorm. Also avoid washers and dryers



since they not only connect with the plumbing and electrical systems, but also contain an electrical path from the outside through the dryer vent.

- Do not lie on the concrete floor of a garage as it likely contains a wire mesh.
- Basements typically are a safe place to go during thunderstorms, but avoid concrete walls that may contain metal rebar.

Lightning can strike up to 10 miles from the area in which it is raining. This means that if you can hear thunder, you’re within striking distance. A good idea is to use the ‘30-30 Rule’. According to this rule, if you count less than 30 seconds between a lightning flash and the thunder following it, you should seek shelter from the storm. When

the storm is over, wait thirty minutes after the last lightning strike you see before going back outside.

If caught outdoors during a thunderstorm and unable to take shelter in a building, take the following precautions:

- Try to take shelter in a vehicle with a solid metal roof. Close the windows and avoid contact with electrical conducting paths, such as the steering wheel, ignition, gear shifter, or radio.
- Avoid water, high ground or open spaces.
- Do not seek shelter under tall, solitary trees; canopies; small picnic or rain shelters; or in any open-frame vehicles such as jeeps, convertibles, golf carts, tractors or mowers.
- Do not stand near power, light or flag poles, machinery, fences, gates, metal bleachers or even other people. If you are in a group, spread out so that you are at least 20 feet apart.
- If you are outside and your skin tingles or you hear crackling sounds, this could signal that lightning is about to strike. Drop immediately into a crouching position and make yourself as small as possible with minimal contact with the ground.
- If a person is struck by lightning, call 911 and care for the victim immediately. You are not in danger of being electrocuted by the victim.

More information on lightning safety can be found at the National Oceanic and Atmospheric Administration Web site at www.lightningsafety.noaa.gov. Also visit www.SafeElectricity.org for more electrical safety information.



I LIKE TO TAKE IT EASY ON VACATION. SO DOES MY ENERGY BILL.

And while my energy bill can't go camping or fishing, there are some things I can do to lighten its load. Like adjusting my thermostat and turning off the water heater before I leave. I'm saving money even while I'm on vacation. What can you do? Find out how the little changes add up at TogetherWeSave.com.



TOGETHERWESAVE.COM

Saving energy is a learned behavior. Find out how your local electric cooperative can help you lead by example at TogetherWeSave.com.



GOOD HABITS START YOUNG.

TOGETHERWESAVE.COM

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.

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618-273-2611 or 800-833-2611 • Office hours: 8 a.m. - 4 p.m. M-F