


The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

As your Electric Cooperative, we strive to achieve excellent service while providing members with a very reliable and cost effective electric energy supply. In order to see how well your Cooperative is performing, the membership is surveyed every two years to receive feedback regarding the service they receive. The Cooperative also participates in a Residential Retail Rate Study with 24 other Electric Cooperatives in Illinois. This month, I would like to share the results of the most recent member survey and Residential Retail Rate Study.

Every few years, the Cooperative membership is surveyed by an independent survey firm in order to determine what areas of our operation need improvement. In early 2016, approximately 1,250 survey questionnaires were mailed to randomly selected members of SouthEastern Illinois Electric Cooperative; in all 376 completed surveys were returned.

The survey results revealed an increase in overall satisfaction with 89 percent of members being satisfied or very satisfied with the Cooperative. The American Customer Satisfaction Index (ACSI) is an indicator that measures the satisfaction of consumers across the United States. This allows companies to compare their responses to other similar companies across the nation. The ACSI responses in this survey resulted in the Cooperative receiving its highest ACSI score of 87, as compared to the national average for Cooperatives being an 80, while investor-owned utilities had a score of 74 and municipal utilities had a score of 73.

The survey measured the performance in 13 Cooperative attributes including

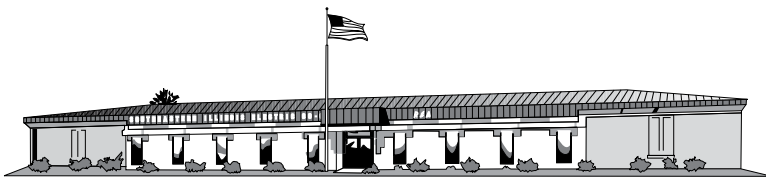
knowledgeable employees, prompt outage response, reliable electric service, excellent customer service, good value for the money, charging reasonable rates and community involvement to name a few. This survey revealed that the Cooperative scored higher in all 13 Cooperative attributes than the previous survey. The survey respondents gave the Cooperative the highest ratings for delivering reliable electric service, having knowledgeable employees, excellent customer service and prompt outage response. Your Cooperative trustees and employees work very hard to ensure that members receive excellent service from the Cooperative. While we are very proud of these results, your Cooperative will continue to strive to improve the level of service members receive.

Lastly, your Cooperative just received the results of the Residential Retail Rate Study for Illinois Electric Cooperatives. I am pleased to inform you that your Cooperative's standard residential retail rate was ranked the 2nd lowest out of 25 Electric Cooperatives in Illinois that participated in the study.

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 while keeping rates as affordable as possible. The founders of the electric coop-

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READERSHIP PRIZE WINNER:
Gary Xanders, Fairfield, IL



Teach your children well about electrical safety

Electricity is a dynamic power source. We live our lives surrounded by it, but sometimes we forget just how dangerous electricity can be. Many home electrical fires, injuries and electrocutions can be prevented when we understand and practice electrical safety. This is especially true for our youngest co-op members.

Start at an early age, teaching them about the physical dangers associated with electrical components and how to handle electrical plugs, outlets, switches and other devices. Keep in mind, talking to your children about electrical safety should also include fun activities and facts about the basics—what is electricity, the need to respect its power and how to use it efficiently as they study, work and play.

As we all know, kids will be kids. Getting them to show interest in some of these lessons won't be easy. Just remember that what your chil-

dren learn from you today can be a lifesaver later when they encounter potential hazards like downed power lines in their path, play hide-and-seek behind those big metal electrical boxes in the neighborhood or are tempted to clamber up a utility pole.

Gather your youngsters around the kitchen table or on the front porch—some of the best teachable moments about electrical safety can happen in and around your home. Look around. There are plenty of opportunities to demonstrate safety that are as close as the electrical outlet on your living room wall. For example, show young children how plugs work, and let them know that even if they are curious about the slits of an electrical outlet, nothing else should be placed inside. Each year about 2,400 children end up in the emergency room after suffering injuries caused by inserting objects—paper clips, pens, screws, nails, forks, hair pins, coins and

more—into electrical receptacles. That's about seven children a day who sustain injuries ranging from electric shock to burns.

But this isn't the only electrical mishap that impacts youngsters. Our reliance on electronics and gadgets have left both youngsters and their parents at risk when they overcrowd electrical outlets, continue to use frayed wires, place devices near liquids or leave electronics on for long periods of time.

Supplement your lessons at home with resources galore. The Electrical Safety Foundational International (www.esfi.org) is among the many national organizations offering free kits, videos and interactive online tools that make learning and practicing electrical safety fun for you and your children. And as they grow older, remember to keep teaching them about the power of electricity and how to use it safely.



As a member of this cooperative, you are our first priority, and ensuring you have safe, affordable and reliable electricity isn't just an option; it's how we conduct business. For more information about how we can work together to maximize the power of your electricity, contact our office at 618-273-2611, or visit our website at www.seiec.com.

YOUR ELECTRICITY ISN'T SOMETHING WE TAKE LIGHTLY.



South Eastern Illinois
Electric Cooperative

Your Touchstone Energy® Partner 

TOGETHERWESAVE.COM



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erative program developed a unique business structure that by its very nature, makes electric cooperatives very accountable to the members it serves. This unique structure has contributed to the success of your cooperative over the years and remains unchanged even today. Your cooperative is governed by local people that live and work in your very own communities. Your coop-

erative is operated by a group of local employees that also live and work in your very own communities. Your cooperative's sole purpose is to provide you, as cooperative member-owners, with reliable and quality service while continuing to keep rates as affordable as possible.

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



Come see us at our new location:

SouthEastern Illinois Electric Cooperative, Inc.

100 Cooperative Way
Carrier Mills, IL 62917-2275

618-273-2611 or 800-833-2611

Office hours: 8 a.m. - 4 p.m. M-F

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