


The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative Eldorado, Illinois

Your Touchstone Energy® Partner 

President's Comments



Dustin Tripp
President/CEO

SmartHub is the name of the new communications tool that was implemented earlier this year 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 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



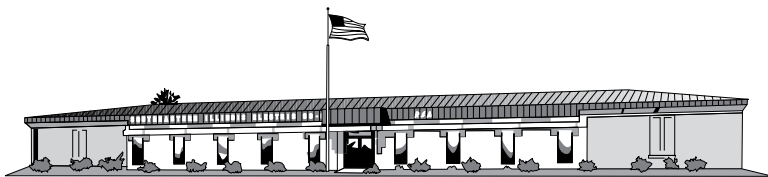
available, when an automatic payment has been made, and more.

The Cooperative introduced SmartHub in January of this year and members are definitely using SmartHub as evidenced by the number of payments received thru this program on a monthly basis. In the past month, the Cooperative received over 3,200 bill payments thru SmartHub and over 400 of these payments were made using the SmartHub app for mobile devices.

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.

The year 2014 can certainly be considered abnormal in terms of temperatures and resulting energy consumption patterns for residential accounts. The extreme cold

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READERSHIP PRIZE WINNER:
Glen Dutton, Cave In Rock, IL

Holiday cooking safety tips

The kitchen is the heart of the home. Sadly, it's also where two out of every five home fires start. Many home fires occur during what's supposed to be the happiest time of the year – the holidays. Thanksgiving, Christmas and Christmas Eve hold a tradition of cooking, and safety should always be considered in the kitchen. As we embark on the holiday season, SouthEastern Illinois Electric Cooperative and the Electrical Safety Foundation International (ESFI) urge you to use these simple safety tips to identify and correct potential kitchen hazards:

- Never leave cooking equipment unattended, and always remember to turn off burners if you have to leave the room.
- Supervise the little ones closely in the kitchen. Make sure children stay at least three feet away from all cooking appliances.
- Prevent potential fires by making sure your stovetop and oven are clean and free of grease, dust and spilled food.
- Remember to clean the exhaust hood and duct over your stove on a regular basis.
- Keep the cooking area around the stove and oven clear of combustibles, such as towels, napkins and potholders.
- Always wear short or close-fitting sleeves when cooking. Loose clothing can catch fire.
- To protect from spills and burns, use the back burners



- and turn the pot handles in, away from reaching hands.
- Locate all appliances away from the sink.
- Plug countertop appliances into ground fault circuit interrupter (GFCI)-protected outlets.
- Keep appliance cords away from hot surfaces like the range or toaster.
- Unplug the toaster and other countertop appliances when not in use.
- Be sure to turn off all appliances when cooking is completed.

For more important safety tips to keep you and your family safe this holiday season and throughout the year, visit www.esfi.org.

The Electrical Safety Foundation International (ESFI) is a 501(c) (3) organization dedicated exclusively to promoting electrical safety in the home, school, and workplace. ESFI proudly engages in public education campaigns throughout the year to prevent electrical fires, injuries and fatalities.



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The flag of freedom

*H*onor, perseverance, blood and victory ... Each star and stripe on our flag represent the sacrifice made by servicemen and women from across this great land who continue to fight for our freedom. Take time this Veterans Day to proudly display your flag and show your support to our military heroes both here and abroad.



**South Eastern Illinois
Electric Cooperative**

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TOGETHER WE SAVE

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weather experienced in January, February and March proved to be the coldest in 31 years of record and resulted in higher than average residential energy consumption during these winter months. The mild temperatures experienced in June, July and August resulted in lower than average residential energy consumption for these summer months. Given that winter is almost here, consider utilizing SmartHub and learn more about your energy consumption patterns, how weather impacts the amount of energy consumed and how you

might benefit from implementing a variety of energy efficiency measures.

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."



Office Closing

Veterans Day
Tuesday, Nov. 11th

Thanksgiving
Thursday & Friday, Nov. 27th & 28th



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