

# The SOUTHEASTERN *light*

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

## President's Comments



**Dustin Tripp**  
President/CEO

## Historic winter storm restoration efforts

The year 2025 will long be remembered for the ice storm that plagued most of Southern Illinois, with some areas recording over one inch of ice. The winter storm, officially named Winter Storm Blair, brought significant amounts of freezing rain and ice on Jan. 5, followed that with

were called in to assist in the restoration process.

The first priority was to restore the damaged 69,000-volt transmission lines that energize your cooperative's distribution substations from the generation plant located at the Lake of Egypt. These trans-



an arctic blast and finished with snow on the 10th. It was one of the most damaging storms on record in your cooperative's 87-year history.

Your cooperative began receiving calls from members the afternoon of Jan. 5, and by that evening there were approximately 16,000 members without power. At that time, all of the cooperative employees were working on the restoration process and additional Illinois cooperative crews and contract crews

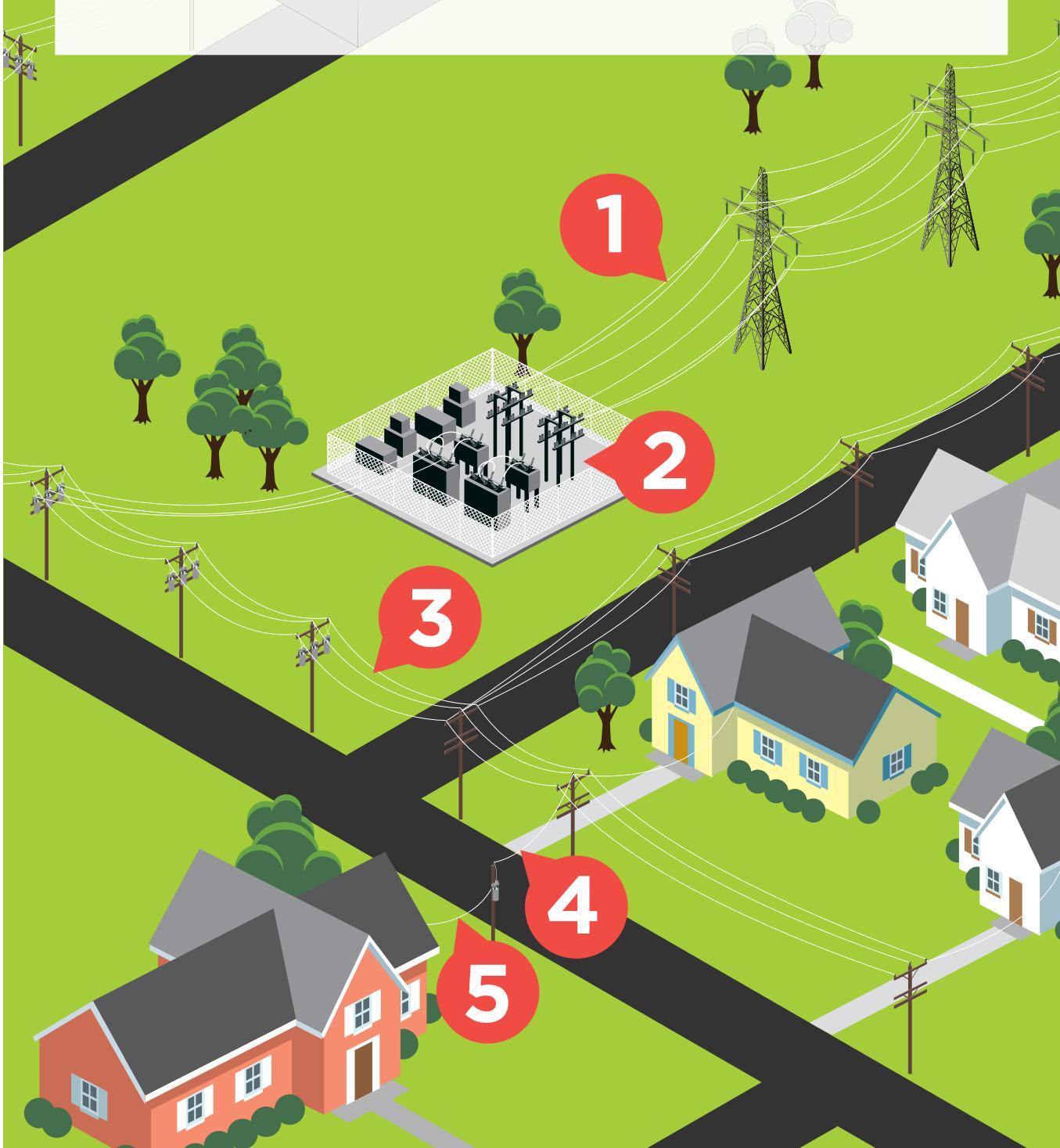
mission outages resulted in loss of power to 13 of the cooperative's 35 substations. In order to get these transmission lines energized, line personnel must inspect the numerous miles of transmission line, locate the areas of damage, and then begin repairing the facilities. The icy road conditions, along with numerous downed trees across the roads, made this process very difficult and time-consuming.

*Continued on page 18D ▶*

READERSHIP  
PRIZE WINNER:  
Shawn Yadloski,  
Vienna, IL

# Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of members in the shortest time possible. Here's how we get to work when you find yourself in the dark:





## **1. High-Voltage Transmission Lines:**

Transmission towers and cables supply power to transmission substations (and thousands of members), and they rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

## **2. Distribution Substation:**

A substation can serve hundreds or thousands of members. When a major outage occurs, our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

## **3. Main Distribution Lines:**

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in our local communities.

## **4. Tap Lines:**

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

## **5. Service Lines:**

If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you experience an outage, please give us a call so we can isolate the issue.

*"Winter storm" continued from page 18A*

By the afternoon of Monday, Jan. 6, all 13 of the substations were reenergized, and approximately 6,000 members had regained electrical service. All of your cooperative employees, along with 125 outside line personnel and forestry personnel, continued the restoration process by repairing your cooperative's distribution facilities. These personnel were working 16-18 hours per day in very extreme conditions in order to restore power to members.

As the week continued, your cooperative focused on reenergizing lines that would restore power to as many members as possible. The number of power restorations was much larger earlier in the week due to working on lines that served a greater number of members. As the week progressed, the number of power restorations slowed in comparison, due to working on lines that served fewer members. The morning of Friday, Jan. 10, the cooperative had approximately 1,150 outages

remaining; however, heavy snow began to fall and blanket the area, causing additional outages as well as making travel treacherous for the crews. Your cooperative restored power to the last residence on Sunday evening, Jan. 12.

I would like to thank all of you, as cooperative members and owners, for your understanding of the magnitude of this extreme storm, for your patience, for your assistance and for your thank-you letters we have received. I would also like to thank all of our hardworking and dedicated employees, other Illinois cooperative employees and contractors who made this restoration possible.

As many of you already know, my columns normally end with the slogan, "We'll keep the lights on for you." However, given the magnitude of this severe winter storm, my slogan this month is, "We turned the lights back on for you."

# 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.**

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

**Find us on**   
Facebook.com/  
SouthEasternIllinoisElectric