

The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

President's Comments



Dustin Tripp
President/CEO

As you know, the cooperative's service area has experienced some major storms, including ice storms, tornadoes, excessive straight-line winds and severe thunderstorms. These storms typically result in outages caused by downed trees, broken tree limbs and fallen poles. In this article, I would like to take an opportunity to express my sincere appreciation for the cooperative employees who not only work to restore your electric service during these severe weather events, but who also dedicate their lives to serving the electric cooperative members every day.

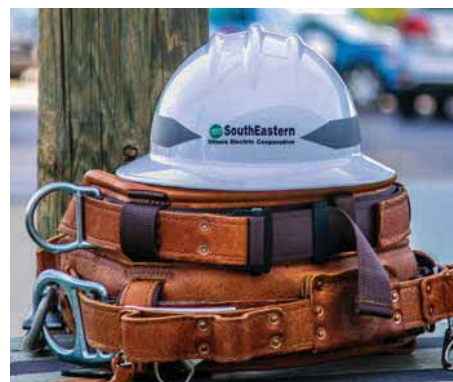
April 18th has been designated as National Lineman Appreciation Day. This is a day to honor all of the hardworking men and women in their role to build, maintain and restore electric service that powers our communities. These are the employees who come to work, day or night, rain or shine, to make sure that all members have access to electricity. When the storms roll in and our communities take cover, these employees pick up the phone, grab their gear and go out into the storms to restore your service. In addition to their role of restoring service during severe weather events, your cooperative linemen also work every day to build and maintain over 3,500 miles of distribution system in SouthEastern's territory. The linemen perform much of their work while the systems are still energized so that members will not be without electricity.

In addition to our linemen, SouthEastern would also like to recognize and show appreciation to all employees that make our cooperative such a success. From the front office employees like our customer service representatives who answer your calls and provide the needed

information, to the engineering personnel who design the energy systems for safe and reliable service, to the dispatch personnel who maintain effective communications with employees, to the accounting personnel who ensure our vendors are paid and track accounts receivable, to our payroll personnel ensuring that employees are paid accurately and timely, to the forestry personnel who perform vegetation management to increase reliability, to the management team who manages everyday activities — SouthEastern salutes all of you for your hard work and dedication to our cooperative and the members we serve.

Your cooperative employees are doing an outstanding job for the membership, and we hope you will join us in thanking our linemen and all employees for the outstanding service they provide. 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.

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



READERSHIP
PRIZE WINNER:
John Zuck,
Benton, IL



Reap what you sow:
**Stay safe during
 planting season**

Long hours and fatigue are a constant battle for farmers during planting season. If you farm, remember to take care of yourself by getting as much rest as possible and allowing yourself breaks to clear your head.

Be especially aware of electrical hazards around the farm. Be cautious and think twice before acting around electricity. Safe Electricity offers farmers the following reminders:

- If your machinery or vehicle comes in contact with a power line, do not get out. Once contact has been made with a live line (even when your tractor or truck makes contact), you are now a “pathway to ground,” and you could get electrocuted if you step out. Instead, stay where you are and call 911 to dispatch the appropriate utility to deenergize the power.
- If you come across an accident or incident near a downed power line, alert individuals (from a distance) to stay in the tractor or vehicle as long as there is no imminent danger. Do not approach the scene.
- When using machinery with long extensions or tall antennas and when using ladders, look up to avoid contact with overhead power lines.
- Even if there is no contact, an electrical current can jump or arc, so keep equipment at least 10 feet from surrounding power lines at all times.
- Remember, nonmetallic materials (such as tree limbs, ropes and hay) can conduct electricity, depending on dampness and dust/dirt accumulation.
- Visually inspect overhead lines, which may not meet height codes due to age or pole damage. If a wire is hanging low or is on the ground, consider it energized and stay at least 50 feet away; call 911 to have the operator dispatch the utility.
- Every day, map out where equipment will be moved to ensure it will clear power lines.
- When working in the vicinity of power lines, always use a spotter who has a broad vantage point.
- Train anyone working with or for you (including seasonal employees) to be aware of power line locations and teach them proper clearance distance. Also design and implement a safety training program that includes a review of electrical hazards and how to safely deal with power lines.
- According to American Family Insurance, “know your PTO.” To stay safe when working with a power take off (PTO), always disengage the PTO, turn off the engine and remove keys before getting off the tractor. Also, never step across a rotating power shaft.

For more information on electrical safety, go to SafeElectricity.org.

National Linemen Appreciation Day

April 18th

Rain or shine, our lineworkers work around the clock to keep the lights on.
Please help us honor the men and women who power our lives.

We appreciate our linemen!



South Eastern Illinois
Electric Cooperative

Your Touchstone Energy® Cooperative 



**The office will be closed
on Friday, April 18th
in observance of
Good Friday.**



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

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