

# The SOUTHEASTERN Light

SouthEastern Illinois Electric Cooperative

A Touchstone Energy® Cooperative 

## President's Comments



**Dustin Tripp**  
President/CEO

## Stay in the know

**A**t SouthEastern Illinois Electric Cooperative, Inc., we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members (that's you!)

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages.

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address on our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or replace equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email, if we have your updated contact information and communication preferences.

Keeping the Cooperative updated with your information also helps us when there's a question about energy use or

billing. In addition, discrepancies on your account can be taken care of promptly if your Cooperative has accurate contact information. Also, if you move off of our system, in order to ensure that you receive your capital credit disbursements, we will need you to provide your new address.

Many of you have been members of the Cooperative for years, and it's likely that your account information hasn't been updated for some time. We recognize that many members now use a cell phone as their primary phone service, and we might not have that number in our system.

Your Cooperative started a campaign last month to get updated member contact information. Some of you may have received flyers in the mail asking you to verify your contact information that the Cooperative has on file. We ask that you please take a moment to review this information and report any changes. You can confirm or update your contact information by updating through the SmartHub App or by simply calling the Cooperative and asking to speak with one of our customer service representatives. By doing so, you will be helping us improve service and efficiency so we can better serve you and all members of the Cooperative. I want to emphasize that in providing your contact information to the Cooperative, we will never share this information with any third parties. It is only used by SouthEastern Illinois Electric Cooperative to send important information to you.

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

READERSHIP  
PRIZE WINNER:  
Gary Fravel,  
West Frankfort, IL

# Co-op Month 2025

Since 1964, October has been designated as National Cooperative Month, providing cooperatives with an opportunity to explain the cooperative difference to their members. In this month's article, I would like to explain some of the cooperative differences and how they benefit all of us as cooperative members.

As the electric utility industry continues to evolve and face continual changes, we can all be proud that we are part of the electric cooperative program. Electric cooperatives have a very unique business model that provides many benefits for their members and has proven the test of time for over 87 years. Your electric cooperative is a not-for-profit, member-owned business and exists for the sole reason of serving members. Your electric cooperative sets the rates just high enough to cover the cost of doing business, unlike investor-owned utilities that strive to maximize profits for investors or shareholders. Any money that is collected by the cooperative above

the cost of operations is allocated back to you as capital credits. This allocation becomes your equity ownership in the cooperative, and when the financial condition of the cooperative permits, the capital credits are returned to you in the form of cash. Over the past 15 years, your cooperative has paid back approximately \$27.5 million in capital credits as cash to members.

Electric cooperatives are democratic organizations controlled by the members who actively participate in electing representatives, setting bylaws and making decisions. The members of a cooperative have equal voting rights — one member, one vote. Each customer of the cooperative is a member and owner of the business with as equal say as every other member, unlike investor-owned utilities where the amount of governance is determined by the number of shares held in the company.

Electric cooperatives and their employees support the local

community and local economy in various ways. Commitment to community is a founding principle of electric cooperatives, and as a local business, your cooperative is staffed by your friends and neighbors who work hard for you. Whether the employees are working through storms to restore your power, volunteering their time to help install lighting on local ballfields or finding ways to help provide grants for local schools, your cooperative employees are finding ways to make a difference in your community.

In summary, your local cooperative has a very unique business model that benefits all of us as cooperative members. As the utility industry continues to evolve and explore different ways to serve its customers, all of us can be very proud to be member-owners of our electric cooperatives, what we stand for, how we operate and how we truly make a difference in our very own communities.







# Happy Halloween!

*All of us at SouthEastern Illinois Electric Cooperative wish you and your family a safe, fun and candy-filled holiday!*



**SouthEastern Illinois  
Electric Cooperative**

Your Touchstone Energy® Cooperative 

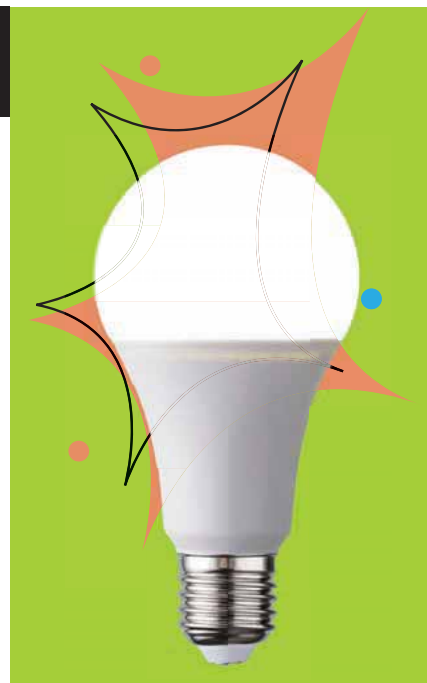
## ENERGY EFFICIENCY

### TIP OF THE MONTH

As winter approaches, now is the time to inspect your home for air leaks around windows. Leaks reduce indoor comfort and lead to higher heating costs.

If you can see daylight around the edges of a window frame or if a window rattles slightly when touched, air is likely leaking.

Caulking and weatherstripping are simple, effective methods for sealing windows. These materials are available in a variety of compounds and forms, each designed for different types of surfaces. Choose the right product and apply it properly to reduce heat loss, improve comfort and lower energy bills.



## 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

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SouthEasternIllinoisElectric