

THE CIRCUIT!

*A Publication of Southeastern
Electric Cooperative, Inc.*



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You Are A Member-Owner

Many businesses use the word “member” to describe their customers. Places like Sam’s Club or Costco and even American Express like to refer to their customers as members. You pay a fee to buy their goods and services, but that is really all you get for the “membership.” No right to vote for the Board of Directors or to participate in any meaningful way in the organization.

In cooperatives like Southeastern Electric, membership really does mean something more than just the right to buy electricity. Co-ops of all types are founded on seven cooperative principles that give us guidance and strategic direction. Membership also gives you rights as an owner of this co-op.

The three strategic concepts that any co-op must get right in order to thrive are:

Economic linkage

Southeastern Electric is connected to you. There is a business relationship that serves you (the member) and the co-op. Since co-ops are solely owned by people in the community, they have a mutual interest to ensure that both the co-op and the member do well and prosper.

Transparency

As an owner of the co-op, you have a right to know how it operates and how decisions are made that directly impact you. If the co-op is transparent and combines this trait with integrity and fairness, it will build trust with the members.

Cognition

In this case, cognition is best defined as how your co-op thinks. It includes the current and historical identity, the mission and the sense of shared values with co-op members. Research, education and training are critical functions that Southeastern Electric must conduct on an ongoing basis to ensure that we always have the best information to make decisions.

The cooperative business model is the best one on earth, but like any enterprise, it is up to the human beings who work at the co-op, who serve on the board and the members like you to ensure that the principles and values do not fade over time.

First and foremost, Southeastern Electric strives to be thought of as a member-owned cooperative that gives you the best value of any utility. If we succeed, our community thrives and you will always value being a member – not a customer.***

(Article courtesy of StraightTalk-May 2016)

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Board of Trustees

- Dist. 1: Robert O. Shepard
- Dist. 2: Dennis Bowen
- Dist. 3: Lloyd G. Owens
- Dist. 4: William J. Haddock
- Dist. 5: Ted Dosh
- Dist. 6: Anthony Dillard
- Dist. 7: David Blackburn
- Dist. 8: James M. Dancer
- Dist. 9: Jeff Willingham

77th ANNUAL MEETING

NEW LOCATION: SEC's 77th Annual Meeting will be held at the NEW Durant High School at 950 Gerlach Drive in Durant. Questions about the new location can be directed to 580-745-9463.

The **77th Annual Meeting** of Southeastern Electric Cooperative will be held at **Durant High School Auditorium, Tuesday, August 2. Registration to begin at 5 p.m.** Trustees will be elected for Districts 4, 5 and 6 in accordance with Article IV, of the Cooperative's By-Laws.

Notice of Candidacy

Any member of a district desiring to be a candidate for election as a trustee from that district shall file with the Secretary of the Cooperative written notice, on a form provided by the Secretary, of their candidacy and intention to stand for election to the office of trustee from their district not less than twenty-five (25) days nor more than thirty (30) days prior to the annual meeting of the members of the Cooperative.

Only persons filing written notice of their candidacy and intention to stand for election shall be eligible for election at the annual meeting.***

BOARD OF TRUSTEES

Robert O. Shephard.....	Dist. 1
Dennis Bowen.....	Dist. 2
Llyod G. Owens.....	Dist. 3
William J. Haddock.....	Dist. 4
Ted Dosh.....	Dist. 5
Anthony Dillard.....	Dist. 6
David Blackburn.....	Dist. 7
James M. Dancer.....	Dist. 8
Jeff Willingham.....	Dist. 9

MANAGERS

Larry Speaks - *General Manager*
James Fox - *Asst. General Manager*

STAFF

Randy Cloyd	Tiffany Hempsted	Jim Coleman
Susan Harness		Dustin Stepp

PERSONNEL

Jeff Angel	Randell Conner	Earl Pratt
Kevin Ashley	Dennis Cullum	Marcus Rice
Angela Blakley	Michael Green	Sherry Sarver
Penny Bourne	Donna Iams	Brenton Shelton
Dale Boyd	Kelby Johnson	Chance Sinor
Bryce Bumpass	Sharla Justus	Kathleen Weller
Leith Burkhalter	Tom Liwai	Jason Whitaker
Megan Clark	Brandon Lyles	Brandon Wingfield
	Trevor Matlock	Mary Young

STATEMENT OF NONDISCRIMINATION

for Southeastern Electric Cooperative

“This institution is an equal opportunity provider and employer.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in a program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

SOUTHEASTERN ELECTRIC COOPERATIVE, INC. DISCONNECT POLICY

Objective: It shall be the policy of Southeastern Electric Cooperative, Inc. (“Cooperative”) to disconnect electric service upon the request of a Member to discontinue service; or in response to an emergency or safety condition; or by a delinquent account when any and all attempts have failed to collect payment for services rendered.

Method: Upon the proper notification and documentation of a need to disconnect a service, the Cooperative will create a Service Order to track and process the work. Once the work has been accomplished the Service Order will be returned immediately to the Billing Department to ensure all necessary Cooperative records indicate and substantiate the cause and necessity of the disconnect. When there is a need to disconnect after the normal business hours of the Cooperative, the Cooperative's after-hours dispatch personnel will provide all necessary documentation to the Cooperative by 8:00 a.m. the next business day.

It is the practice of the Cooperative to provide the Member with reliable metering equipment. The Cooperative will aim to deploy the latest in metering equipment technology (“Smart Meters”) whenever possible. These meters may include an “Auto-Disconnect” and have the ability to be electronically disconnected from a remote location. “Auto-Disconnect” smart meters may replace Member's existing meter anytime the existing meter is damaged, destroyed, stolen or service is off, allowing for a prompt upgrade of metering equipment. The Cooperative, at the direction of the Board of Trustees, and in accordance with the Cooperative's Terms and Conditions of Service, will utilize the most efficient means available to disconnect a meter as determined by this policy and the uniqueness of each situation.

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SOUTHEASTERN ELECTRIC COOPERATIVE, INC. DISCONNECT POLICY *(cont.)*

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Request by Member: A Member may request a meter (or meters) be disconnected due to construction work or repair to their residence, barn, out-building, well pump, etc., or as a necessity for vacating a property. The Member will contact the office of the Cooperative during normal business hours and request a specific time for the disconnect. The Cooperative will create a Service Order and the work will be tracked as stated in the "Method" above.

Emergency or Safety Condition: From time to time emergency or hazardous safety conditions arise. The Cooperative may be contacted by municipal, county or state emergency response entities to report a hazardous situation and the immediate need for a meter to be disconnected. The Cooperative's Terms and Conditions of Service may also identify other hazardous condition that would warrant the disconnection of service that this policy may not include. The Cooperative will respond in the most urgent manner and use the most efficient means to disconnect meter.

Delinquent Accounts: The Cooperative will always consider the welfare of each member before an account is disconnected. The following provisions will be followed in an effort to ease the hardship caused to members being disconnected, as follows:

- A. Delinquent accounts will only be disconnected between 8:00 a.m. and 3:00 p.m. on Monday through Thursday.
- B. All Delinquent accounts maybe disconnected remotely.
- C. Delinquent accounts, Standard Residential Rate Cycle 100 and Cycle 200, will not be disconnected when the ambient temperature is above 100° degrees or below 32° degrees Fahrenheit.
- D. No service will be disconnected on the day before banks are schedule to be closed.
- E. All applicable charges prescribed within the Cooperative's Standard Rate Schedule, along with an increased or additional security deposit, may be collected before any delinquent account will be reconnected.
- F. After a delinquent account has been disconnected and the reason for the discontinued service has been eliminated, Cooperative will reconnect the service in the normal course of its daily workload, to include the use of after-hours dispatch personnel (when necessary) to schedule the reconnect.
- G. When Member is communicating with after-hours dispatch personnel for the purpose of being reconnected, the following procedures must be followed:
 - 1. Member can make arrangements to pay all applicable charges, by check or cash, (described in paragraph "E" above), directly to the stand-by crew when they arrive at residence prior to the reconnection of service. If Cooperative has designated the member with a "No Checks Allowed" status, then Member can only make a cash payment to the stand-by crew.
 - 2. Member can pay all applicable charges, by credit card, check or cash at any U.S. Payments pay site kiosk, or by Interactive Voice Response (IVR) telephone service at (888) 260-6597. The member can use the Confirmation Number from their payment source to give to the after-hours dispatch personnel to make arrangement for their service to be reconnected.

Notices: The Cooperative will bill each consumer as promptly as possible according to their billing cycle.

- A. The due date listed on each bill is the date the consumer must pay by, in order to avoid a penalty charge.
- B. The due date listed on the bill applies only to the current bill and not any past due balances.
- C. Cooperative may send one (1) 48-hour cut-off notice prior to the disconnecting service on Standard Residential Rate Cycle 100 and 200.

Cooperative reserves the right to amend or modify its Disconnect Policy. Cooperative further reserves the right to refuse service to any consumer who uses an alias, the name of a relative or other person(s) as a method to escape payment on an unpaid obligation for electric service provided to them.

Date adopted: May 23, 2005

Date amended: October 22, 2012