

THE CIRCUIT!

February 2024

A publication for our Members
in the counties of
*Atoka • Bryan • Choctaw
Coal • Johnston*



Phone System Upgrade-What to Expect

Beginning late January/early February Southeastern Electric will start implementing a new automated phone system. The goal of this new system is to streamline the call-in process by getting you to where you need to go, faster!

Instead of being greeted by a Customer Service Representative (CSR) like you have in the past when you call the Co-op, you will now be greeted with a welcome message followed by a menu prompt with options to get you where you need to be.



The caller will be given options such as: make a payment on their account, report an outage, connect or disconnect a service, report maintenance issues such as a security light or trees, as well as access to specific departments.

Occasionally, when we have an influx of calls our Members will receive a busy signal or longer than desired wait times. Having an automated system that allows the caller options is designed to make everything quicker and more efficient.

SEC Office Manager, Dennis Cullum, said, “We had an aging system that could no longer be supported and felt the new year was a good time to update. Our rapid growth in Membership has brought us to a realization that we need to grow our technology as well. We are hoping that this alleviates wait times and busy signals.”

We are very excited for our Members to have this upgraded system. Just like with anything new, we expect some speed bumps. Cullum added, “To help this run smoothly our Members need to make sure their contact information is up to date and to be familiar with their account numbers.” We kindly ask that you give us the opportunity to correct any snags and work with you to make this new system the best it can be. We are confident that this upgrade will help to better serve our Members!

Updates for 2024 Energy Efficiency Rebates

Southeastern Electric has 2024 Energy Efficiency rebates available to our Members! These rebates are aimed at reimbursing some of the cost of replacing a heat pump unit, purchasing a new window unit, or even improving your current attic insulation! For a complete list of rebates along with any forms you will need to complete the process, visit www.se-coop.com or call 580-745-9463.

Air Source Heat Pump Rebate Program

- A rebate for members who install a qualifying air source heat pump during the 2024 year
- New Home Installation receive \$300
- Replacement Units will receive \$500
- A minimum of 24,000 BTUs-16 SEER-12.5 EER is REQUIRED for a system to qualify

Ductless Mini Split Heat Pump Rebate Program

- A rebate for members who install a qualifying ductless mini split heat pump unit during the 2024 year
- New Home or Replacement Installations receive \$300
- A minimum of 18,000 BTUs-16 SEER-9.0 EER is REQUIRED for a system to qualify
- This rebate is limited to one unit every three years

Window A/C Rebate Program

- A rebate for members who install a qualifying window unit during the 2024 year
- Rebate will be 30% of the net equipment cost and will not exceed \$150
- Senior Members 65+ – 50% net equipment cost not to exceed \$225
- Unit **MUST be Energy Star Certified**
- New homes DO NOT qualify
- Rebate is limited to one unit every three years

Be sure your window unit has this **Energy Star** logo displayed!



Preventative Maintenance Rebate Program

- Maximum of \$70 rebate per qualifying member
- Member application limited to once every three years
- Program runs from April 1st thru June 30th

R-38 Attic Insulation Rebate Program

- A rebate for members who bring their existing attic insulation up to R-38 during the 2024 year
- Member must provide proof of insulation deficiency and insulation remedy
- Home must be *at least* five years old
- Rebate will be \$300 for bringing insulation value up to R-38
- Limited to once per member, per residence

SEC Commits to Your Community

SEC is always working hard in your community! Since 1939 the Co-op has demonstrated various ways to give back to the areas we serve - from supporting area youth organizations, helping with the Special Olympics, hosting food drives, and even collecting house shoes and blankets for local nursing homes.

During November of 2023 under the direction of SEC's Board of Trustees, it was decided that on behalf of the Membership SEC would give back to our communities by supporting local food and feeding organizations.

SEC partnered with CoBank (a co-op financial lending institution) to provide \$5,000.00 each in funding to Our Neighbor's Cupboard in Tishomingo, Atoka/Coal Food Storehouse in Atoka, Hands of Hope in Durant as well as Feeding Hope in Durant.

It was a true pleasure getting to meet with each of these entities while learning more about how they operate and seeing first-hand the dedication they have in serving their patrons.



John Gregory with the Atoka Food Storehouse pictured here along with his crew and SEC Board Members Anthony Dillard (left) and Steve Kelso (right).



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Reminder of SEC's 2024 Youth Programs

HIGH SCHOOL JUNIORS: Are you ready for the trip of a lifetime? If you answered YES, then you need to enter SEC's Youth Tour Contest! Youth Tour is an all-expense paid, week long trip to Washington, D.C.! The contest is open to all High School Juniors in SEC's service territory.

To enter, students will need to submit a three to four minute multi-media presentation covering the topic of "What Makes An Electric Cooperative Unique?". Video or slide presentations must be submitted to the Co-op no later than February 23, 2024. The Co-op will then choose two lucky Juniors to attend Youth Tour in Washington, D.C. from June 14-20, 2024!



Chance Krueger, Atoka and James Clark,
Silo-SEC's 2023 Youth Tour Delegates



8th Graders get hands-on
experiences at Energy Camp!

EIGHTH GRADERS: Do you love summer camps? Energy Camp is a FREE all-expense paid adventure to Red Rock Canyon near Hinton, OK. It's a summer camp that is designed to help students develop leadership skills, have summertime fun, and at the same time be educated on one of rural America's most important industries – rural electrification. The 2024 Energy Camp is set for May 28-31 and is open to all eighth grade students in SEC's service territory.

SEC will select two students to enjoy fun filled days that include all kinds of activities! Campers can expect pizza parties, dances, volleyball, hiking, swimming, basketball, football and learning about electric co-ops! To enter, students must submit a 200-300 word essay on "How I Can Have an Impact on Energy Conservation". The essay will need to be submitted to the Co-op no later than April 12, 2024.