

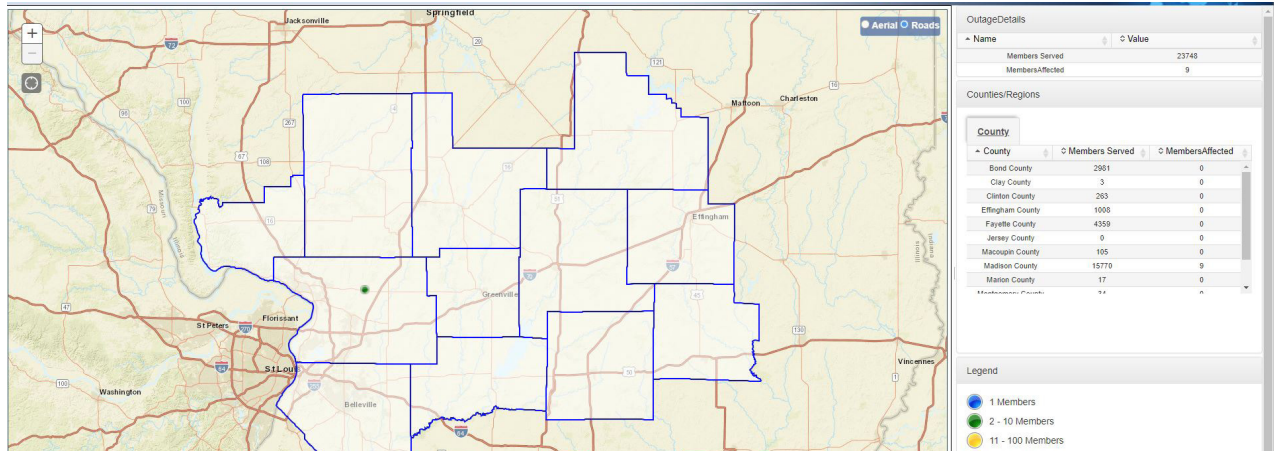
THE CIRCUIT!

December 2020

A publication for our Members
in Atoka•Bryan•Choctaw
Coal•Johnston Counties



New Outage Map Coming to SEC



Your Cooperative is in the process of rolling out a new Outage Management System (OMS) beginning mid-January! In addition to calling in outages Members will have the ability to report their outage online via the Cooperative website, www.se-coop.com.

The OMS will have several exciting features that Members will find very helpful. Once fully deployed, this outage system will not only give Members the ability to report an outage online, they will also be able to see updates on the power restoration progress. The map will be filtered by zip codes with the ability to zoom in to a 3 mile radius of an outage as well as see the number of outages in a given area. *Pictured above is an example map from a neighboring Cooperative.*

With OMS, it is vital that when a Member calls in to report an outage that they have their account number or meter number available. This will streamline the process and ensure location accuracy for the mapping system. It is also very important that the Cooperative has the most up to date phone number on file for your account. In the event of an emergency or a dangerous situation your Cooperative wants to be sure that we can contact you quickly.

“One of the biggest benefits of our new OMS will be the ability to give our Members a better estimated restoration time,” said Dennis Cullum, SEC’s Plant Accountant/Dispatch. “At a later date, Members will also be able to sign up for alerts that confirm outages as well as an alert sent when power has been restored to an area.”

While this new system will make it much easier for Lineman to resolve issues and troubleshoot outages; the repairs, once the problem is found, will still have to be carried out in a safe and efficient manner. The OMS is in place to make locating outages and getting to the cause of the outage much faster.

Watch upcoming editions of The Circuit! as well as following us on Facebook for more information about the Outage Management System!

SEC'S YEAR-END SYSTEM MAINTENANCE

On December 30th, 2020 at 5:00 PM, all of SEC's computer systems will be down for year-end maintenance.

As always, outage calls will be taken and dispatched. However, we will not be able to accept payments in the office, on-line, or at any Kiosks due to the annual year-end maintenance.

Online payment systems will be available on January 1st at around 10:00AM.

All connects and disconnects will be suspended until we reopen on January 4th, 2021.

Our office will re-open on Monday, January 4th, 2021.



Holiday Office Closings

Thursday, December 24th-Christmas Eve-CLOSED

Friday, December 25th-Christmas Day-CLOSED

Friday, January 1st-New Years Day-CLOSED

H appy H olidays

The Circuit! is composed monthly by



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