



## Office Hours

7:30 AM to 4:30 PM (EST)  
Monday through Friday

## Locations:

### Headquarters Office

712 South Buckeye Street  
Osgood, IN 47037

### Branch Office

8104 US 50  
Aurora, IN 47001

## Contact Information

Local calls: 812-689-4111  
Toll free: 800-737-4111  
FAX only: 812-689-6987  
To make a payment: 1-888-999-0762  
Call Before You Dig: 800-382-5544  
E-mail: [contact\\_us@seiremc.com](mailto:contact_us@seiremc.com)  
Website: [www.seiremc.com](http://www.seiremc.com)

## Board of Directors

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## Our Mission

Provide safe, reliable electricity and quality services to the communities we serve by enhancing their quality of life through innovation and sustainable economic development.

## Higher Usage Means Higher Bills

Due to the extended period of extremely cold weather in January, many members experienced higher than normal electric use; resulting in higher electric bills.

Keep in mind that your heating system has to work harder to maintain a comfortable temperature inside your home when the difference between the inside and outside temperature is greater.

### *Programmable Thermostat*

One of the best ways to save on your home's heating bill is to control the temperature at which you keep the home. A programmable thermostat is the best way to do so, especially when you're away.

Look for a thermostat with the Energy Star rating. The program qualifies three types of thermostats: 7-day models, 5-2-day models and 5-1-1-day models. 7-day models let you create different schedules for each day. The 5-2 models use separate schedules for weekdays and weekends. The 5-1-1 models let you have one schedule for weekdays and different schedules for Saturday and Sunday.

In the winter, save energy by setting the thermostat to 68°F while you are awake and then lower it while you are asleep or away from the house. In the summer, keep the house warmer than normal while you are away and set the thermostat to 78°F while you are home. If you need extra heating or cooling, use the manual override. It won't erase the preset schedule.



Your REMC offers a \$100 rebate on Energy Star rated thermostat's with WiFi programmable HVAC/water heater controls. These may be installed on new or existing systems.

Contact your REMC for more information on programmable thermostats, energy-efficiency tips, and additional programs and services provided exclusively to SEIREMC members to help control heating/cooling costs.

Our knowledgeable customer service representatives and energy advisors are standing by ... contact us today.



## HEATING YOUR HOME

Regular maintenance is the key to preventing future problems with your home's heating system - and to prevent unwanted costs. Dirt and neglect are the main reasons heating and cooling systems fail.

### MAXIMIZING YOUR CURRENT HEATING SYSTEM

Heating systems professionals can take a number of steps to tune up your heating system. But before calling them in, do a bit of maintenance yourself.

### YEARLY CHECKUP

Each year before the weather gets chilly, turn your furnace on for a few minutes to make sure it is working. It may give off a bad smell, which should go away quickly. If it doesn't, contact a repairman.

### CLEAN THE REGISTERS OR RADIATORS

Make sure your registers (forced-air heating system) or your radiators (boiler-based system) are clean. Wipe them down with a damp cloth.

### INSPECT THE FURNACE

Look for any soot or combustion residue around the furnace. Soot build-up means your furnace is not combusting properly. If you see soot build-up, call a furnace technician.

### CHANGE THE FILTERS

Every house circulates small amounts of airborne dust, which also circulates through the ducts in your house. Your furnace's filter cleans the air, but it needs to be cleaned or changed regularly. This is an important maintenance that you can do yourself.

### WHEN TO CALL FOR HELP

Most homeowners only call the repairman when their heating system breaks. But many of those calls could be avoided if the system is cleaned and maintained regularly.

## Budget Billing

Most people experience higher electric bills in summer and winter, when temperatures are at extreme highs and lows. This can make it difficult to stick to a budget. Members who enroll in our *Budget Billing* program can avoid this seasonal swing and can have their bill amount averaged.

If you are interested in *Budget Billing*, please call or visit our office. We will guide you through the simple process of signing up.

## Automatic Payment Service

Paying your bill is easy with Southeastern Indiana REMC's *Automatic Payment Service*. Instead of conventional methods of mailing a check or dropping off your payment at our office, you may prefer to have the amount of your monthly bill automatically deducted as an electronic funds transfer from your designated bank account (SECURE PAY) or as a recurring credit card payment (PLASTIC PAY). This is a free service to all our members. With your permission, Southeastern Indiana REMC draws money from your bank account or charges your credit card to pay your monthly bill. The payment is made automatically each month.

Once you sign up, you will receive your bill as usual. However, included on the bill will be the statement, "SECURE PAY

**Note:** The consumer agrees payment will be made by the due date each month.

The consumer understands the monthly payment is not the amount actually billed and they will be liable for any balance due or will be given credit for any overpayment at the time of termination of this agreement, or at the time service is disconnected.

- DO NOT SEND PAYMENT". The bill is sent for your records. SECURE PAY and PLASTIC PAY payments will be processed on the 22<sup>nd</sup> of each month. If this date falls on a holiday or weekend, the draft will occur the next business day. Besides being convenient, our *Automatic Payment Service* is totally FREE.

If you are interested in our *Automatic Payment Service*, please call or visit our office. We will guide you through the simple process of signing up. Or, to get a head start, you may download and print a copy of the *SECURE PAY* or *PLASTIC PAY* forms, which are available on our website ([www.seiremc.com](http://www.seiremc.com)). Complete the form and mail or fax the information to our office.

Oil-powered and kerosene heating systems should be serviced every year;

Gas-powered heating systems should be serviced every two years;

Electric furnaces, heat pumps and central air conditioning systems should also be serviced every two years.

### For more information:

- The American Council for an Energy-Efficient Economy [www.aceee.org](http://www.aceee.org)
- The U.S. Department of Energy's Office of Energy Efficiency and Renewable Energy [www.eere.energy.gov](http://www.eere.energy.gov)
- Energy Star, a joint program of the U.S. Department of Energy and the U.S. Environmental Protection Agency [www.energystar.gov](http://www.energystar.gov)