

Remote Reconnect/Disconnect Devices (collar)

Some SEI REMC service locations are retrofitted with a device which allows remote switching of the electric service at the metering point. This device, sometimes referred to as a collar, allows SEI REMC to connect or disconnect the service via signal(s) sent over our power lines.

If your service location has one of these devices installed (see below) you may be asked to press a connect button located on the meter. When instructed to do so by an SEI REMC employee you should press this button to activate service.

At times some accounts experience service interruption for past due bills that have gone unpaid. SEI REMC works with their membership to avoid non-payment disconnects, however the service may be remotely disconnected for unpaid balances.

If your service is disconnected for non-payment the meter will remain off until a payment for the total past due balance is received. Once payment is received the system is programmed to reactivate the collar.

Members who make payments after a service has been disconnected should anticipate wait times of up to 20 minutes before restoration signals are finalized. Once the button is pressed members may hear an audible “click” and this indicates power has been restored and is now ready for normal use.

**Remote devices are used only as a mechanism of non-visible disconnect switching. They do not serve as a primary means of disconnect. Only SEI REMC lineman or their proxy are permitted to disconnect service for maintenance.*



PRESS BUTTON LOCATED HERE: