



Restoring electric service during outages — the priorities

Contact us
740-653-4422
1-800-282-5064

www.southcentralpower.com

Offices

Lancaster

2780 Coonpath Road NE
 P.O. Box 250
 Lancaster, OH 43130

Canal Winchester

10229 Busey Road
 Canal Winchester, OH
 43110

Circleville

2100 Chickasaw Drive
 Circleville, OH 43113

Hillsboro

110 Danville Pike
 Hillsboro, OH 45133

Barnesville

37801 Barnesville-
 Bethesda Rd.
 Barnesville, OH 43713

Office hours

Monday through Friday
 8 a.m. to 5 p.m.

Outage reporting

When reporting an outage, an automated outage reporting system may answer your call. It may ask for your 12-digit account number to help locate the outage site. This number is found on your monthly bill. It's handy to write it down and keep it near the phone.

Suggestions

Please send your Country Living story ideas or comments to the attention of Lisa R. Hooker at South Central Power's Lancaster office.

South Central Power does all it can to prevent power outages through system maintenance and the vegetation control program. Despite the cooperative's best efforts, though, weather conditions sometimes have the upper hand.

When a major storm causes widespread damage to South Central's power lines, the primary objective is to restore service to the greatest number of consumers in the shortest amount of time.

The cooperative has set priorities for making repairs, determined by the number of consumers affected by a power interruption.

Those priorities are:

- 1. Transmission lines:** These lines supply power to one or more substations. A problem with these lines could interrupt power to several thousand consumers.
- 2. Substations:** A problem with a substation can cause all of the consumers serviced by it to be out of power.
- 3. Main distribution feeders:** These lines carry power from the substation. Each feeder serves a portion of members from the substation.
- 4. Tap lines:** These branch lines serve a smaller group of members from the main feeder. The tap line will remain without power until the main feeder line is repaired.
- 5. Individual service:** These drops serve a single residence, business or farm.

Of course, any outage that poses an immediate danger, such as service to law enforcement agencies, fire departments or health care facilities, is repaired as quickly as possible.

It's advisable to develop a backup plan to move a seriously ill person to a safe place in the event of an extended outage. South Central Power does NOT guarantee uninterrupted electric service to homes where serious medical conditions exist.

South Central Power crews work long hours to bring electric service back on line, frequently in inclement conditions. At times, they must stop to eat and rest for safety and health reasons. Your cooperative works diligently to restore service to all consumers as quickly, and safely, as possible. We appreciate your patience during times of outages.



Restoring power during winter storms is a methodical and often time-consuming endeavor.

When the lights go out: Reporting a power outage

Ohio residents are probably tired of shoveling and spreading salt.

If your power goes off, call the co-op's toll free reporting number: 1-877-OUTAGES (688-2437.)

Have your outage reporting number handy because this 12-digit number helps us locate the problem and dispatch crews quickly. It can be found on your monthly bill.

Additionally, if many consumers are calling to report their outage, all phone calls are answered by our automated answering system.

You'll be asked to enter your 12-digit outage reporting number via a touch-tone phone. The system then alerts co-op personnel about your outage.

Please follow the prompts, as pressing other keys will not connect you to a live person.

Be prepared. Snow drifts and icy roads make getting out and about difficult. Don't let a severe winter blast of snow leave your family unprepared.

Be ready for the worst by assembling emergency supplies: a flashlight, candles, matches, radio and plenty of batteries.

Don't forget nonperishable foods, especially those that can be eaten without heating. Soft drinks and bottled water will be needed if your water supply is inaccessible.

It's also a good idea to have an extra supply of vital medicine.

Stay out of the bad weather and have more time for yourself

Automatic bill payment options make paying your South Central Power electric bill more convenient.

It's less costly than postage stamps and you avoid the harsh winter weather, too.

As a member-owner of the cooperative, it's important to note that automatic bill payment also helps reduce South Central Power's bill payment processing costs.

Those who enroll can choose to have their monthly electric bill payment amount automatically deducted from a checking or savings account. Automatic payments also may be made through a debit card or credit card.

To enroll, click on www.southcentralpower.com, call your local South Central Power office or simply complete and return the form below.

If you ever have any questions about your monthly electric bill or your payment options, please contact your local South Central Power office. We're happy to assist you.

Automatic Bill Payment Enrollment Form

Name on electric account _____

South Central account number _____

Choose one:

Monthly electric bill payment automatically deducted from a checking or savings account on the due date.

Bank name _____

Bank routing number _____

Checking/Savings account number _____

Monthly electric bill payment automatically charged to a debit card or credit card on the due date.

Debit/Credit card company _____

Account number _____

Expiration date _____

Bring this enrollment form to any South Central Power office or mail it to:

**South Central Power
2100 Chickasaw Drive
Circleville, Ohio 43113**

Report suspicious activity to your electric cooperative

Copper thefts and other acts of vandalism continue to occur and impact your electric cooperative.

South Central Power asks its consumers, especially those living nearby to cooperative facilities, to keep a watchful eye for any suspicious activity.

For your safety, do not approach anyone. Call law enforcement and South Central Power if something seems amiss at an office, substation or along an electric line.

Some thieves have been so brazen as to remove electric wire from the cooperative's electric poles when the lines are energized.

In addition to the obvious safety hazards for the thieves and co-op employ-

ees who unknowingly walk into unsafe situations, the material replacement costs are significant. Ongoing copper thefts and associated vandalism do impact cus-

tomers' bills, because the increased costs impact the co-op's finances. As a not-for-profit entity, South Central Power passes all increased costs through to consumers, including those that result from copper theft and vandalism.

These incidents continue to occur, despite South Central Power's security enhancements. Several security measures, including surveillance cameras, have been installed at a number of locations.

Additionally, South Central Power is offering a \$5,000 reward for information leading to the arrest and conviction of people who damage cooperative property.

The cooperative reports all damage and thefts to the appropriate law enforcement agency. When the perpetrators are found, South Central Power will prosecute to the full extent of the law.

Thank you to the consumers who have contacted us in the past about suspicious activity. By working together, South Central Power and its customers can help prevent untimely accidents, additional expense and inconvenient outages.



High School Seniors

Are your parents members of an electric cooperative?

You could win a college, vocational or technical school scholarship of:

\$2,810*

Contact your high school's guidance counselor for information on how to enter.

**First place for each division, boys' and girls'*

Second place: ...\$1,965
Third place:\$1,685
Fourth place:\$1,570
Fifth place:\$1,460
Sixth place:\$1,345
Seventh place: ..\$1,225



1. Applicants must be a son, daughter or legal ward of an Ohio rural electric distribution cooperative member living on the lines and receiving service at the time of the statewide competition.
2. Applicants must have all basic credits for college or proper** vocational or technical school entrance. They must have a current career average of "B+" (3.5 on a 4-point scale) or better and must be accepted, then enrolled (when they receive the award), in the accredited college or proper** vocational or technical school of their choice.
3. Any applicant who has received a full-tuition scholarship to the school of their choice is not eligible for a scholarship from OREC.
4. All scholarships must be accepted in the first academic year after proof of enrollment is received by OREC.
5. Each electric cooperative is eligible to nominate two candidates (one in each division) to participate in the statewide competition.

For information contact:

South Central Power scholarship candidate selections are made by each participating high school. If you have a question for South Central Power, contact Rita Tate at 1-800-282-5064 ext. 6167.

**Proper vocational or technical schools must educate beyond high school and credits earned must be transferable to a state-accredited college.

NEWS CURRENTS

Set the thermostat at 68 degrees and save

In these times when budgets are tight, paying attention to your thermostat setting can pay off.

Simply setting your thermostat at 68 degrees or lower can save a considerable sum.

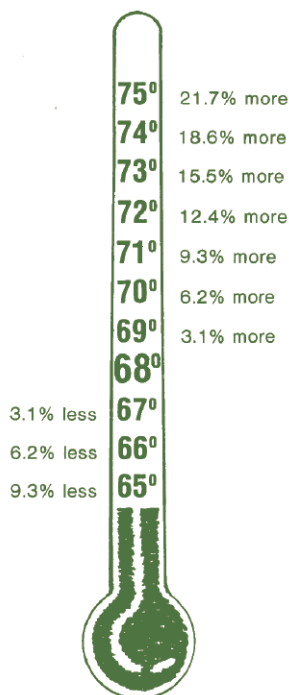
For each degree the thermostat is set above 68 degrees, the rule of thumb is that heating costs increase by three percent.

For example, at 72 degrees, heating costs are 12 percent higher than a 68 degree setting.

By the same token, turning the thermostat down to 67 degrees from 68 degrees can reduce heating costs by about three percent.

Heating costs in a home where the thermostat is set at 65 degrees will be nine percent less than if it's set at 68 degrees.

The best news? The savings apply no matter what type of heating source the home has.



How do you spend your heating dollar?

Beware of frozen pipes

Frozen and broken pipes are a real hazard, not to mention a nuisance. Consider these tips to keep your pipes from freezing.

Wrap pipes near exterior walls or in cold spaces with insulation. Shut off water to any outside faucets, then open the faucets to drain trapped water. On particularly cold nights, leave your hot and cold faucets trickle just a little bit.

If you will be away, even for a few days, keep your thermostat set above 55 degrees Fahrenheit.

Beware of standing water if a pipe bursts. If a live wire is touching a pool of water, you may get an electrical shock. Call a licensed plumber.

If you have a South Central Power security system, add a freeze sensor to warn you when the temperature drops too low and your pipes are in danger of freezing.

Call 740-689-6153 or 1-800-282-5064 ext. 6153 for details.

News Flash!

Every other month inside your South Central Power electric bill you'll find an informational insert called *News Flash*.

Many people don't bother to read bill inserts, but before you toss it in the trash just glance through it.

News Flash features important information about South Central Power's programs and services, energy conservation, safety and other interesting items.

Give it a look this month!

News Flash also is posted online at www.southcentralpower.com. You'll find it under the News section.

Declutter the New Year

Clearing out the clutter of the past is a great way to start a New Year.

It always takes longer than expected to clean a room or closet, so allow enough time to get organized.

Consider investing in boxes, shelves and other items that make it easier to not only store, but also identify and locate items that are kept.

Sort mail to eliminate as much as possible initially. That leaves only items that require action.

Sort piles and throw out expired coupons, warranties and service contracts, invalid insurance policies and old receipts.

Toss newspapers older than a week and magazines older than three months.

Eliminate piles by filing everything. Keep a to-do list for items in progress, and save only important memorabilia.

Don't overlook cleaning out cupboards and closets, too. In today's economy, excess household items and clothing can be put to good use by others.

Set a good example. Organization is a great life skill that can be passed onto children. Teach them how to sort through their rooms to clear out games, toys, books and school papers. Drawers and closets also should be gone through.

Whether adult or child, usable items can be given to charitable organizations.

While it's useful to keep a few bags, boxes, jars and containers, most people accumulate far more than what is needed. Be realistic