

Singing River Electric Cooperative

A Touchstone Energy® Cooperative

Bringing power and energy services to local communities

A MESSAGE FROM YOUR CEO

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For more information, call 601-947-4211, 228-497-1313 or visit our website at singingriver.com. SRE is an equal opportunity employer and provider.



Nick DeAngelo
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Schedule routine AC maintenance

The heat of summer certainly tested our air conditioning (AC) systems. Contractors size residential AC units to operate at around 91 degrees outside and 72 degrees inside. When either of these two conditions are exceeded or not met, it results in extended runtimes and higher electric bills.

Heating and cooling generally make up over 55 percent of residential power bills. That's why it is important to ensure your unit is operating at peak. One simple way to verify the efficiency of your unit is to measure the temperature at the AC supply register closest to your indoor unit. Then record the temperature of the return air grill. It is often located beneath the indoor unit. The test should be done on a mild day (70-80 degrees) and there should be a 15-20-degree temperature difference between the two readings. If they are the same or there is less than 15 degrees difference, your AC system is not cooling effectively. This is especially important to heat pump owners since it will impact your winter savings as well.

Scheduling a maintenance visit for your AC unit or heat pump can ensure comfort and savings.

For more tips, visit singingriver.com.

Considering broadband

Singing River Electric's board of directors and management team continue to spend extensive time conducting research for a multi-million dollar decision on whether to offer high-speed internet service to members. Broadband service is truly an asset to local communities for the purposes of health, education, and quality of life. Furthermore, your cooperative understands this service has become essential and recognizes the lack of broadband availability in parts of our service territory.

A member survey was recently completed as part of the research phase. SRE members overwhelmingly participated and we thank you. The survey is part of thorough research being completed to help guide the decision. Survey participants who provided comments or asked for a call back have been contacted to answer questions and receive feedback.

Survey results showed an overall satisfaction rating of 9.07 on a ten-point scale for SRE's electric service. Regarding broadband, more than two-thirds of those surveyed indicated having high-speed internet access at their location served by SRE and were fairly satisfied with their current provider. The majority of SRE members (77 percent) believe high-speed internet is an essential household service; however, only 29 percent indicated they would definitely or probably sign up for a premium service (\$100) and only 30 percent expressed interest in a mid-range package (\$75).

The survey reached across the entire service territory which varies greatly in population density. SRE understands you eagerly await the cooperative's decision on providing broadband service. SRE's board of directors has now completed a feasibility study and a member survey. One of many important considerations involved with providing this service has to do with the potential cost effects which hinges on several factors. It is imperative that SRE's board and management team take the necessary time to give this process its due diligence so that a sound business decision can be made. They have worked carefully in considering this matter since the enactment of the Broadband Enabling Act in January of 2019.

Your board will continue to study the possibility of offering high-speed internet to the membership as we move forward. Singing River Electric has provided electricity to local members and communities for more than 81 years, and we assure our members this will continue to be our greatest priority.

For more info:

Visit our website at singingriver.com for more information, and email us at contactus@singingriver.com to share your comments or concerns.

Power cost reduction passed to members



Brian Hughey
General Manager & CEO

Singing River Electric's wholesale power provider, Cooperative Energy, recently announced a \$1.3 million member credit applied to our September, October and November billing. Cooperative Energy worked with its power reliability coordinator, the Midcontinent Independent System Operator (MISO), to provide the required energy for its members and

performed successfully in the market over the past year. The results were higher than expected margins for our wholesale provider that are now being returned to its members, including Singing River Electric.

As in past years, Singing River Electric will pass this credit straight through to you, our members. Beginning in September 2019, Singing River Electric billing statements reflected a power cost adjustment decrease of 0.36 cent/kilowatt-hour (kWh). The decrease in the power cost adjustment was applied to bills rendered in September

and will also be applied to October and November billing. This mirrors what we are seeing on the wholesale side. The three-month adjustment will reduce all member bills by \$3.60 for every 1,000 kWh of energy used. In December, the power cost adjustment will revert back to its previous factor.

Singing River Electric's goal is to meet our members' energy needs while providing electric service at the lowest possible cost and enhancing the lives of the members and communities we serve. We strive to meet and exceed these goals daily.

Storm season runs through November. Don't lower your guard.

Take action, have a plan, be prepared.

Download our newest storm preparedness document or pick up a copy at any SRE office, and stay ready for severe weather.



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Upcoming right-of-way projects

Singing River Electric clears trees, limbs and underbrush from the area around and below the power lines called the right-of-way. Right-of-way clearing helps decrease the number of outages and reduces the risk of someone coming in contact with the power lines.

Here are the substations and surrounding areas that are either currently being cleared or where clearing will begin soon:

- **Sand Hill Substation** – Hwy 42, Hwy 63, Lovewell Road and surrounding areas.
- **Martin Bluff Substation** – Martin Bluff Road, Hickory Hills area and surrounding areas.
- **Vancleave Substation** – Hwy 57, River Road, Jim Ramsey Road and surrounding areas.
- **Hickory Hills Substation** – Gautier-Vancleave Road, Hwy 90 and surrounding areas.





NHN Grant
JC Tech Center, Vanclave, Miss.



Supporting STEM education

SRE NHN Community Grant assists JC Tech Center

NHN Community Grants

Neighbors Helping Neighbors (NHN) Community Grants help Singing River Electric merge efforts with the hard work of those within our communities.

Since the program's inception in 2001, \$278,149 has been awarded to local non profits in local communities.

Singing River Electric recently awarded a Neighbors Helping Neighbors (NHN) Community Grant to the Jackson County Technology Center. The grant was used to purchase a solar bundle kit with solar panels, battery charger and seven starting batteries. The students will learn to repair electric cars, about solar panels and to diagnose electrical problems. They will also use the new parts to restore their car. It is currently a rough shell that will serve as an excellent teaching mechanism.

The Jackson County Technology Center serves students from Vanclave, St. Martin and East Central High Schools. Instructor Nic Wages hopes to use the solar car for learning and for school parades and local events.

October is Cooperative Month

Since 1930, October has been designated as National Cooperative Month. As an electric cooperative, Singing River Electric is well-suited to meet the needs of our communities because we are locally governed. Our management team and employees live right here in our communities. Our 10-member board of directors lives on co-op lines and understands and listens to our communities. These board members have been elected to represent the membership by neighbors like you.

We know our members have a valuable perspective. That is why we are continually seeking your input. Whether through community events, member surveys, social media channels or the annual membership meeting, we want to hear from you.

We want to be more than your energy provider, but a trusted partner providing energy services and powering our local communities and economic development. Singing River Electric will continue to learn from our members about their priorities, such as solar, electric vehicles and technology or service upgrades, to better serve you. For more information, visit our website at singingriver.com.

For more information on SRE NHN Community Grants or how to apply, visit singingriver.com/my-community. Grants for up to \$2,500 are awarded to nonprofits in SRE's service area three times a year in January, May and September.



Technical roles

Why choose a co-op career?

- Local, community-focused employer
- Dynamic and exciting industry
- Competitive wages and excellent benefits
- Challenging roles and community involvement



Member services



Utility operations



Professional services

Thinking about a career in energy? Have you ever paused to think about what's behind the light switch on the wall or charger to your cell phone? Singing River Electric employs line workers, construction personnel, accountants, human resources and public relations professionals, as well as computer and GIS technicians, member service representatives, fleet maintenance technicians and more.

Community service opportunities and benefits make Singing River Electric a great place to work. For more information, a link to job openings, applications, brochures and frequently asked questions, visit singingriver.com/my-coop.

For information on a co-op career and how to join our Singing River Electric family, visit our website at singingriver.com/my-coop. It is located under the "Careers" section.

You're a part of something bigger

As a member, you have a say in how we efficiently deliver affordable, reliable and safe energy. We work to power your community, your life and the lives of a more than 74,800 of your friends and neighbors. For more information, visit singingriver.com or join our conversations on social media.



