



A Touchstone Energy® Cooperative

Bringing power and energy services to local communities

A MESSAGE FROM YOUR CEO

## Preparing for storm season



Brian Hughey  
General Manager  
& CEO

Singing River Electric is prepared and ready to respond and restore service to our members as quickly and safely as possible. As we move closer to the most active part of hurricane season, we encourage you to finalize your storm preparations. This year will be different as we consider COVID-19 safety recommendations along with our emergency response. It is also expected to be a very active hurricane season with 12 to 19 named storms, according to the National Oceanic and Atmospheric Administration (NOAA).

Take time now to refresh storm supplies including water, non-perishable food, fuel, batteries and more. Discuss your storm evacuation plan with immediate family members, especially if anyone is dependent on electrical medical equipment. No utility can guarantee uninterrupted power during a storm.

Singing River Electric maintains a storm preparedness plan and recently conducted its

annual review. This plan was recently activated prior to the arrival of Tropical Storm Cristobal. As a hurricane or tropical storm nears the Gulf of Mexico, we activate our plan which has specific steps and actions detailed by department to ensure readiness. Employees are pre-assigned tasks such as preparing food, securing supplies/fuel and servicing vehicles. Line crews, service personnel and supervisors are assigned areas of our system to safely and efficiently begin work once the storm has passed. As a member-owned electric cooperative, we are also responsible for being financially prepared to handle costs associated with restoring power during and following major events such as a hurricane.

Being a part of the network of electric cooperatives provides Singing River Electric access to cooperative line personnel from within the state and nation who will assist us in restoring electric service following a disaster. This is an immeasurable asset allowing us to speed restoration and help our communities.

For more information, visit our Storm and Outage Center located at [singingriver.com](http://singingriver.com).

**BRIAN HUGHEY**  
General Manager & CEO

**LORRI FREEMAN, APR**  
Manager of Public Relations

**AMANDA PARKER**  
Public Relations Specialist

For more information, call  
601-947-4211,  
228-497-1313 or visit  
[singingriver.com](http://singingriver.com).

[@singingriverelectric](https://www.facebook.com/singingriverelectric)  
[@SRECooperative](https://www.instagram.com/SRECooperative)

SRE is an equal opportunity  
employer and provider.



Jeff Gray  
Energy Services Representative  
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### Check your AC's condensing unit

Several things can reduce the efficiency of your home's air conditioning (AC) system, which includes the inside blower unit and outside condensing unit. When efficiency is lost, it can cause your unit to run longer and use more energy. Air conditioning makes up the most of your energy costs during the summer.

**Check the air flow on your outside condensing unit weekly. Place your hand above the unit while it is running. You should feel warm to hot air blowing straight up if the unit is operating correctly.**

If air is flowing out of the sides while running, the fan capacitor may have burned out causing the fan to operate in reverse. If you are unsure of the air flow, drop a tree leaf or small piece of paper above the unit. If the unit is running in reverse, it will suck the object down to the top of the unit. If you notice the unit running in reverse, call a repair service.

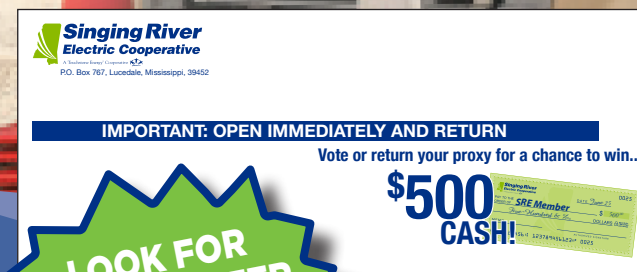
Having a burned-out capacitor is common at the beginning of summer because during the winter the fan is not used on conventional models.

For more tips, see  
[singingriver.com/ways-to-save](http://singingriver.com/ways-to-save).

## 2020 ANNUAL MEMBERSHIP MEETING NOTICE

### JOIN US AT THIS YEAR'S MEMBERSHIP MEETING!

Singing River Electric is member-driven and built by the communities we serve.



LOOK FOR  
PROXY LETTER  
IN THE MAIL!

## 2020 Annual Membership Meeting

**Thursday, July 23**  
**11187 Old 63 South, Lucedale**  
**Registration begins at 5:00 p.m.**  
**and ends at 5:45 p.m.**  
**Meeting begins at 6:00 p.m.**

### Participate by voting online or returning your proxy.

Co-op bylaws require a **10 percent** quorum of the membership in order to conduct business. Your participation is crucial to our success, and with it you will be eligible to win prizes including **\$500** in cash!

**Eight members who vote online or return their proxies by the July 14 deadline will be selected to receive a \$250 CASH prize.**  
**One member who votes online or returns the proxy by the deadline will receive a special grand prize of \$500 CASH!**



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### THERE ARE **THREE** WAYS TO PARTICIPATE: IN PERSON, BY PROXY AND ONLINE



Voting in person can be done the night of the membership meeting on **Thursday, July 23, at 6 p.m.** The meeting will be held at the SRE Lucedale office at 11187 Old 63 South and **will likely be held outdoors to comply with COVID-19 restrictions.**



To vote by proxy, simply complete the proxy in this notice and return it using the enclosed self-addressed, postage-paid envelope by **Tuesday, July 14.** You may still attend the meeting; your presence will rescind the proxy and allow you to vote in person.



Voting online is easy! Members can vote online beginning **Tuesday, June 9, through Tuesday, July 14.** Simply click on the "Vote Here" icon on either the SmartHub app or website at [singingriver.com](http://singingriver.com). By entering your membership ID and zip code, you can view candidate biographies and cast your vote.



# Storm Ready!

**EMERGENCY RESOURCES**

www.singingriver.com  
www.fema.gov  
www.msema.org  
www.ready.gov

www.coastepa.com  
www.alhuriana.gov  
www.gomdot.com  
www.weather.com/newscenter/stormwatch

**OUR PLAN**

Your local electric cooperatives believe in the power of preparation and have extensive storm plans that have guided the cooperatives through severe storms and major hurricanes. The five-stage plan organizes employee efforts before, during and after storms.

**PHASE ONE - Storm Enters the Gulf of Mexico:** The storm is monitored, and the plan goes into effect. The response team reviews their duties.

**PHASE TWO - Storm Warning:** A Storm Operations Center is established. The CEO/General Manager directs the response team.

**PHASE THREE - During the Storm:** Operations personnel are dismissed when winds reach 35 mph and employees seek shelter.

**PHASE FOUR - After the Storm:** (Restoration) Personnel organize service restoration. Damage assessment crews are sent out. Additional crews' assistance is called in if necessary.

**PHASE FIVE - After Restoration:** (Recovery) After all power is restored, normal operations resume. Any temporary repairs are corrected.

**GENERATOR SAFETY**

If you plan to use a generator following a storm, always think safety first.

- Never connect a generator to your home's wiring. This can energize power lines, endangering our workers and even you! It is best to connect generators by using a transfer switch, or connect appliances directly to the generator.
- Operate your generator outdoors, NOT in a garage, storage room or near your open window. Always read the instructions first.
- Be sure the generator you have selected has ample capacity to supply the lighting, appliances and equipment you plan to connect.
- Do not operate your generator while standing in wet conditions.
- Do not attempt to fill your generator's fuel tank while it is operating.
- Do not tamper with engine's speed adjustment. This could cause a fire.
- Have a charged fire extinguisher nearby as a precaution.

**OUTAGE REPORTING**

**COAST ELECTRIC**  
24-Hour Outage Call Number: 877-769-2372  
Download the CE on the Go app for instant outage reporting  
View an outage map at [www.coastepa.com](http://www.coastepa.com)

**SINGING RIVER ELECTRIC**  
24-Hour Outage Call Numbers: 601-947-4211, 228-497-1313, 601-989-2345  
Download the SmartHub app for instant outage reporting  
View an outage map at [www.singingriver.com](http://www.singingriver.com)

**THINK SAFETY FIRST! MEN AT WORK**

# Get Prepared. Stay Ready.

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

**Members with Special Needs**

Your electric service provider cannot guarantee uninterrupted electric service. Members who use medical equipment or have special needs that require uninterrupted service should make plans to be in a location that can provide power for assistance.

**After the Storm**

- Treat all downed lines as energized. Beware of downed lines hidden by debris.
- Report all downed lines immediately by calling your local electric cooperative. If there is immediate danger, call 911.
- Prevent generator backfeed. Plug any appliances or equipment directly into the generator. Keep the machine in an open area to reduce carbon monoxide emissions.
- Avoid areas where line crews are working.
- Do not stop crews to report an outage. Instead, call your cooperative's outage reporting number or use the mobile app.

**When is an Electrician Needed?**

Damage to a home's electrical system must be repaired before your co-op can restore power. Damage should be repaired by a licensed electrician and removed from the site. If water enters the walls or ceilings, turn off circuit breakers or electricity is needed to make repairs to a home or property, a temporary service pole must be installed by a professional electrician and inspected by local government authorities before power can be reconnected.

**When Will My Power Be Restored?**

These are the steps we need to take as we work our way to your home.

- Transmission Lines**  
These high-voltage lines carry electricity from the generating plant to the substation.
- Substation**  
This is where your local cooperative receives electricity and becomes responsible for restoring power.
- Facilities that Benefit Everyone**  
Next, we repair areas from the substation that serve programs, police stations and services we all rely on.
- Homes and Businesses**  
Now, we repair power lines that serve multiple homes and businesses.
- Individual Members**  
Finally, if any members are still without power, we visit each one individually. Your reports take the most time.

**Why do my neighbors have power, but I don't?**  
Each group who lives on the same street can be served by different power lines. Each group's line may be damaged differently. Your reports take the most time.

**Why does it seem like my home is the last to come out?**  
It all depends on where you live. To restore power for the most members in the shortest time, we have to follow the steps above. But you don't see them. About three stages, you'll have a better idea of when to expect more time the lights go on.

**Staying Connected:**

**Coast Electric POWER ASSOCIATION**  
www.coastepa.com  
Mobile App: CE on the Go  
www.facebook.com/coastelectric  
www.twitter.com/coastelectric  
@CoastElectric on Instagram

**Singing River Electric Cooperative**  
www.singingriver.com  
Mobile App: SmartHub  
www.facebook.com/SingingRiverElectric  
www.twitter.com/SRECooperative  
@SingingRiverElectric on Instagram

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www.twitter.com/SRECooperative  
www.facebook.com/SingingRiverElectric



# 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:

- **Agricola Substation** – Highway 613, Barton-Agricola Road, Highway 612 and surrounding areas.
- **Leakesville Substation** – Knobtown Road, Highway 63, Highway 57, Hillman Crossing and surrounding areas.
- **Joe Batt Substation** – Jim Ramsey Road, Old Biloxi Road, Joe Batt Road and surrounding areas.
- **Harleston Substation** – Highway 613, Hurley-Wade Road, Highway 614 and surrounding areas.



Representatives from the George County Sheriff's Department and the City of Lucedale's Police and Fire Departments accept the Singing River Electric NHN Grant checks.

## Supporting first responders

SRE NHN Grants assist City of Lucedale Police/Fire and George County Sheriff's Department

### 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, \$297,836 has been awarded to local non-profits in local communities.

George County Sheriff's Department and the City of Lucedale's Police and Fire Departments received Singing River Electric Neighbors Helping Neighbors Community Grants for a total of \$2,500.

The funds purchased personal protective equipment for first responders to assist with their COVID-19 protection needs. The dedication and commitment of these first responders serving their neighbors in south Mississippi is appreciated.

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

## Replenish your storm supplies

Now is the time, on a pretty day, to replenish your storm supplies. Purchase fresh batteries, canned goods and water to keep in the event of a storm. Ready.gov and the Red Cross both are great resources for more information to build a basic disaster supply kit.

- [singingriver.com/storm-and-outage](http://singingriver.com/storm-and-outage)
- [ready.gov](http://ready.gov)
- [redcross.org](http://redcross.org)

## Generator safety

Never connect portable generators directly into your home's wiring unless through a transfer switch. Doing so can energize power lines, endangering line workers. Instead, connect appliances directly to the generator. Always operate a generator outdoors in a well-ventilated area.

For more information, visit [singingriver.com/storm-and-outage](http://singingriver.com/storm-and-outage) or [beawareeverywhere.com](http://beawareeverywhere.com).