

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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SRE is an equal opportunity
employer and provider.



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No-cost energy tips for clothes drying

An inexpensive way to save on your power bill this summer is to avoid running your clothes dryer during the hottest parts of the day.

Running the dryer creates two issues that your air conditioner must address. First, the residual heat from the dryer used to dry the clothes acts as radiant heat that must be removed from the home by your air conditioning system. The second, and most impactful, is the air being pulled through the dryer to dry clothes comes from inside your home, thus creating a cycle that creates a burden on your home's cooling system.



On a related note, verify that the exhaust hose (hopefully) connected to the back of your dryer is vent-free for proper ventilation. These are a few no-cost ways to save on your energy bill this

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



Trent Robertson, Director of Greene County Emergency Management, accepts the Singing River Electric NHN Grant check.

Supporting first responders

SRE NHN Grant assists Greene County Emergency Management

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.

Greene County Emergency Management recently received a \$1,000 Singing River Electric Neighbors Helping Neighbors Community Grant. The funds purchased personal protective equipment for local 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 greatly appreciated.

For more information on SRE NHN Community Grants and how to apply, visit [singingriver.com/my-community](https://www.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.

Reaction during tough times



Brian Hughey
General Manager
& CEO

As we continue to navigate challenges associated with COVID-19, I wanted to reflect back 15 years to one of the biggest challenges for members and employees of Singing River Electric. As we think back to the morning of August 29, 2005, most of us can remember exactly where we were and what we were doing. While we had seen more than our share of storms through the years, Hurricane Katrina brought a previously unmatched water surge to the Mississippi Gulf Coast. By mid-morning on August 29, we were all experiencing some of the most concerning times of our lives. Many of us grew up near the banks of our rivers or within a few blocks of the Gulf of Mexico and had seen significant roadway and yard flooding through the years. But by 9 a.m., we all knew this was much different than anything we had ever experienced.

Some homes and properties were left with major damage while others were wiped clean with nothing left behind. While many in our communities began repairs on their homes and property, employees of Singing River Electric checked on the safety of their families and reported to work. As employees arrived that evening, the scene around our offices was eerily quiet. We all knew the significance of what had occurred and the resulting challenge that laid ahead. Looking back on it, from an employee perspective, this may have been our finest hour. What took place over the next two weeks was

nothing short of amazing!

All of Singing River Electric's 64,870 meters were left without power, and several hundred of those were washed away with the storm. Our number of first responders grew from 180 to over 1,000 employees within the first few days of the power restoration. We received mutual aid support from 69 electric cooperatives across 14 states. Our employees stood strong the entire time until power was restored to the last meter 13 days following landfall. Many employees did not return home during this two-week period for various reasons, some too sad to discuss. While Hurricane Katrina was unprecedented, the team effort of our employees and others proved to be equally as impressive.

I'm certain our communities will make it through the ongoing pandemic just like we made it through Hurricane Katrina 15 years ago.



How is my power restored?

In order to restore power to many people quickly, utilities follow a pretty standard restoration plan. First, transmission lines that carry high-voltage electricity to substations are checked for damage, while other employees scout storm-affected areas to assess damage. Employees are pre-assigned areas to speed restoration. Hospitals are given high priority when possible, and restorations work out from the substations towards your home.

For more information, see the Storm Ready Fact Sheet available at [singingriver.com/storm-and-outage](https://www.singingriver.com/storm-and-outage).

What is the fastest way to report an outage?

Using the SmartHub mobile app can speed restoration time by directly entering your outage information into our system. Dispatch is then able to assign your power outage for faster repairs.

Download the SmartHub app at [singingriver.com/smarthub](https://www.singingriver.com/smarthub).

CREWS RESTORE POWER FOLLOWING TROPICAL STORM CRISTOBAL

With nearly 60 mile per hour winds, Tropical Storm Cristobal made an early-season Gulf of Mexico landing along the northern Gulf Coast. Singing River Electric crews responded by working into the night and through the next day to make full restorations.

Crews replaced nine broken poles and five transformers while restoring power to 10,385 meters or nearly 14% of the co-op membership.

"Thanks to our dedicated and trained employees, we were able to respond quickly," said Singing River Electric General Manager and CEO Brian Hughey. "This storm and the spring tornadoes have demonstrated the value of our preparations and planning. We remain storm ready 12 months of the year."

