



A MESSAGE FROM YOUR CEO

The power of education



Brian Hughey
General Manager & CEO

I'm sure many of you have children or grandchildren eager to begin the new school year. Thoughts likely include the anticipation of meeting new teachers, seeing old friends, making new friends, and even the excitement of buying new school supplies. For some of us, including myself, it may be the anxiety of sending a child off to college for the first time.

Local teachers and administrators have been busy for weeks preparing for the big day. These special individuals play a critical role in the development of our children and grandchildren and need the support of the community. We all play a role in our local school's success. It's more than slowing down in the school zones; it's about being involved in the schools and communities we love.

Singing River Electric understands this and is committed to the schools in our communities. We contribute to local chambers of commerce scholarship programs for those entering college, sponsor a youth leadership program for high school juniors, and participate in the Pathways to Possibilities Career Fair to help local middle school students explore job fields and potential careers. Our engineers and linemen visit elementary classrooms across the service territory showing the importance of safety. While our in-person interaction with students and educators was minimized last year due to the pandemic, we are hopeful things return to normal this year.

The real impact is interaction. Whether it's an employee coaching a sports team, working with the school PTA or purchasing items during the holidays to support a classroom, we want our local students and teachers to know we care. We all know education is vital to the economic growth and well-being of the communities where we live and work. I ask you to join us, if you aren't already doing so, in supporting our schools and teachers through volunteering or helping in some way. Our students deserve nothing less than the best education we can provide them.

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Supporting education in our local communities



singingriver.com/my-community



Jeff Gray
Energy Services Representative
gray@singingriver.com

Preventing infiltration

Infiltration or outside air leaking into your home can make your home miserable in the summer and impact your energy use significantly. The air you paid to cool inside can escape outside through cracks and crevasses. This causes your air conditioner to operate at longer intervals, raising your power bill. It can also increase humidity in your home resulting in discomfort. The same can happen in the winter as heated air escapes and cold air enters causing the heating system to run longer and your electric bills to rise.

There are several things you can do to prevent infiltration in your home:

- Make sure exterior doors are sealed with weather stripping and a good threshold seal. A door sweep can be added if leaks are detected under the door.
- Caulk around all exterior windows. You can seal any exterior holes (plumbing or electrical, etc.) with foam sealant such as Great Stuff.
- Heater closets in homes should be sealed inside the top. Gas heater closets must be left open for ventilation.
- Homes built off-the-ground should have skirting around the bottom to stop airflow under the home.

Visit singingriver.com/ways-to-save for more energy-saving tips.

FAQ

Q When can I sign up for fiber service?

A We are currently in the pilot phase. The pilot areas are scheduled to receive fiber between October 2021 and early January 2022. SRE's board of directors will be monitoring the expressed interests inside and outside of the pilot areas, as well as signups in the pilot areas to determine the success of the pilot program and if expansion is needed and where to go next.

Q Is this an introductory offer that will spike in price?

A No. Our fiber packages are \$59.95 for 100 Mbps and \$84.95 for 1 Gbps. The prices include free installation, free modem and router, free managed Wi-Fi, no contracts, no equipment fees and no data-use limits.

Q Why is fiber better than tradition internet service?

A Fiber high-speed internet is lightning fast. You really have to try it to believe it. It is also symmetrical, which means the same upload and download speeds. You can easily use multiple devices at once.

Q Where can I get updates about SR Connect fiber service?

A Visit singingriverconnect.com to submit your information and express an interest in SR Connect fiber service. You will then be on our e-newsletter list. You can also keep reading about it in this *Today in Mississippi* magazine and join our social conversations on Facebook and Instagram at SingingRiverConnect and SRConnectMS on Twitter.

Express an interest in lightning-fast fiber service TODAY at singingriverconnect.com!



Great News! Faster internet is coming!

- ✓ Free installation during the pilot period (no contract, no data caps, no equipment fees)
- ✓ Super-fast speeds: 100 Mbps and 1 Gbps (up and down)
- ✓ Priced as low as \$59.95 (includes modem, router and managed Wi-Fi)




No contracts. No data caps. No equipment fees.

singingriverconnect.com
877-272-6611

Sign up today!

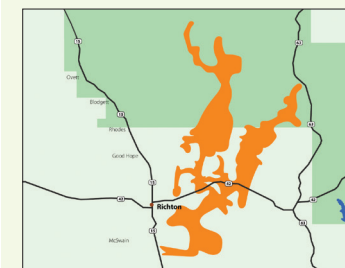
GET CONNECTED. STAY LOCAL.

Lightning-fast fiber is coming!

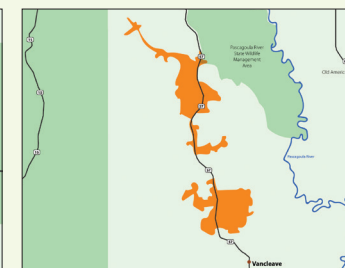
Search your address at singingriverconnect.com to express your interest in service.

Three pilot areas covering SRE members in five counties.

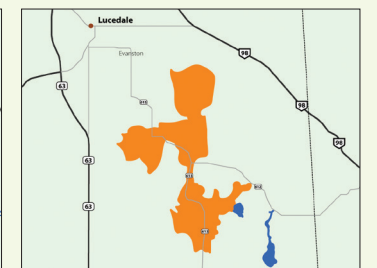
SR Connect's three pilot projects represent Singing River Electric's three geographical districts, and will reach fiber subscribers in five southeast Mississippi counties. The areas were chosen because they are mostly unserved or underserved for fiber and because they are located along the fiber ring being constructed connecting all SRE offices and substations. This is an initial effort. Fiber expansion depends on the success of these pilots and results are promising so far. Whether you are inside or outside of a pilot project, please search your address and input information to express an interest. We will use this and other data to determine where to expand once that decision is made.



PILOT AREA #1



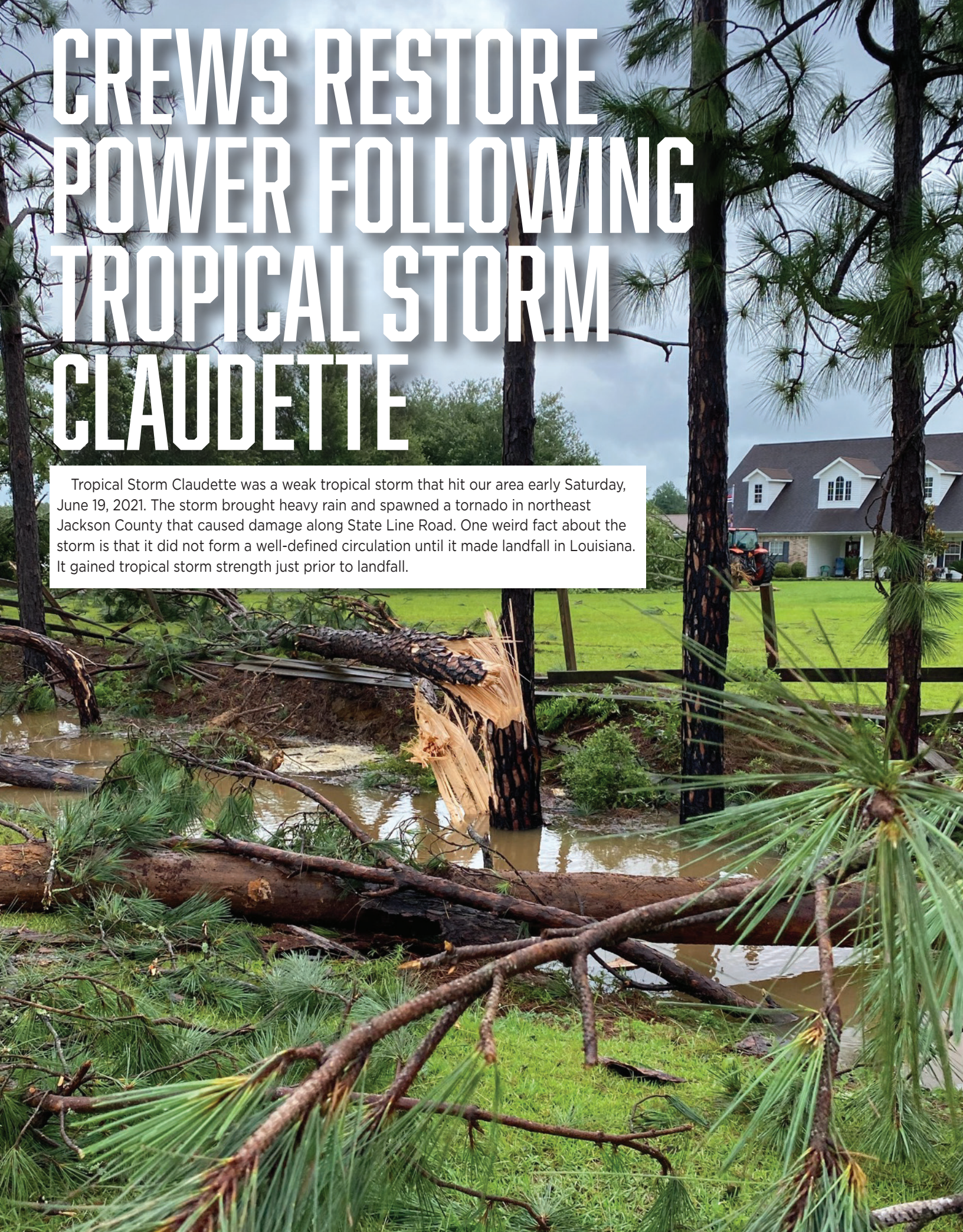
PILOT AREA #2



PILOT AREA #3

CREWS RESTORE POWER FOLLOWING TROPICAL STORM CLAUDETTE

Tropical Storm Claudette was a weak tropical storm that hit our area early Saturday, June 19, 2021. The storm brought heavy rain and spawned a tornado in northeast Jackson County that caused damage along State Line Road. One weird fact about the storm is that it did not form a well-defined circulation until it made landfall in Louisiana. It gained tropical storm strength just prior to landfall.





Supporting South Mississippi wildlife conservation

SRE NHN Grant benefits South Coast Outdoors

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, \$317,174.15 has been awarded to local non-profits in local communities.

South Mississippi's declining wood duck population will soon be on the rise thanks to a \$2,500 Singing River Electric Neighbors Helping Neighbors Community Grant to South Coast Outdoors.

The funds will be used to construct wooden nesting boxes made from weather-resistant mahogany and stainless steel hardware. The South Coast team will record the use of the boxes during nesting season as well as log the number of hatchlings.

"Our Wood Duck Habitat Recovery Program began in 2016 in partnership with the Pascagoula Wildlife Management Area," explained Trey Wright, project leader. "Our goal is to ensure that there are proper nesting sites for both migratory and local wood ducks."

For more information on SRE NHN Community Grants and 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.

How is my power restored?

In order to restore power to many people quickly, utilities follow a 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 outward from the substations towards your home.

For more information, see the Storm Ready Fact Sheet available at 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.