



A MESSAGE FROM YOUR CEO

Taking a quick look back

As we near the end of another year, I want to take a moment to reflect on your electric cooperative's accomplishments during 2021. To say the past 11 months have been challenging would be an understatement. As



Brian Hughey
General Manager & CEO

expected, the Singing River Electric family stepped up to the challenge and continued to meet our members' needs.

The year began with sustained cold temperatures from Winter Storms Uri and Viola, affecting many residents across the country. Fortunately, the extreme cold temperatures and frozen precipitation experienced by those north of our service area never made it to us, thus sparing any damage to our distribution system. Later in the year, Tropical Storm Claudette and Hurricane Ida caused damage to our system resulting in more than 12,000 member outages. Singing River Electric's team of employees safely and efficiently restored power following both storms.

From a daily operations standpoint, our employees implemented system upgrades, defined in our long-range work plan, to allow for projected load growth on our distribution system. Some examples include: beginning construction on the Cumbest Bluff substation, upgrading copper lines to the more durable aluminum wire, and upgrading to tie lines to allow for better system reliability. Equally important was performing necessary maintenance on our distribution system. Over the past year, our linemen continued conducting line inspections to address any deficiencies on the system. Singing River

Electric partnered with Cooperative Energy to use infrared technology to inspect substations during the summer heat. These inspections identified potential issues early and allowed SRE to make proactive repairs, which reduced outages and inconveniences to members. Office employees implemented a new pre-pay program, allowing members to pay as they go.

During the summer, SRE announced plans for fiber construction. This plan included the construction of a fiber backbone connecting our 44 substations and three offices, allowing our operations team access to real-time information to further reduce outage response time. Additionally, three fiber-to-the-home pilot projects were announced, and nearly 2,000 potential high-speed internet subscribers patiently wait for the design and construction process to be completed. Results of the pilot projects will guide our staff and board of directors as to how to move forward.

SRE continued its support for our communities through programs that provide education, assistance and value to members, such as Neighbors Helping Neighbors grant and energy assistance programs, boat ramp and park cleanup events, and a variety of youth leadership and educational programs. As your electric cooperative, we will continue our efforts of enriching the communities we serve.

Even with the uncertainty associated with the pandemic, I'm proud to say our employees continued to step up to all challenges over the past year. On behalf of the Singing River Electric family, I wish you a blessed Merry Christmas and a Happy New Year.



Jeff Gray
Energy Services Representative
gray@singingriver.com

Bright and efficient decorative lighting

This holiday season, consider replacing older light strings with new Energy Star LED lights. LED light strings use 75 percent less energy than conventional incandescents and come in a variety of styles and colors for both inside and outside use. In fact, the energy used to light just one incandescent bulb can power two 24-foot strings of LED holiday lights.



You can save even further by installing a timer for outdoor holiday lighting and decorations. Program the timer to turn on in the evenings and cut off later at night when you go to bed.

There's also the safety benefit. Energy Star decorative LED holiday lighting is cool to the touch, which reduces risk of fire.

For more information, visit www.singingriver.com or www.energystar.gov.



MORE THAN 77,000 MEMBERS COUNT ON SRE TO DELIVER ENERGY THAT EMPOWERS LIVES.



Don't forget to look for your Capital Credits.

SRE's Board of Directors approved the retirement of more than \$2.5 million in SRE capital credits to the membership for the year 1995. Cooperative Energy also retired credits to SRE members for the year 1991 and partial returns for the years 1994, 2006 and 2007.

Capital credits less than \$300 will be credited on December member bills. Credits greater than \$300 will be mailed to SRE active members as a check. Visit singingriver.com/capital-credits for additional information.



MERRY CHRISTMAS AND HAPPY NEW YEAR!

Our offices will be closed Dec. 23 and 24 in honor of Christmas holidays and Dec. 31 for the New Year's holiday.

Dispatchers will be on duty for emergencies and power outages. Use your SmartHub app to see billing information, make payments and see a live outage map.

singingriver.com/SmartHub





may your holidays be merry & bright

Get in the spirit this holiday season with decorative holiday lighting. Here are a few tips to save money and electricity while sharing the joy of the season.

- Switch to LED light strands - EnergyStar-rated decorative light strands use 75 percent less electricity than incandescent strands.
- Use a timer and have them turn off at bedtime - This is the same concept as your pool timers in the summer. By limiting the time the lights are on, you limit the electricity used and the holiday costs.
- Decorate without electricity - Many beautifully decorated yards use wooden decorations. These are both festive and use no electricity.
- Get reflective - Shiny ornaments, tinsel and mirrors can multiply the effects of lighting without using more energy.

Looking for ways to be safe?

Throw away light strands that have frayed cords.

• Do not use more than three light strands.

• Plug outdoor lighting into ground fault circuit interrupters (GFCI).

Give Joy this holiday season

Round up your electric bill and help a neighbor in need this holiday season and year round. It's easy! Simply check the NHN Energy Assistance box on bill payment stub, sign up using the SmartHub app on any mobile device, go online and visit singingriver.com/give-joy or call any SRE office and request to be enrolled in Neighbors Helping Neighbors Energy Assistance giving.

Donations average only \$6 per year and yet bridge the gap for the elderly and those needing a helping hand.



SRC fiber construction update

We had previously planned to have our first fiber subscriber receive fiber internet service by late October or early November 2021. That projected date has been delayed to December due to late summer/early fall construction rain delays and difficulty receiving permits for one railroad crossing and National Forest Service land. Singing River Connect could have provided service to the SRC subscribers who have enrolled to date in mid-November if the railroad permit had been received in a timely manner. It was originally due back to SRC on October 21.

As of publication time, the National Forest Service land permit is expected mid-December, and the railroad crossing permit is expected to be received at any moment. The good news is fiber construction is progressing well in all three pilots (outside of National Forest Service land) and with the 400-mile distribution ring. Construction crews will be able to complete the work in 20 percent of pilot project land that is in the National Forest shortly after the permit is received.

For more information on Singing River Connect fiber internet, search your address and submit your information at www.singingriverconnect.com or call and speak to a SRC fiber CSR at 877-272-6611.

ONE	Fiber lines must be constructed on electric poles from SRE's Lucedale office to the pilot areas and back to the office to provide fiber.
TWO	The construction process involves many parts including engineering, make-ready work, construction, splicing, drops and installation.
THREE	We experienced some fiber construction delays due to increased rainy days, time needed to obtain railroad and National Forest land permits and more.
FOUR	Fiber line construction moves quicker than you think, usually 25 miles/wk. SRC plans to light up subscribers in our first pilot area this month.



877-272-6611 for service support

singingriverconnect.com

Give Joy this Holiday Season through the Neighbors Helping Neighbors Energy Assistance Program

Long-time Jackson County employee Peggy Brazzle found herself unable to pay all her bills after a medical procedure. "I was really short on cash last month and was not able to pay all of my rent or my electric bill. Then a friend told me about Catholic Charities of South Mississippi," Brazzle explained.



Once her paperwork was complete, the charity was able to help her with her electric bill and rent. "We all need a little help sometimes and I am grateful that people give when they can—it sure helped me out in my time of need," she added.

Are you looking for a way to help your community? Simply round up your monthly electric bill with the Neighbors Helping Neighbors Energy Assistance (NHNEA) program. The program rounds up member bills to the nearest whole dollar and averages only \$6 per year. It's one of the easiest and least expensive ways to make a difference. Coordinated by United Way for Jackson and George Counties and administered through Catholic Charities of South Mississippi, all proceeds for NHNEA go to help your neighbors, who need short-term help paying their electric bill.

It's easy to donate; simply check the NHN Energy Assistance box on bill payment stub, sign up using the SmartHub app, or call any SRE office and request to participate.