



A MESSAGE FROM YOUR CEO

## \$2.5M in Singing River Electric and \$1.5M in Cooperative Energy capital credits retired to SRE members



**Brian Hughey**  
General Manager & CEO

There are many benefits of being a member of an electric cooperative, and one of those benefits is the retirement of capital credits.

Singing River Electric Cooperative's board of directors recently

approved a retirement this year of more than \$2.5 million in SRE capital credits to the membership; this represents capital credits for the year 1995.

Our generation and transmission cooperative, Cooperative Energy, is also returning capital credits to SRE members this year. They are returning \$1.5 million in capital credits to the membership for the year 1991 and partial returns for the years 1994, 2006 and 2007.

### What does this mean for SRE members?

As a member, you have a share in the earnings of your not-for-profit electric cooperative. Singing River Electric's rate revenue is used to operate, make payments on loans and make improvements to the electric system. Any remaining revenue is allocated to the members in the form of capital credits.

The amount of capital credits

assigned to a member is based on the amount of electricity used during a particular year. When funding is available, Singing River Electric's board of directors can approve retiring a portion of the member's capital credits in the form of a credit or check. The same goes for Cooperative Energy.

### How do I get capital credits?

SRE members during the years 1991, 1994, 1995, 2006 and 2007, with an account that is still active and receiving a monthly billing statement, will automatically receive either a bill credit or check, depending on the capital credit amount. These members do not have to fill out any paperwork.

Previous SRE members who had an account during these specified years but no longer have an active account, can visit our website at [singingriver.com](http://singingriver.com) or call any SRE office between Nov. 1 and Dec. 30 to receive instructions and download necessary paperwork to claim their capital credits. Completed documentation must be returned to SRE's Lucedale office by 5 p.m. on Thursday, Dec. 30, 2021.

We hope these returned capital credits help you and your family during this holiday season. Lastly, on behalf of our board and employees, I wish you a Happy Thanksgiving.



**Gabe Robbins**  
Energy Services Representative  
[robbins@singingriver.com](mailto:robbins@singingriver.com)

### Heating your home in the winter

Cooler weather is creeping in, so it's a good time to think about how heating your home will affect your power bill. Heating is one of the main factors of a higher power bill. Having an electric heat pump is one way you can save during the cold, winter months. When a little heat is needed in the mornings or evenings, an electric heat pump will operate three times more efficiently than a conventional electric furnace. When we reach temperatures in the 20s and 30s, secondary heating will kick in, giving you the needed heat to get your home to your desired temperature. Once that temperature is reached, the secondary will turn off, and the heat pump will operate to maintain that temperature. No matter which kind of unit you have, set your thermostat to 68 degrees in winter to keep energy use in check.

Another great way to save money in winter is stopping infiltration. A \$5 tube of caulk can help stop infiltration around windows and other leaky areas.

If you need to replace your HVAC system, consider a heat pump and take advantage of government rebates as well as Singing River Electric's Comfort Advantage heat pump rebate. Visit [singingriver.com/my-home/heat-pumps](http://singingriver.com/my-home/heat-pumps) for more information or contact a SRE energy services representative.



## Understanding Capital Credits

If you receive your electricity from a local cooperative, you are a member-owner. That means you are entitled to certain benefits, including the allocation of capital credits.

### Q. What are capital credits?

A. Singing River Electric's rate revenue is used to operate, make payments on loans and make improvements to the electric system. Any remaining revenue is allocated to the members in the form of capital credits.

### Q. How do members earn capital credits?

A. When you signed up for electric service from the cooperative, you became a member. Each member is allocated capital credits based on how much energy the member purchases from the cooperative.

### Q. Are capital credits returned every year?

A. Each year the board of directors will decide whether to retire capital credits. There may be years when the cooperative is not able to distribute capital credits because of certain economic conditions and other factors such as major storm damage.

### Q. How are capital credits returned?

A. Capital credits are returned either by a check mailed to members, or in the form of a credit on the electric bill, based on the credit amount.

### Q. What happens to a member's capital credits if the member moves away?

A. Capital credits are maintained on record and can still be returned to a member when those credits are retired by the local board of directors. Members who move away may download paperwork from [singingriver.com](http://singingriver.com) to request capital credits if they were members during the years being retired.

### Q. Can I obtain a deceased member's capital credits?

A. Yes. Surviving family members may download paperwork from [singingriver.com](http://singingriver.com) to request capital credits for a deceased relative.

### Capital credits are not the only member benefits:

- Reliable electric service provided at cost.
- More than 80-year heritage of local community support and development.
- Control of your electric co-op. Governed by your neighbors, member-owners, who serve on the board of directors.

### Find out more:

[singingriver.com/capital-credits](http://singingriver.com/capital-credits)



Happy Thanksgiving

from Singing River Electric

We will be closed November 25 and 26. Dispatchers will be on duty.



### Four easy ways to round up:

- 1 Check the NHN Energy Assistance box at the top of your bill.
- 2 Sign up using the SmartHub app on any mobile device.
- 3 Go online with your computer at [singingriver.com/give-joy](http://singingriver.com/give-joy).
- 4 Call any SRE office and request to participate. Once enrolled, the billed amount will "round up" to the next whole dollar.

### Ask us how today!







**SR**  
Singing River  
Connect

SingingRiverConnect

SingingRiverConnect

SRConnectMS

Service Support  
877.272.6611

# The wait is over!

Portions of Perry County within SRC's pilot project will soon receive fiber internet.

If you are located inside Singing River Connect's Perry County fiber pilot area and received an email and postcard alerting you to this, we are now scheduling fiber installations for your area. Simply call the number on the postcard to schedule an install. If you are not sure if you are in the Perry County fiber pilot, visit [singingriverconnect.com](http://singingriverconnect.com) and search your address to express an interest.

This first SRC pilot area is served electricity by Singing River Electric's Brewer substation and will supply fiber to potential subscribers in parts of Greene, Wayne and Perry counties. There are two additional sections of this pilot that will begin scheduling installations, outside of the National Forest area, in the coming weeks. There are two additional fiber pilot projects being built out in parts of the Agricola and Vestry communities of George and Jackson counties respectively.

Fiber construction has been slightly slowed due to the sheer number of rainy days received locally, but construction progress is still moving fairly quickly. The make-ready engineering contract fiber crews complete on average 60 miles per week.

## What to do if you are not in the fiber pilot areas?

Visit [singingriverconnect.com](http://singingriverconnect.com) to search your address and express an interest in SR Connect's fiber internet. You deserve fast, reliable Wi-Fi throughout your home, no matter how many people are online. Our fiber internet Gigaspire devices are built with the latest Wi-Fi 6 technology for longer range and no lagging, whether you're working from home or improving your game.

Residential fiber service starts at just \$59.95 with free installation during the pilot period and no annual commitments, equipment fees or data caps. Packages include the modem, router AND managed Wi-Fi.

Singing River Connect offers a My SR Connect app downloadable for FREE from Apple Store and Google Play to all fiber subscribers! The fiber installer will assist subscribers in downloading the app on their mobile or tablet device before leaving the home. This app allows the user to view connected devices, set parental controls and manage the Wi-Fi. It puts YOU in charge of fiber service for you and your family.

## FAQ

**Q** When will SRC expand fiber beyond the three pilot projects?

**A** Fiber expansion to areas outside of the three pilot projects is dependent on the pilot success. Singing River Electric's board of directors will make that decision. However, the pilots seem to currently be going well.

**Q** What can I do if I am outside of the pilot areas?

**A** Visit [singingriverconnect.com](http://singingriverconnect.com), express an interest and submit your information. This information and number of installations completed in the project areas is some of the information the SRC board will use to determine whether fiber expansion outside of the pilot areas is prudent.

**Q** Where can I get updates on SRC fiber pilot projects?

**A** Submit an email address when you search your address and you will be able to receive our bi-monthly SRC fiber e-newsletter. You can also follow our progress by reading the SRE monthly *Today in Mississippi* magazine or by following SRC's social media channels.

**Q** How will I know when you are taking new service applications in my area?

**A** You will receive an email (if you submitted one), a postcard by mail and may see yard signs in your area alerting you to call and schedule an install.

# Upgrade to the Ultimate Wi-Fi Experience

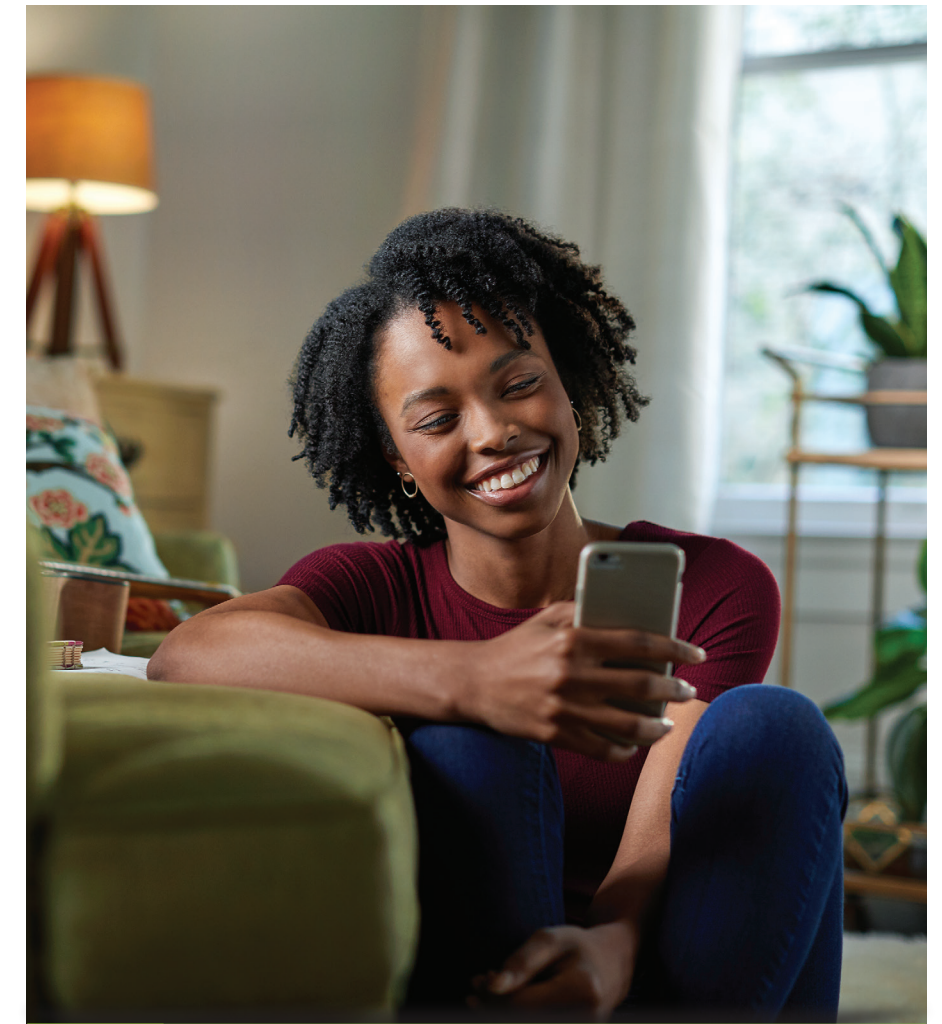
An old router with outdated firmware can be a primary cause of speed and performance issues. With SR Connect high-speed fiber internet, we make sure you have the latest technology, firmware, security and tech support. Our packages include free equipment including a modem, router and the **My SR Connect app**. The app allows you to manage your W-Fi by giving you an instant snapshot of your home network. Through the app you can view all connected devices on your network, change or reset your Wi-Fi network name or password, set up a guest network, run speed tests, pause the internet for any device at any time, set up parental controls for scheduled downtime including bedtime, chores or homework, and more.

You can also save \$3 a month by upgrading to the **Ultimate Wi-Fi Experience bundle**. This allows you to add both ProtectIQ and ExperienceIQ services to the My SR Connect app for \$7/month instead of \$10.

**ProtectIQ** is a network-level security service that provides protection against viruses, malware and malicious websites, and keeps your devices safe from cyberattacks. It proactively monitors your home's incoming traffic and automatically blocks anything suspicious. It also notifies you through the app whenever a security issue is triggered.

**ExperienceIQ** is a service that protects children or grandchildren from harmful or inappropriate content. It provides you the tools needed to enforce the Internet rules for your home and set up profiles for users and their devices. It puts you in the command seat to filter content, websites, applications and set appropriate time limits for internet use in your home.

For more information, visit [singingriverconnect.com/products-pricing](http://singingriverconnect.com/products-pricing).



## My SR Connect app

My SR Connect app gives you an instant snapshot of your home network. Through the mobile application (app) you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests, change your password and more. It puts you in charge of your family's Internet experience.

