



A MESSAGE FROM YOUR CEO

Reasons for excitement this fall

We are a few weeks away from another changing of the seasons. It is evident many residents in south Mississippi are looking forward to fall, which officially begins on September 22. After this extremely hot summer, who isn't ready for cooler nights, the leaves changing colors, and the chance to comfortably enjoy outdoor activities? I know I'm ready.

This summer has been challenging in many ways. As mentioned last month, high temperatures in June exceeded previous records in most of Singing River Electric's service territory. While I know many of you saw your energy use increase during the summer, I am pleased we were able to safely deliver the energy required to keep your homes comfortable. This past season also brought a new challenge of navigating national and regional supply chain issues and increased pricing for materials and equipment. Once ordered, we are now seeing delivery times extend up to nine months for materials such as anchors, wire, and transformers, not to mention the higher costs for these materials. Never before have we seen two-to-four-year delivery schedules for service and line trucks.

Even with these challenges, Singing River Electric has continued to provide our members with the high level of service you've come to expect. On top of providing electric service to members, your cooperative has surpassed goals related to building out a fiber-to-the-home network. Take rates have exceeded expectations as more than 50% of eligible subscribers have elected to sign up for the high-speed internet service provided by our affiliate,

Singing River Connect. As of mid-August, more than 1,400 Singing River Electric members have become SR Connect internet subscribers, and this number is growing daily. Because your electric cooperative owns and maintains the fiber to the side of the home, it has been and will continue to be the responsibility of the same folks you have relied on for 84 years to provide reliable service and efficient response time following service interruptions for power and internet. How, you might ask. Simply put, the success has been a direct result of our employees' willingness and dedication to serving our communities.

As we move into a new season, there are many reasons for excitement. Whether it's cooler temperatures, football season, or becoming a SR Connect subscriber, fall is certainly a time to look forward to and enjoy.



by **Brian Hughey**

General Manager and CEO

Energy Tips



Gabe Robbins
Energy Services Representative
robbsins@singingriver.com

Preparing for autumn

As we enter into fall later this month, our temperatures still average in the mid-90s. One issue you may have staying comfortable in this heat is air leaks. They can be a huge problem when trying to cool your house efficiently. Leaks around electrical boxes, plumbing, doors, and windows can be a big player in infiltration and make your air conditioner work much harder, using more electricity. By addressing leaks and properly sealing doors with weather stripping and using caulk or expanding foam for larger leaks, you can help prevent much of the energy loss in your home.

Thermostats can also contribute to energy savings. The recommended thermostat setting in hotter months is 78 degrees. For every degree you drop below 78, you add 5% to your cooling costs. Take safety and comfort in mind when choosing your thermostat setting, as well as price. Use ceiling fans when you are in the room to increase your comfort at a higher than usual setting.

Fall days are coming. Remember, the smaller the difference between the outside and indoor temperatures, the lower your overall cooling or heating costs. For more information, visit singingriver.com/ways-to-save.

YOU'RE INVITED TO THE RIBBON CUTTING OF

10 A.M. ON WEDNESDAY, SEPT. 28, 2022
SINGING RIVER FEDERAL CREDIT UNION IN LUCEDALE
COOPERATIVE ENERGY AND SRFCU'S

LEVEL 2 ELECTRIC VEHICLE CHARGING STATION!

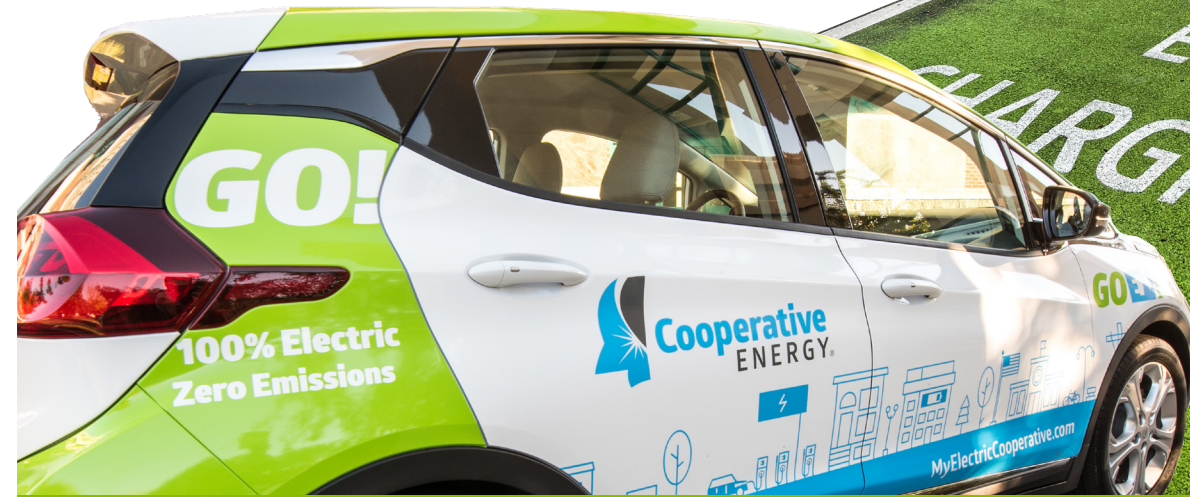
Come show off your electric vehicle or see first-hand the Cooperative Energy electric vehicles. We'd love to meet you and we will have EV experts on hand to discuss the technology and benefits of driving electric.

Electric vehicles (EVs) are just like regular vehicles, except they plug in to the power grid to refuel. There are generally two types of EVs: battery powered and plug-in hybrids. This newly built Level 2 EV charging station is up to five times faster than a standard Level 1 station

providing 10-20 miles of range per charging hour.

Electric vehicles are not for everyone, but they are an exciting and fun option. By switching to an EV, you can save more than \$1,000 on fuel costs annually and EVs have fewer moving parts so you can save on maintenance too. They are also fun to drive with plenty of acceleration and storage.

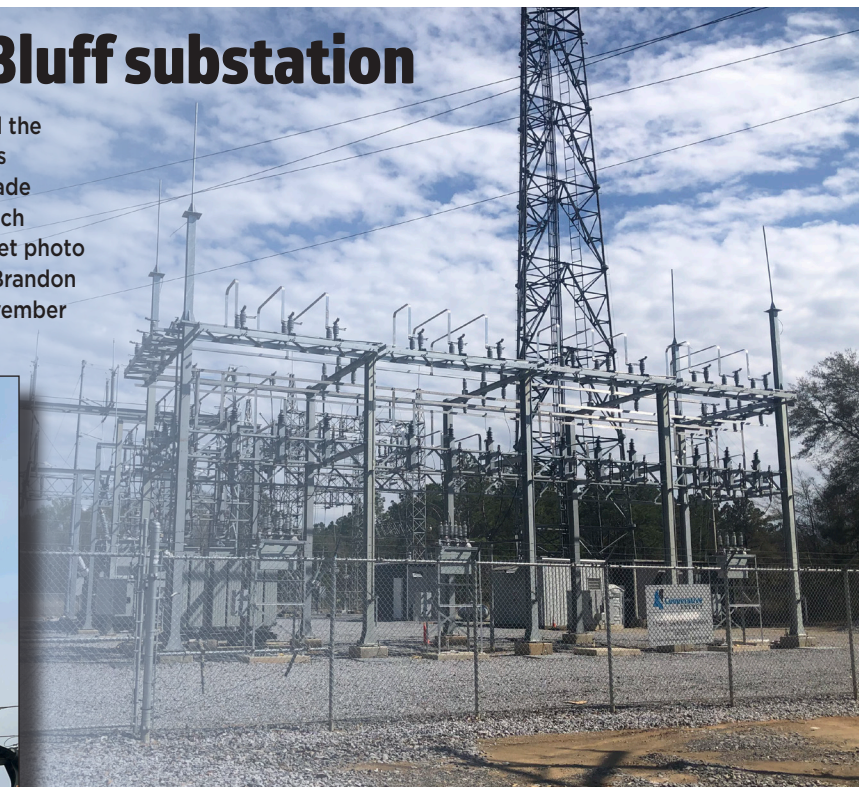
Come see!



National Drive Electric Week is Sept. 23-Oct. 2

Energizing the Cumbest Bluff substation

Singing River Electric linemen and engineers recently energized the Cumbest Bluff substation in north Jackson County. The structure is SRE's 45th substation and took on load from the Big Point and Wade substations. It now serves the Cumbest Bluff pumping station, which provides water supply for the Chevron Refinery in Pascagoula. Inset photo shows SRE co-op student Micah Fairley and journeyman lineman Brandon Fairley erecting steel on the Cumbest Bluff substation back in November 2021 during early construction.



Fiber Service Areas

SR Connect is delivering fiber-fast internet in the following areas — call 877-272-6611 to sign up.

PERRY WAYNE AND GREENE COUNTIES

Brewer community



GEORGE COUNTY

The Agricola substation's Highway 613 North and Movella feeders



JACKSON COUNTY

Lake O Pines, Cartersville and Daisy communities, parts of Vestry Road



Visit singingriverconnect.com/signup to view full size maps.



Lightning-fast Fiber Internet Service

STREAM AND STAY CONNECTED TO THOSE YOU LOVE MOST

Whether you want to binge watch the whole series or show off your newborn to out-of-state grandparents, we can help with incredible speeds and the level of responsive service you deserve and expect from your local electric co-op.

Ensure the safety of your family and all devices connected to your system by adding the Ultimate Wi-Fi Experience bundle (ExperienceIQ and ProtectIQ) for only \$7/month!



Stop watch

Run a speed test to verify the speed



Lock

Change/reset Wi-Fi network name or password.



Wi-Fi Signal

Create guest password



Clock

Set time limits on screen time or applications (bedtime, etc.)



Pause Button

Pause internet for any device.



Shield

Block harmful content, threats, apps, and sites.

singingriverconnect.com
Service 877-272-6611 • Tech Support 877-636-1702



John Langston (center) from Love Thy Neighbor in Lucedale accepts peanut butter donated by Singing River Electric Work Order Clerk **Fallon Eubanks** (left) and Member Service Representative **Angela Brown**.



Supporting our community

SRE donates peanut butter to local food pantries.

Community Impact

As electric cooperatives, we belong to the communities we serve. We adhere to a set of seven cooperative principles, and the seventh is a concern for community. It is a part of all that we do.

After holding an employee peanut butter drive in July and opening the drive to members, Singing River Electric donated nearly 100 jars of peanut butter to local food pantries including Our Daily Bread in Pascagoula, Love Thy Neighbor in Lucedale, and Turner-Duvall Retirement Village and Food Pantry in Leakesville.

"This peanut butter is so needed for our community, thank you," said John Langston of Love Thy Neighbor. "And you got the big jars—that's going to cause some smiling faces!"

Singing River Electric, along with our wholesale power provider Cooperative Energy and 10 other Mississippi electric cooperatives, partnered with Extra Table to collect peanut butter for the Everyone Eats program. The statewide non-profit, started by Robert St. John, provides food for 57 food pantries across Mississippi. Cooperative Energy also provided the resources to fund 350,000 meals through Extra Table in July.

"Peanut butter is a shelf-stable protein provider that feeds countless people," said SRE General Manager and CEO Brian Hughey. "With peanut butter now returning to store shelves after the recall, this drive and the donations to help people in our service area came at the right time."

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. Our dispatchers are then able to assign your power outage for faster repairs.

Download the SmartHub app at singingriver.com/smarthub.



Visit singingriver.com/my-community for more information on community donations.

Get Prepared. Stay Ready.

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

Storm Ready!

EMERGENCY RESOURCES

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

www.coastpepa.com
www.nhc.noaa.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 dispatched 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.coastpepa.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

THINK SAFETY FIRST!

MEN AT WORK

Staying Connected

A Touchstone Energy® Cooperative

www.singingriver.com

Mobile App: SmartHub

www.facebook.com/SingingRiverElectric

www.twitter.com/SRECooperative

@singingriverelectric on Instagram

Members with Special Needs

Your electric service provider cannot guarantee uninterrupted electric service. Members who use medical equipment or have special needs that require electric service should make plans to be in a location that can provide uninterrupted service. Contact the Emergency Management Agency in your area 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 back feed. 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 inspected by local officials. If water enters the walls or ceilings, turn off circuit breakers and remove fuses and do not use electrical outlets.

A professional electrician must assess the damage and make necessary repairs before electric service can be restored. If a temporary residence is established and 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.
- Substations**
This is where your local electric cooperative receives electricity and becomes responsible for restoring power.
- Facilities that Benefit Everyone**
Next, we repair main lines from the substation that serve hospitals, police stations and services we all rely on.
- Individual Members**
Finally, if any members are a cell without power, we will reach out individually. These repairs take the most time.

Why do my neighbors have power, but I don't? Even people who live on the same street can be served by different power lines. Don't worry. Our crews are on their way.

Why does it seem like my home is the last to come on? 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 know that you know more about these steps, you'll have a better idea of what to expect next time the lights go out.

Staying Connected:

Coast Electric Power Association
A Touchstone Energy® Cooperative

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