



A MESSAGE FROM YOUR CEO

Navigating through a challenging year

To say 2022 has been challenging would be an understatement. Similar to what you have experienced at your homes over the past year, Singing River Electric has seen significant cost increases associated with materials, equipment, contract labor, and fuel. Scarce materials and high demand are part of a 40-year inflation high according to the Federal Reserve Bank, resulting in increased costs of business. For example, the price of a pole mount transformer used to provide electric service to a member home more than doubled over the past two years. The cost of a conductor for a three-phase distribution line went up more than \$15,000 per mile of line. In addition to inflated material costs, increased fuel prices have led to higher freight costs, higher contractor expenses, and additional costs for Singing River Electric employees to build and maintain our electric distribution system.

The rise in costs, combined with the existing supply chain issues, created an even greater challenge for your cooperative. Ramifications of the COVID-19 pandemic continued to cripple the nation's supply chain system, decreasing the supply of raw materials and finished goods at a time when demand remained steady or even grew. To combat the situation, Singing

River Electric took a proactive approach to navigating the supply chain system by increasing the levels of items with longer lead times and placing orders well in advance for future projects. Singing River Electric's strong relationships with suppliers have been a key advantage while procuring items necessary for providing reliable electric service to members. We are told supply chain disruptions may be here for a while longer. In the meantime, Singing River Electric will remain proactive in procuring materials, using creative decision making, maintaining vendor relationships, and praying Mother Nature is kind to us.

As a result of these challenges, Singing River Electric began a cost-of-service study last month to guide your cooperative in making sure funds are available so we can continue providing the safest and most reliable service to our members. We will obtain and review the results in the coming weeks.

Even with the many challenges experienced this past year, our employees continue to step up and provide the level of service our membership has come to expect. On behalf of the Singing River Electric family, I wish you a blessed Merry Christmas and a Happy New Year.



by Brian Hughey

General Manager and CEO

Energy Tips



Jeff Gray

Energy Services Representative
gray@singingriver.com

Merry, bright, and efficient holiday lighting

This holiday season, consider replacing older light strings with new Energy Star LED lights. They use 75 percent less energy than traditional 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 lights.

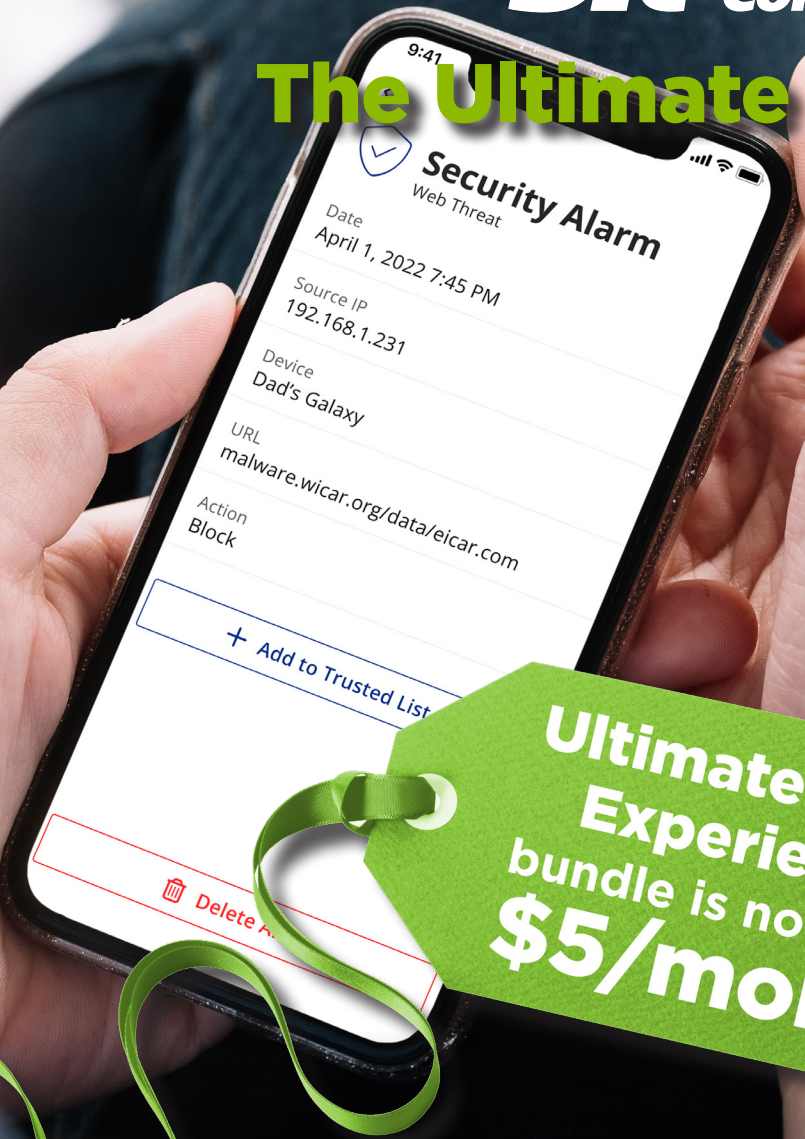


You can save even further by installing a timer for outdoor holiday lighting and decorations. Program the timer to turn on in the evenings and to turn off when you go to bed.

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

For more information, visit singingriver.com and energystar.gov. Happy Holidays.

The Ultimate Wi-Fi Bundle



Ultimate Wi-Fi Experience bundle is now only \$5/month

Here's a great suggestion for a stocking stuffer this Christmas. Our Ultimate Wi-Fi Experience bundle is now only \$5/month, down from \$7.

This service add-on is critical for the safety of your system and includes BOTH ProtectIQ and ExperienceIQ. Set screen time limits, pause the internet on any connected device, and block harmful apps, websites and content with the tap of a screen. You will also get reports on internet use by device and alerts for blocked viruses, malware and intrusions. Even the most vulnerable devices connected to your internet will be protected with 24/7 support that is integrated into your Wi-Fi router and My SR Connect app.

Call us today at 877-272-6611 to add the Ultimate Wi-Fi Experience bundle.

SRE now offers Outage and MSR Texting

Don't like to wait on hold? Neither do we. Text a Singing River Electric member service representative (MSR) at 228-591-9166. We will return your text and help resolve your issue or answer your inquiry. You can also text OUT to 601-947-1744 to report a power outage.

As of November 2022, SRE members were automatically enrolled in outage texting with

the cell phone number listed on their account. Members must have a mobile number on file to use outage texting because the system locates their account information with the number. Phone numbers and other contact information can be updated using the SmartHub mobile app, by texting a **MSR**, or by calling **601-947-4211** or any **SRE office**.



Merry Christmas & Happy New Year

Our offices will be closed Dec. 23 and 26 in honor of the Christmas holidays and Jan. 2 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.

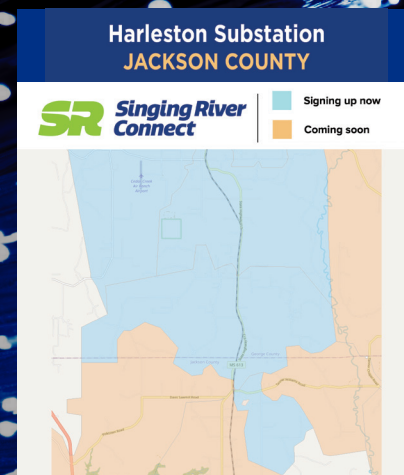
singingriver.com/SmartHub

Fiber Service Update

Harleston substation area now open!

SR Connect is delivering lightning-fast, fiber internet. Our most recent fiber opening is in SRE's Harleston substation area. Call 877-272-6611 to sign up! Scan the QR code to search your address and view full-size maps of all fiber areas.

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

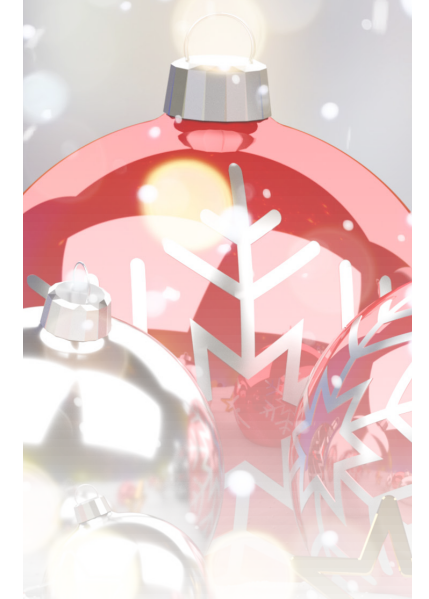


Don't forget to look for your Capital Credits

SRE's board of directors approved the retirement of more than \$2 million in SRE capital credits to the membership for the year 1996. Cooperative Energy also retired \$1.5 million in credits to SRE members for the year 1992 and partial returns for the years 2007, 2008 and 2009.

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.





George County School District resource officers (l-r) Monica Hennis, Adam Reus, Lott Husband, and Caleb Davis show the tactical gear and equipment purchased with help of Singing River Electric NHN Community Grant funds.

Working to Keep Students Safe

SRE NHN Grant provides tactical gear and equipment for school resource officers

Concern for Community

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, \$333,842.12 has been awarded to local non-profits in local communities.

George County School District resource officers have needed gear and equipment after receiving a \$2,500 Singing River Electric Neighbors Helping Neighbors Community Grant.

Funds from the grant purchased laptop computers, reflective vests, handcuffs, firearm holsters, and other items for the three newly hired district resource officers. The school district serves more than 4,100 students at eight schools and has a goal of providing quality education in a safe and secure atmosphere.

"We are grateful for the Singing River Electric grant program. It's allowed us to provide our officers the tools needed to protect not only our students and staff but also our community," said Caleb Davis, Chief of the George County School District Police Department.

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.

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 your 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.

singingriver.com/give-joy

