



A MESSAGE FROM YOUR CEO

Restructured electric rates coming in November

Starting in November 2023, Singing River Electric is restructuring electric rates for residential, small general service single-phase, and small general service three-phase classes. This change will better reflect the cost of operating Singing River Electric.

The first change will be the addition of a demand charge to the bill. Demand is measured in kilowatts (kW) and is based on the largest amount of electricity you used in any hour-period of that billing cycle. Members in these three rate classes will see a demand component of \$0.50 per kW on their bills beginning in November. Residential member peak demand currently averages 9 kW but can vary with every home. Your peak demand kW use can be found on the back of your paper or electronic billing statement in the top bar next to your monthly kWh use. You can view your electronic billing statement using the SmartHub mobile app under Bill & Pay and Billing History.

To help prepare for this change, we encourage you to monitor your peak demand over the next two months. Adding the demand charge will allow you to have control over your power bill if you choose to spread out your use of electric appliances throughout the day. We will discuss this in next month's

issue of *Today in Mississippi* but have information on the website for your review now at www.singingriver.com/understanding-demand.

To combat inflated material costs, high contract expenses, and higher equipment costs, the energy charge for our residential class of members will go from \$0.061 per kWh to \$0.0648 per kWh starting with the November bills. This follows recommendations from our recent cost of service study and is an increase of only 3.8 tenths of a cent per kWh. This study has been an important tool, giving insight and guidance allowing your cooperative to fulfill its obligations to our members and lenders.

Our board of directors has been a part of this rate restructuring and has approved the two changes. The updated rate schedules will be available at www.singingriver.com in November. **Even with these rate changes, you will find that Singing River Electric continues to have one of the lowest costs for residential billing compared to neighboring utilities.**

Our employees and board value our members and will always place a strong emphasis on providing you with exceptional service at the lowest possible cost.



by Brian Hughey

General Manager and CEO

Energy Tips



Gabe Robbins
Energy Services Representative
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Large appliance myths & the SmartHub app

A common misconception I hear when speaking to members is that they think the largest appliances in their homes use the most electricity – appliances like refrigerators and deep freezers. This is not necessarily true; although refrigerators run constantly, they generally use a small amount of electricity. While every member's energy consumption differs, your heating/cooling system and water heater use the most electricity year-round, with lighting and electronics coming in next depending on use. In warmer months, I recommend setting your thermostat to 78 degrees or as close to that as your comfort allows for the most energy savings.

If you aren't using the SmartHub app to track your energy use, I highly recommend that you start. Your energy use can be viewed daily and monthly. The SmartHub app shows the temperature alongside the kilowatt hours used for each day; if you look at days when the temperature reached 95 degrees or above, you can see that your energy use was higher and know that your HVAC unit was experiencing longer run cycles. Being aware of your energy use can help you understand the reasoning behind increases in your bill and let you try things to reduce energy use and see their effects.

Visit singingriver.com/smarthub to see more benefits of the SmartHub app and instructions on how to download.



The power of working together and how it benefits you

As a member of Singing River Electric, you can take comfort in knowing that you are part of a large network of power companies that work together to provide you with affordable, reliable power. Here's how it works:



1 Singing River Electric and 10 other electric cooperatives across the state are partners with another electric cooperative known as Cooperative Energy.



2 Cooperative Energy operates the power plants that produce electricity, as well as the transmission lines that move electricity to you.

3

Because these 11 cooperatives are joined as one mutual source of power, your service is more affordable and reliable than it would be if each system operated alone.



4

Cooperative Energy is part of MISO, an even larger network that joins it with other power companies in the U.S. and Canada.

These companies work together to produce electricity for everyone from Mississippi to Manitoba at the lowest possible cost, and to make sure electricity is readily available.



Fiber Construction Timeline

STEP 1: Make-ready engineering

Examine. Design.

Rocky Creek substation area



STEP 2: Make-ready construction

Planning the most efficient approach to fiber deployment.

Vancleave, Lucedale North, and Leakesville substation areas



STEP 3: Construction

Building a network from the ground up.

McLain, Joe Batt, Big Point, Frank Snell, and Sand Hill substation areas



STEP 4: Splicing

Connecting the dots.

State Line, and Kittrell (Highway 42 West and Knobtown feeders) substation areas



STEP 5: Service drop & drop splicing

The last outdoor step. Almost there...

Sawmill and Kittrell (Henderson James feeder) substation areas and any previously opened fiber areas



STEP 6: Installation

The speed of light, right to your home.

Sawmill substation area and any previously opened fiber areas



SR Connect is delivering lightning-fast, fiber internet.

New fiber areas are announced by electric substation and feeder. You can search open fiber areas and your address for service at singingriverconnect.com/signup.

To find out which SRE substation and feeder serves your home, text SRE MSR during business hours at 228-591-9166.

Scan here!



SR CONNECT FIBER SPONSORS BREAKFAST FOR LOCAL TEACHERS

It's a hard job, but also one of the most important ones in our communities. We support all our educators and administration as they begin the new school year. We are thankful for the opportunity to provide coffee and doughnuts for George County High School teachers recently.



singingriverconnect.com

Feeling like your internet is a letdown?

Our lightning-fast fiber will perk you up!

Sign up today at singingriverconnect.com/signup.





Jackson County FABLAB students develop STEAM skills by building solar stations thanks to a Singing River Electric Neighbors Helping Neighbors grant. Pictured are John Mundy, Lead STEAM Instructional Specialist, and students from Entrepreneur Camp.

Jackson County FABLAB students build solar stations

SRE NHN Grant purchases reusable solar stations

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, \$348,751.00 has been awarded to local non-profits in local communities.

Students attending FABLAB summer camps experienced a unique opportunity — building solar stations.

"We had 32 camps this summer that promoted STEAM skills and activities," said John Mundy, lead STEAM instructional specialist at FABLAB Jackson County.

"These solar chargers allowed us to explore alternative energy options."

The \$2,500 grant purchased 50 reusable solar kits which can be built and then taken apart for future students to enjoy. The solar kits can power external devices through a USB port and the digital voltmeter and solar panel allow students to record solar energy.

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, visit singingriver.com/storm-center.

What is the fastest way to report an outage?

Text **OUT** to **601-947-1744** anytime day or night. It is the **FASTEST** way to report a power outage directly into our outage management system and get it assigned to a serviceman or crew for repairs.