



A MESSAGE FROM YOUR CEO

The power of education

I'm sure many of you have children or grandchildren who are settling into the new school year. These are exciting times for students, teachers, and parents. In addition to the normal back to school jitters, children may be attending preschool for the first time or advancing from middle school to high school, and parents may be sending a child off to college or to the final year of high school.

Having great teachers and administrators at our local schools can give students and parents comfort during the school year. These special individuals need the community's support as they play a critical role in the development of our children and grandchildren.

Singing River Electric is committed to the schools in our communities. Our engineers and

linemen visit elementary school classrooms across the service territory demonstrating the importance of electric safety. We sponsor a youth leadership program for high school juniors, participate in the Pathways2Possibilities Career Fair to help local middle school students explore job fields and potential careers, and contribute to local chambers of commerce scholarship programs for those entering college.

Education is vital to the economic growth and well-being of the communities where we live and work. I ask you to join us in supporting our schools and teachers through volunteering or helping in some way. Our students deserve nothing less than the best education we can provide them. Thank you to our local teachers and administrators for serving in such important roles.



by **Brian Hughey**

General Manager and CEO

Energy Tips



Gabe Robbins

Energy Services Representative
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Easy actions to reduce your energy use

With temperatures still in the high range, here are a few things to remember to help reduce your energy use.

- **Schedule maintenance on your HVAC (heating, ventilation, and air conditioning) system** if you haven't already this year. Your system has been working hard to keep your home cool through the heat of summer, and you want it to continue and operate at maximum efficiency.
- **Change or clean your air filter regularly.** Most manufacturers and HVAC companies recommend changing your filter at least every 90 days. If you have pets in the home, keep an eye on your filter in case you need to change it more often.



- **Run appliances like your dishwasher and clothes dryer at night.** These appliances create heat and humidity in your home. Clothes dryers take in conditioned (cool) air and give off hot air during the drying period. A dishwasher releases hot, humid air into your home throughout the washing cycle. Running these appliances at night helps keep unwanted hot and humid air from being created during the hottest parts of the day when your HVAC system is already working harder to condition the air in your home.



CONCERN FOR COMMUNITY

Built by the communities we serve, Singing River Electric recently had several opportunities to give back to our local areas and live out the 7th Cooperative Principle – Concern for Community.

BENNDALE ELEMENTARY

A \$1,649 Neighbors Helping Neighbors Community Grant purchased a washer and dryer for Benndale Elementary's Giving Closet, which not only supplies students' basic needs but is also an instructional tool allowing students to create a solution to benefit their school community.

According to teacher Jennifer Finley, one in five students does not have access to clean clothing, making them more likely to miss school. This fact makes it important for students to have clean clothes, shoes that fit, and their hygiene needs met.



THE LINK FAMILY RESOURCE CENTER

Employees volunteered at The Link Family Resource Center in Hurley by sorting items for their school supply drive. This organization serving Jackson, George, and Greene counties offers directive services and resources for families, individuals, and support groups.



COURT APPOINTED SPECIAL ADVOCATES FOR CHILDREN

CASA (Court Appointed Special Advocates for Children) of Southeast Mississippi received a \$2,138.93 Neighbors Helping Neighbors Community Grant to purchase a portable public address system. This organization serves more than 400 children in the court system who have substantiated reports of abuse or neglect in Jackson, George, and Greene counties. With nearly 100 volunteers, the AV equipment will be used at volunteer drives and community awareness events to more effectively spread the message and help more children.



GEORGE COUNTY MIDDLE SCHOOL



Singing River Electric employees removed limbs, cut grass, and performed other lawn work to help George County Middle School prepare to welcome students this fall. Right-of-way contractor TreeLine Services also helped with this project.



WHICH FIBER INTERNET PACKAGE FITS YOUR HOUSEHOLD?

Whether you are a speed fanatic, an entertainment enthusiast, or an everyday scroller, pick the Singing River Connect package that works best for you!

Speed Fanatic 2 Gig | \$129.95

- Heavy streaming on multiple devices
- Intense gaming with no lag
- Personalized top-tier service and installation
- Best plan for secondary structure and outdoor applications

Entertainment Enthusiast 1 Gig | \$84.95

- Moderate streaming
- Multiplayer gaming
- 4K movie streaming on m

- A static IP address
- Complimentary 24/7 service calls
- Advanced parental controls with ExperienceIQ mobile app feature

Everyday Scroller 300 Mbps | \$59.95

SINGINGRIVERCONNECT.COM



When: Tuesday, September 24

Where: SRE's Lucedale Office

11187 Old 63 South Lucedale, MS

Session Times: 9:30-11:30 a.m. & 1:30-3:30 p.m.

INTERNET & STREAMING LEARNING LAB!

Scan the QR code to register for a learning lab session. FREE for SR Connect subscribers and SRE members!



Fiber Construction Timeline - September 2024

Step 1: Make-ready engineering

Examine. Design.

Hamill Farm, Monaco Lake, and Kreole substation areas



Step 4: Splicing

Connecting the dots.

Wade, Helena, Helena Industrial, and Escatawpa South substation areas



Step 2: Make-ready construction

Planning the most efficient approach to fiber deployment.

Fountainbleu, Singing River Mall, and Gautier substation areas



Step 5: Service drop & drop splicing

The last outdoor step. Almost there...

Benndale, Rocky Creek, Leakesville, Lucedale North, Vancleave, Joe Batt, and all previously opened areas



Step 3: Construction

Building a network from the ground up.

Sunplex, Ocean Springs, Gulf Park Estates, Fort Bayou, Martin Bluff, Hickory Hills, St. Martin, Tucker Road, and Forts Lake substation areas



Step 6: Installation

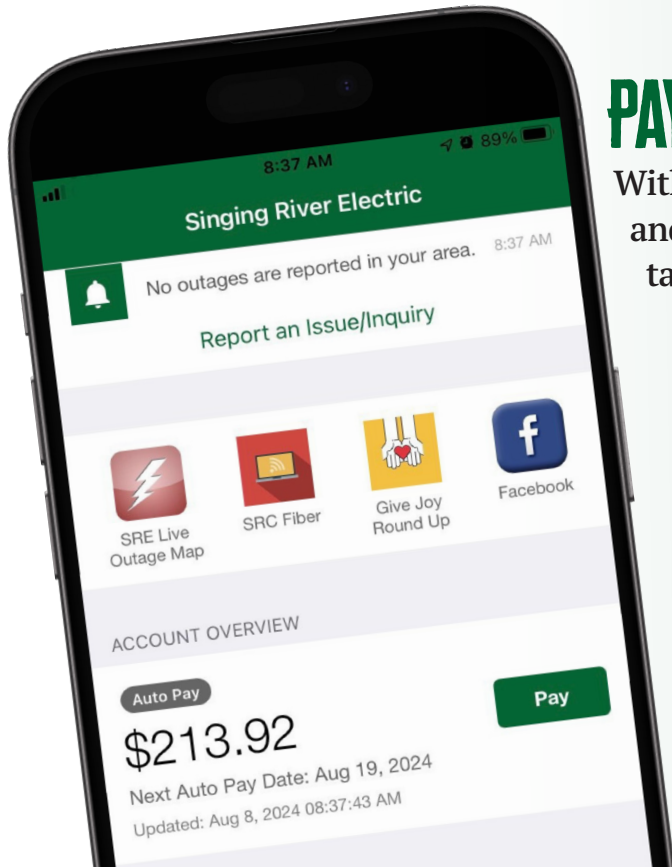
The speed of light, right to your home.

Rocky Creek, Leakesville, Lucedale North, Vancleave, Joe Batt, and all previously opened areas



Blazing-fast fiber internet from local people you trust.

New areas are announced by electric substation and feeder; text a SRE member service rep. at 228-591-9166 to find out which one serves you. Visit singingriverconnect.com/signup to apply for service and to see all areas where SR Connect fiber internet is available.



PAY ONLINE USING THE SMARTHUB APP

With our SmartHub mobile app, you can pay your bill and change your payment method – all with a few quick taps on your phone screen.

TO DOWNLOAD THE MOBILE APP:

1. Download the SmartHub app from the iPhone App Store or the Android Marketplace. (Please note SmartHub is one word.) If duplicate apps appear with the same name, National Information Solutions Cooperative provides the correct app.
2. Find “Singing River Electric” by location or name and confirm.
3. Enter email and password or select, “New User” if you have not already established a password to pay your bill online.



Building a SCADA system for even more reliability

Singing River Electric is building its SCADA (supervisory control and data acquisition) system which uses software and fiber lines to collect and analyze real-time data from its substations.

Employees recently commissioned the Benndale substation in George County and the Aleco substation in Jackson County for SCADA, which included verifying communication from the Lucedale office to the substations and vice versa and checking safety features and controls on all substation devices. These two substations are the latest to have fiber spliced to allow communication with the Lucedale office, and meter readings are now

traveling over the fiber network instead of the radio system.

Member benefits from SCADA include speeding outage restoration times, improving reliability, and receiving more information to perform proactive system maintenance.

