

## A MESSAGE FROM YOUR CEO

# Restoring power outages

We all rely heavily on electricity, and there's never a good time to be without it. Our linemen, dispatchers/operators, and engineering staff are quick to respond when power outages occur, taking the necessary time and safety measures to get the job done. Here are some good things to know about power restoration, especially as we enter the middle of hurricane season.

**Restoration is prioritized by the largest number of members we can get back on in the shortest amount of time.** Our linemen focus on responding first to public safety issues and critical services like hospitals. Then we complete work that impacts the largest number of members, starting at the substation and following the main distribution lines and then lines to individual homes and businesses.

**We assess the situation first.** Every outage is different. When responding to outages, our servicemen first need to see what happened, determine what materials are needed, and set a plan to fix the issue.

**Our linemen face dangers on the job.** Besides working around high voltage electricity, our linemen are on alert for wild animals, insect nests, weather elements, like wind and rain, falling trees, and fast-moving cars. If you drive past our linemen and their trucks alongside the road, please do so slowly.

**Blinking lights are not necessarily a bad thing.** Some members mistake blinking lights for outages, but these "blinks" are important because they show that our equipment is working and prevented a possible outage, likely caused by squirrels or stray tree limbs on the lines. If your power blinks frequently or for multiple days, please call our office so we can check your service.

Like our members, we do not like power disruptions, but they are unavoidable from time to time. If your lights go out, know that your Singing River Electric team is working as quickly and safely as possible to restore power.



*by Brian Hughey*

General Manager and CEO

## How to Report a Power Outage:

1. **Text OUT to 601-947-1744**
2. **Use the Report Outage feature in the SmartHub app** ([singingriver.com/smarthub](http://singingriver.com/smarthub))
3. **Call our office:** 601-947-4211, 228-497-1313, or 601-989-2345

## Energy Tips



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

## Hidden energy users



Every plugged-in device and ready-to-use appliance in your home can lead to higher electricity bills. Let's find some hidden energy savings for you.

**Water heater** – If your water heater is set higher than needed, it wastes energy and adds a risk of scalding. Most are set to 140 degrees at the factory. The U.S. Department of Energy recommends setting the temperature to 120 degrees. Do not set it lower than 120 degrees to prevent bacteria development in the tank.

**Security, porch, and barn lights** – If these outdoor lights use outdated, inefficient technology, they waste energy. Switch to energy-efficient LED bulbs and consider upgrading to motion sensor lights so you aren't drawing energy all night.

**Plug load** – If you aren't using a plugged-in device or appliance, unplug it. For computer stations and entertainment centers, consider using smart power strips; these devices sense when energy is being used and turn peripheral devices on or off as needed.

**Gaming consoles** – Gamers often put consoles in rest mode when not in use to complete updates and reduce start-up time, but they still consume energy when not actively used. Ask the gamers in your life to power off to use less energy.

[singingriver.com/ways-to-save](http://singingriver.com/ways-to-save)





## Life is busy! *Pick the payment option that best fits your schedule.*

- **SmartHub** – Pay your bill any time using the SmartHub mobile app or website (singingriver.com/smarthub).
- **Recurring payments** – Set up auto pay by credit or debit card or Electronic Funds Transfer from your bank account.
- **By mail** – Mail your bill stub and payment to P.O. Box 767, Lucedale, MS 39452.
- **By phone** – Credit and debit card payments and eChecks are accepted through our phone system. Have your account number and PIN ready.
- **Visit our office** – In-person and drive-through payments are accepted Monday through Friday from 8 a.m. to 5 p.m. Each office also has a drop box for after-hours payments.

# Retail Pay

*Conveniently pay your bill in cash where you already shop!*

Retail Pay is our new payment option that lets Singing River Electric members and Singing River Connect subscribers pay their bills in cash at participating retailers such as Dollar General, Family Dollar, Walmart, CVS, Walgreens, and others.

Scan your barcode at the register to make your cash payment. Barcodes are located:

- On the back of your monthly bill statement.
- On the SmartHub app. Tap **“Bill and Pay”** > **“Pay by Cash”** > **“View Barcode.”** Select the account you want to pay to access that barcode and present the barcode to the cashier.

Payments post to member accounts immediately. There is a \$1.50 convenience fee to use this service, and a \$500 maximum payment amount applies at some stores.

Find us at your favorite retailers:



Scan the QR code for a complete list of stores and to find a location near you or visit <https://pay.vanilladirect.com/pages/retailers>.



Find the barcode on your monthly bill.



# Celebrating 15K Subscribers!



Singing River Connect now has 15,000 fiber internet subscribers!

Thank you to all our subscribers for trusting and supporting us to provide fast fiber internet to our communities! We began this journey in October 2020, connected our first subscriber in December 2021, and continue building this fiber network from scratch for the benefit of Singing River Electric members.

This service was needed by so many: rural areas with little to no internet service, areas with subpar speed and customer service, and those who simply wanted a better overall internet experience.

Join the celebration! Make the switch to fast, fiber internet from your trusted local provider if you haven't already. Visit [singingriverconnect.com](https://singingriverconnect.com) to view our package options and sign up!



*Singing River Connect's 15,000th subscriber is*

**Jordan Ewing**

from our Tucker Road substation area in Jackson County. Jordan received an iPad and Singing River Connect swag.

## Congratulations to Peggy Jones,

a Singing River Connect subscriber from our Harleston substation area, who received six months of free fiber internet as part of our 15K subscriber celebration – just for being a subscriber!

### SEPTEMBER 2025



## FIBER CONSTRUCTION TIMELINE

Get blazing-fast fiber internet from local people you trust.

### Step 3: Fiber Construction

*Running fiber lines on poles and burying lines underground*

- Bayou Cassotte
- Kreole
- Monaco Lake
- Singing River Mall
- Gautier
- Fountainbleu
- Hamill Farm
- Ocean Springs
- Gulf Park Estates

### Step 4: Splicing

*Connecting fiber lines to the network*

- Hamill Farm

### Step 5: Service Drop & Drop Splicing & Step 6: Installation

*Bringing mainline fiber to the exterior of your home and connecting your home to blazing-fast fiber internet*

- Sunplex
- Fort Bayou
- Martin Bluff
- Hickory Hills
- St. Martin
- Tucker Road
- Forts Lake
- Helena
- Helena Industrial
- Escatawpa South
- All Singing River Electric areas in George, Greene, Perry, Stone, Wayne, Harrison, Mobile, and Washington counties and north Jackson County

[SINGINGRIVERCONNECT.COM/SIGNUP](https://singingriverconnect.com/signup)



# NHN GRANTS AWARDED

## to Main Street Leakesville Organization and United Way



### Main Street Leakesville Organization

Providing a safe play area for young children at Greene County's Bear Creek Park was a long-term goal for the Main Street Leakesville Organization (MSLO). The park lacked adequate play structures for younger children, and the old equipment was unsafe.

A \$2,500 Neighbors Helping Neighbors Community Grant purchased two locally crafted play structures featuring swings, slides, monkey bars, and an infant swing.

"We are excited about this new play area for our children," explained Arrixie Sproul, MSLO member. "The park is adjacent to the community sports fields, and this playground is full of children during baseball and soccer season."



### United Way

Helping hundreds of families each year, United Way for Jackson, George, and Greene counties includes 16 partner agencies that provide vital community services. United Way's serves more than 165,000 individuals and families across its three-county region.

A \$2,194.67 Neighbors Helping Neighbors Community Grant purchased a storage building for overflowing files and funded updated signage that includes Greene County since it was added to the service area in 2023.

"The updated signs will reflect the addition of providing services to the communities in Greene County," said Tee McCovey, president and CEO, United Way for Jackson, George, & Greene counties.

## Shining a Light on Local Volunteers

Let's celebrate those who spark change in your community by nominating them for the Powering Possibilities Community Service Grant.



- Open to volunteers in counties served by Singing River Electric
- One winner per year
- Grant awarded to a nonprofit of the winner's choice
- Nominations open August 11 – September 12



LET'S RECOGNIZE THOSE  
LIGHTING THE WAY TO A  
BRIGHTER FUTURE!



Visit [www.MyElectricCooperative.com](http://www.MyElectricCooperative.com) to enter your nominee.