

A MESSAGE FROM YOUR CEO

More than \$4 million in capital credits being retired to SRE members

There are many benefits of being a member of an electric cooperative, and a major benefit is the retirement of capital credits. Singing River Electric Cooperative's (SRE) board of directors recently approved a retirement of more than \$2.7 million in SRE capital credits to our membership; this represents capital credits for the year 1999.

Our generation and transmission cooperative, Cooperative Energy, also returns capital credits to SRE members; they are returning \$1.6 million in capital credits to our membership for the year 1995.

What does this mean for Singing River Electric members?

As a member, you have a share in the earnings of your not-for-profit electric cooperative. SRE's rate revenue is used to operate, make payments on loans, and make improvements to the electric system. Any remaining revenue is allocated to the members in the form of capital credits. The amount of capital credits assigned to a member is based on the amount of electricity used during a particular year. When funding is available, Singing River Electric's board of directors can approve retiring a portion of a members' capital credits in the form of a bill credit or check; the same applies for Cooperative Energy. As always, this year's retirement is dependent on potential tropical storms or hurricanes through the remainder of this year's storm season.

How do I get capital credits?

SRE members during the years 1995 and 1999, with an account that is still active and receiving a monthly billing statement, will automatically receive either a bill credit or a check depending on the credit amount. These members do not have to fill out any paperwork to receive their capital credits.

Previous SRE members who had an account during the specified years, but no longer have an active account, can visit our website at singingriver.com or call any Singing River Electric office between Nov. 1 and Dec. 31 to receive instructions and download the necessary paperwork to claim their capital credits. Completed documentation must be returned to SRE's Lucedale office by 5 p.m. on Wednesday, Dec. 31, 2025.

We hope these returned capital credits help you and your family this holiday season. On behalf of our board and employees, I wish you a Happy Thanksgiving.



by Brian Hughey

General Manager and CEO

Energy Tips



Gabe Robbins
Energy Services Representative
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Cooler weather and holidays

Cooler weather can mean big savings. How you operate your thermostat this time of year will have the biggest impact on total kilowatts used and in turn, your bill.

I know members who turn their air conditioning/heating unit completely off and take advantage of the cool air during shoulder months, which is the most sure-fire way to reduce energy consumption. Most of these members open their windows to allow the cool draft to blow into their home. Even if your unit is on, adjusting the thermostat a couple of degrees can help reduce energy consumption.

Even with air conditioner/heater run times being less due to cooler temperatures, I still recommend changing your air filters monthly. This is a great time to have your HVAC system serviced before the winter cold sets in.

On a related note, the holiday season usually means more time in the kitchen. When possible, cook meals using smaller, energy-efficient appliances such as air fryers and slow cookers. After your holiday meals are complete, load the dishwasher fully before starting the wash cycle.

singingriver.com/ways-to-save



**COOPERATIVE PRINCIPLE NO. 3
MEMBERS' ECONOMIC PARTICIPATION**



MEMBER SATISFACTION Survey



Singing River Electric is conducting an online member satisfaction survey **starting on November 17, 2025. We need your feedback to know what we are doing well and what we can improve.** Your input will also help us make decisions about new programs and services.

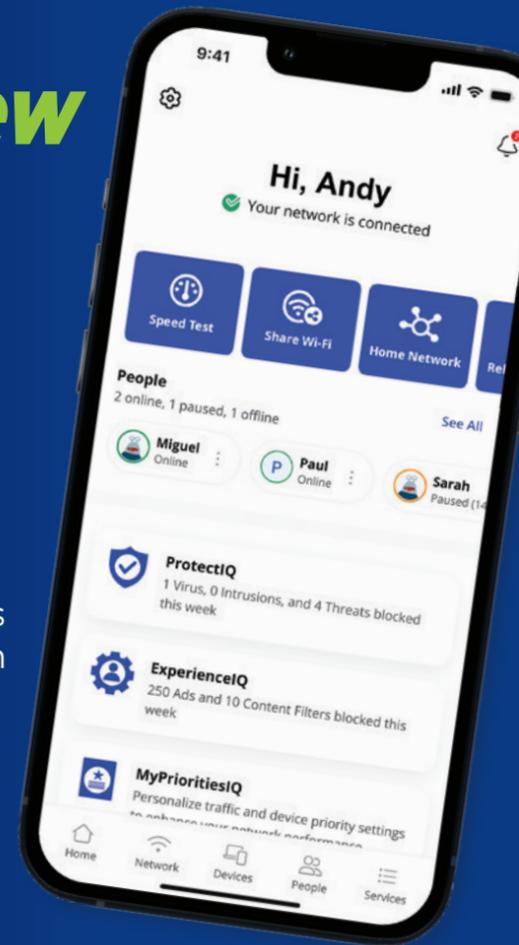
- A scientific sample of our membership will be randomly selected to participate in the survey.
- Selected members will be contacted by email and asked to complete the online survey.
- Members will not be asked for any personal financial information or to buy anything.
- Responses are confidential, and participation is anonymous unless you choose to share your name.
- NRECA Market Research is our survey partner. **Legitimate survey emails will come from Singing River Electric's name and include our research partner's email address: MarketResearch@nreca.coop.** To verify the email link, hover over the "Take the Survey" button - the URL should include "NRECA" and "Qualtrics."

Thank you FOR YOUR PARTICIPATION!



Say hello to the **all-new** My SR Connect App with a fresh new look and exciting updates!

Our app's new main dashboard allows Singing River Connect subscribers to easily swipe to access features like assigning priority devices, setting screen time limits, and maintaining a fast, secure home connection. The My SR Connect App offers a smoother experience for work, gaming, and streaming, with greater visibility and control over your network.



Using Singing River Electric's outage map

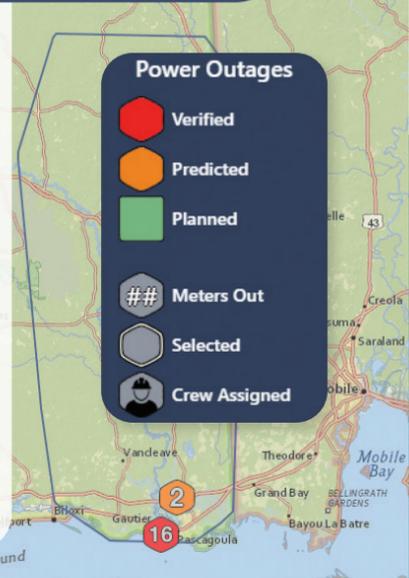
Our live outage map is a helpful tool for Singing River Electric members to view and understand outages in our service area. Here is a breakdown of the key terms and shapes.

Red Hexagon - Verified: Outage has been verified by our dispatchers, linemen, or members who can see the direct cause of the outage. We know the exact number of meters without power in this area.

Orange Hexagon - Predicted: A member reported an outage, and our outage management system, dispatchers, and linemen are checking other points around the outage to determine the extent. This number may change as reports are received and will become a verified outage once the exact number of affected meters is confirmed.

Lineman Inside a Hexagon - Crew Assigned: A crew is assigned to this outage and is either currently working or is on the way to restore power.

Green Square - Planned: Planned outages are communicated to affected members before the outage takes place. Emails, SmartHub app push notifications, and texts to those who have opted in are sent to those affected.



Reporting your outage is quick and easy by using your SmartHub app, texting "OUT" to 601-947-1744, or by calling our office at 601-947-4211 or 228-497-1313.

"Hearing from our subscribers"

"I have used internet services from two large companies in our area over the past few years. Singing River Connect is superior to both, providing faster internet speeds and friendly customer service. I encourage everyone to give Singing River Connect a try - you won't be disappointed!"

Ellen, Singing River Connect subscriber, Sunplex substation area

NOVEMBER 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
- Gulf Park Estates

Step 4: Splicing

Connecting fiber lines to the network

- Ocean Springs

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

- Hamill Farm
- Sunplex
- Fort Bayou
- Martin Bluff
- Hickory Hills
- St. Martin
- Tucker Road
- Fords 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

Out and about in our communities



La Pointe - Krebs House and Museum

Singing River Electric employees volunteered at La Pointe - Krebs House and Museum in Pascagoula on Sept. 19 to help school groups at various stations throughout the grounds.

Activities included making the mud/moss mixture that the home's walls are made of, finding specific information during the cemetery scavenger hunt, digging for artifacts, and playing old-fashioned games.

Built in 1757, La Pointe-Krebs House is celebrating its 75th year of being a public exhibit.



Vanclave High School

Our linemen, member service representatives, and human resources personnel recently talked to more than 400 students about electric industry careers at Vanclave High School's career fair.



Vanclave Lower Elementary

Singing River Electric linemen recently greeted students arriving at Vanclave Lower Elementary for the school day. They appreciated the chance to welcome the students and support the school on Community Helper Day.