

A MESSAGE FROM YOUR CEO

INVESTMENTS IN RELIABILITY LEAD TO RATE ADJUSTMENT

Our members count on us every day for the electricity they need. While our rates have remained unchanged over the last two years, inflation has not. Beginning March 6, 2026, residential and small commercial members receiving single-phase service will see a \$5 increase in their monthly customer charge. Costs for materials and equipment have continued to rise, forcing this change.

The customer charge helps cover Singing River Electric’s cost to deliver power to our 82,182 meters before any power is used and includes meters, poles, transformers, wires, and service-related operating costs. As stated in last month’s publication, our members deserve reliable electricity, which doesn’t happen by accident. Reliability requires ongoing investment in our local grid to allow us to operate smarter and more efficiently. Over the years, we’ve worked hard to maintain the quality, reliable service you expect while keeping our rates as stable as possible.

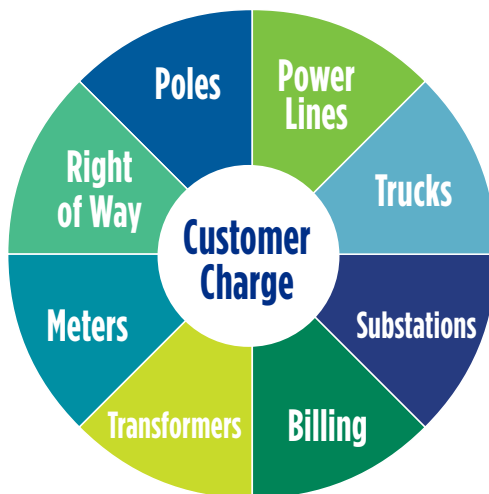
Like any rate change, this was not done lightly nor without recognizing that many in our community are facing challenging times, and no one wants to see rising energy costs. Singing River Electric continues to have one of the lowest electric rates in our state and region; this will continue to be a goal of your local cooperative and its leadership.

As a reminder, your power bill is comprised of different variables which are explained on our website at singingriver.com/my-home.

Because we want our members to understand what contributes to their bill, the site also offers a user-friendly bill calculator that breaks down your monthly bill in full detail. We brought these same details to our member bills in May 2023 to be transparent with the bill components instead of showing a general total.

We value our members and will continue placing strong emphasis on keeping bills as low as possible, being careful not to sacrifice electric grid reliability.

The cost of making power available — shared by all cooperative members:



Energy Tips



Gabe Robbins
Energy Services Representative
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Take advantage of mild weather this spring

Spring temperatures in South Mississippi make March a great time to use less energy before the summer heat arrives. On mild days, turn off the AC and open windows to enjoy fresh air. Ceiling fans can help keep you comfortable but remember to turn them off when you leave the room since they cool people, not spaces. Take advantage of longer days by using natural sunlight instead of turning on extra lights when possible.

March is also the ideal time to prepare your home for warmer weather. Get in the habit of replacing HVAC filters monthly, check weatherstripping around doors and windows, and install a programmable or smart thermostat to easily set the temperature and control your unit when you’re away.

If you have a pool, check your pool timer and adjust it for longer daylight hours so the pump runs efficiently without wasting energy.

singingriver.com/ways-to-save



by Brian Hughey

General Manager and CEO

COOPERATIVE DAYS OF *Service*

Singing River Electric employees volunteer their time each January to honor Dr. Martin Luther King Jr.'s legacy during Cooperative Days of Service. Three events, held in George, Greene, and Jackson counties, highlight our commitment to the communities we serve and allow us to live out the 7th Cooperative Principle – Concern for Community.

Sand Hill office employees replaced a sink, removed a broken chest freezer, and deep-cleaned the teachers' lounge, kitchen, and restrooms at Sand Hill Attendance Center. Lucedale linemen pressure washed the exterior walls and refreshed the flower beds at Agricola Elementary. Gautier office employees removed invasive plants from the Pascagoula River Audubon Center's grounds that prevent local species from thriving, led by Singing River Electric board member Dr. Mark LaSalle.



Agricola Elementary



Sand Hill Attendance Center



Audubon Center

THANK YOU

FOR GIVING US
HIGH MARKS!

Singing River Electric conducted a member satisfaction survey in November 2025 to find out what we are doing well and where we can improve. Our cooperative received an American Customer Satisfaction Index (ACSI®) score of 89, on a 100-point scale. Thank you to our members who completed the survey!

70% of respondents gave Singing River Electric the top satisfaction rating of

10

VERY SATISFIED

**ALL 15
PERFORMANCE
ATTRIBUTES**

scored above the 4.0 "Good" threshold with 10 attributes rating above 4.5 "Excellent"

**HIGHEST RATED
ATTRIBUTES**

Highly trained, professional employees
Providing reliable service
Restoring power after an outage



Singing River Electric Cooperative completed its annual member satisfaction survey, where over 6,880 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2025, Singing River Electric Cooperative received an ACSI score of 89, on a 100-point scale. Singing River Electric Cooperative's score is higher when compared to cooperative utility scores reported in the syndicated 2025 ACSI Energy Utility Study and places Singing River Electric Cooperative 15 points higher than the average

investor-owned utility score of 74, as well as 14 points higher than the municipal utilities score of 75, per the industry ratings. For more information, please visit <https://theacsi.org/industries/energy-utilities/>.

Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Singing River Electric Cooperative, collected between November 17-30, 2025. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.





Annual Membership Meeting Notice

Date: Thursday, June 25, 2026
Time: Registration - 5 p.m. • Meeting - 6 p.m.
Location: Singing River Electric's Lucedale office

The meeting will include cooperative business and director elections.

Helping Pontotoc Electric with winter storm power restoration

Eighteen Singing River Electric linemen traveled north on Jan. 26 to help Pontotoc Electric Power Association with power restoration after Winter Storm Fern. Of Pontotoc Electric's more than 20,000 meters in North Mississippi, nearly 15,000 meters were without power the day our linemen arrived.

Besides the bitter cold being a challenge to work in, Safety Supervisor and Crew Leader Ryan Evans said melting ice made it difficult to drive trucks anywhere other than on roads because the ground became soft and slushy. Our linemen removed many treetops that froze and fell on the lines and utilized track machines to access numerous broken poles.



Cooperative Principle

#6

Cooperation Among Cooperatives

