

A MESSAGE FROM YOUR CEO

Lineman Appreciation Month

Each April, Singing River Electric proudly recognizes our linemen who work tirelessly to keep power flowing to our member homes and businesses.

When storms roll through our communities and cause outages, our members experience inconvenience, but our linemen see a call to action. They are always prepared when it matters most — leaving family dinners, working through the night, and braving weather conditions to restore power safely and quickly. This readiness isn't accidental; it is the result of rigorous training, extensive experience, and a shared dedication to serving others.

Line work is demanding, physical, and sometimes dangerous. Our linemen approach each job with a focus on safety and teamwork. They take pride in their craft and the trust our members place in them.

Powering the places we call home is personal. Our linemen live here, raise their families here, and understand that electricity is more than a convenience — it is vital to daily life, local businesses, schools, farms, and emergency services.

Singing River Electric was founded on the principle of neighbors helping neighbors, and our linemen embody that spirit every day. They're the first to respond and the last to leave, often working long hours behind the scenes. Serving our neighbors also means going beyond our own service area to help fellow electric cooperatives during major outages. Through the mutual aid process, our linemen stand ready to assist with power restoration, whether in Mississippi or across state lines.

Earlier this year, 31 of our linemen answered the call to assist north Mississippi's Pontotoc Electric Power Association and Tallahatchie Valley Electric Power Association restore power to their members after Winter Storm Fern blanketed those areas with several inches of ice. Cooperation Among Cooperatives is a powerful principle, especially in times like these.

We honor Singing River Electric linemen during Lineman Appreciation Month for their strength of character and love of family, community, and country. We appreciate all our employees who work alongside them and the families who support them.

by Brian Hughey

General Manager and CEO



Energy Tips



Gabe Robbins
Energy Services Representative
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Spring into warmer weather

April brings warmer days, higher humidity, and the beginning of true air conditioning season in south Mississippi. Now is the time to stay ahead of rising energy use.

Use natural air when possible

- Open windows during cooler mornings and evenings before turning on the air conditioning.
- Run ceiling fans to keep air moving and reduce the need to lower the thermostat.
- Close blinds and curtains during the hottest part of the afternoon to block heat.

Get your air conditioner ready

- Replace your air filter monthly to improve air flow and efficiency.
- Schedule a spring air conditioning tune-up before the summer rush.
- Seal small air leaks around doors and windows to keep cool air inside.
- Remember the recommended thermostat setting in spring/summer is 78 degrees; this temperature is where your HVAC system will operate at its most efficient state.

Taking small steps in April can make a big difference once those hot, humid Mississippi summer days settle in.

singingriver.com/ways-to-save



Emails alert members to high energy use



Dear John Doe,
Account: 123456001



As your trusted energy provider, Singing River Electric understands that affordable electricity bills are important to our members.

To help Singing River Electric members keep their bills in check, those with bills trending at least 50% higher than they were this time last year and last month are receiving an email alert. This is the case with your account.

By knowing your energy use is higher in the middle of this billing cycle, you can consider what may be causing increased electricity use and take actions to reduce your energy use and costs before this billing cycle is over.

For this current billing cycle:

You've used 894 kilowatt-hours of energy in the first 14 days of this billing cycle - compared to 921 kilowatt-hours used at this same time last year and 1056 used last month.

If your energy use continues at this pace through the end of this billing cycle, your estimated monthly energy use is 1916 kilowatt-hours. This is a sizeable increase in energy use.

No one wants to see higher electricity bills, but increased energy use is a real thing our members face. In January 2026, Singing River Electric began sending emails in the middle of the billing cycle if a member's energy use is 50% higher than it was last month and 50% higher than it was last year.

"Instead of our members receiving a higher bill and being unable to do anything because the billing period is over, we want our members to know mid-month if energy use is higher so they can consider the last 14 days and make changes for the rest of the billing period," said Energy Services Representative Gabe Robbins.

Robbins reviews the energy use data before emails are sent and addresses member questions when more explanation is requested, using the SmartHub app to show spikes in use and how higher use may correlate with the weather.

"The feedback has been positive," said Robbins. "Some members know it was cold in January and February and realize their heaters worked harder to keep their homes warm. Others identified an issue with their heater, which allowed the problem to be fixed and prevented more high bills. Either way, members appreciate the advance notice."

Singing River Electric's information technology department created reporting to generate these emails. Instead of paying an outside vendor, a true team effort from Singing River Electric employees made this happen and kept the project in-house.

Our 2025 member survey results showed a need for more communication on energy costs, and these proactive emails provide clear, transparent information for affected members. Having a good email address on your member account is important.

Receiving this energy use information and having access to the SmartHub app to view energy use are benefits of being a Singing River Electric member.

Helping Tallahatchie Valley *after the ice storm*

After 18 of our linemen spent nearly two weeks restoring power for Pontotoc Electric after Winter Storm Fern, Singing River Electric sent a new 13-man crew to assist Tallahatchie Valley Electric Power Association in Batesville, Miss., on Feb. 7.

Tallahatchie Valley serves more than 27,000 meters, with around 26,000 losing power in the immediate aftermath of the storm. When our linemen arrived, more than 5,000 meters were waiting for restoration due to destroyed sections of infrastructure including downed power lines and broken poles.

Cooperation Among Cooperatives is the principle at the heart of what cooperatives do for one another, and our linemen are always ready to answer the call. Our linemen worked for just over a week before coming home on Feb. 16.



RIGHT-OF-WAY TRIMMING

Singing River Electric's contractors are or will soon begin clearing trees, limbs, and underbrush around and below the power lines on these streets and surrounding areas to help decrease the number of power outages and reduce the risk of coming in contact with the lines.

- ▶ **Cumbest Bluff Substation** - Highway 63, Big Point Road, Sam Kirkwood Road, and surrounding areas.
- ▶ **Wade Substation** - Hurley-Wade Road, Highway 63, Highway 614, and surrounding areas.
- ▶ **Kittrell Substation** - Highway 42, Woulard Bend Road, Greene County-Chicora Road, and surrounding areas.
- ▶ **State Line Substation** - Highway 45, Highway 63/57, Highway 42, and surrounding areas.



FUTURE LEADERS TAKE ACTION IN JACKSON

Cooperative Leaders Workshop

A group of 83 high school juniors from all over the state gathered in Jackson Feb. 25-27 for the 39th Electric Cooperatives of Mississippi Cooperative Leaders Workshop. The program instills leadership skills, inspires creative thinking, encourages community service, and introduces students to legislative elected officials from their communities.

Addison Breland from Richton High School, Emily Frazier from St. Martin High School, and Cade Parker from Vanleave High School represented Singing River Electric and met with their state lawmakers, toured the state capitol, and participated in problem-solving activities. They also heard from Secretary of State Michael Watson and political cartoonist Marshall Ramsey.

Addison, Emily, and Cade earned the trip to the workshop following a competitive selection process at Singing River Electric's Cooperative University event in fall 2025. They will travel to Washington, D.C. in June for a seven-day youth leadership tour.



A. Addison, Cade, and Emily visit the governor's office inside the Mississippi State Capitol. **B.** Addison, Cade, and Emily kick off the Cooperative Leaders Workshop. **C.** Sen. Jeremy England, Sen. Mike Seymour, Speaker Pro Tempore Manly Barton, Rep. Elliot Burch, and Rep. Shane Barnett joined our delegates for breakfast. **D.** Cade, Addison, and Emily share a photo with Secretary of State Michael Watson.

Our students will attend the National Rural Electric Cooperative Association's *Youth Tour* of Washington, D.C. on June 13-20. Check back in *Today in Mississippi's* August issue to see highlights



Pascagoula areas opening for fiber internet sign-ups

Singing River Connect is opening areas in the Monaco Lake and Bayou Casotte substation areas of Pascagoula and Moss Point for fiber internet service!

Check our Facebook page at facebook.com/SingingRiverConnect to see specific areas and streets. Singing River Electric members will also receive an email and postcard when it's your turn!



Saturday home installations

Did you know fiber internet home installation appointments are available on Saturdays? Get connected to blazing-fast fiber internet from Singing River Connect without taking off work!



Fiber technicians travel north to help TVfiber



For the first time ever, Singing River Connect sent fiber technicians to help with storm restoration. TVfiber is the broadband subsidiary of Tallahatchie Valley Electric Power Association in north Mississippi. Singing River Electric sent linemen to help TVEPA restore power after Winter Storm Fern, and our fiber technicians completed complex splicing and replaced service drops to get fiber internet flowing to nearly 700 TVfiber subscribers without service.

APRIL 2026



FIBER CONSTRUCTION TIMELINE

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

Step 3: Fiber construction

Running fiber lines overhead & underground

- Fountainbleau/Gautier/Singing River Mall

Step 4: Splicing

Connecting fiber lines to the network

- Monaco Lake - Highway 90 East
- Bayou Casotte - Martin Road South

Step 5 - Service drops/drop splicing & Step 6 - Installation

Connecting homes & businesses to fiber internet

- Monaco Lake - Old Mobile Highway
- Bayou Casotte - Martin Road North/Lanier Street, Chicot Street North, Chicot Street South

All other Singing River Electric areas are open for fiber internet sign-ups!

- If your apartment complex is interested in service, call 877-272-6611.
- Fiber internet was not run in neighborhoods with two existing fiber internet providers. Please call if your home association is interested in service.

Visit the website below for more information.
SINGINGRIVERCONNECT.COM/SIGNUP