



A MESSAGE FROM YOUR CEO Focused on efficiency

First, I want to thank our members for participating in last month's Annual Membership Meeting. One of the topics covered was Singing River Electric's continued focus on becoming more efficient through technology and careful planning. **In a time of rising costs associated with power generation, transmission, and distribution, it is imperative that your cooperative try to offset some of the increased costs by becoming even more efficient.**

An important technological enhancement made in past years is our **SmartHub app**, which allows Singing River Electric members to check their energy use, review current and past billing history, pay their bill, and report power outages. Today, more than 82% of our members use this application. Another use of technology to advance efficiency came with implementing our **Outage Management System (OMS)**. This system groups individual outage reports and predicts larger outages based on the number of calls received in a certain area. The outage is immediately displayed on our operations center map and is assigned to our service department for restoration.

Over the past year, Singing River Electric continued finding ways to improve efficiency while providing the high level of electric service our members expect. The fiberoptic backbone connecting our 45 substations and three offices has enhanced this effort in many ways. **The ongoing installation and implementation**



of the cooperative's SCADA (supervisory control and data acquisition) system is helping us improve outage response times. Once an outage is reported and the OMS displays it on the computerized map, the operator on duty uses SCADA software, via our fiberoptic backbone, to retrieve substation information and predict the fault location. Many times, the operator can determine the fault location while the serviceman is enroute to the outage.

Communicating through fiber internet has proven to be more effective and is enabling us to respond to outages more efficiently than ever. We can now easily transmit meter information from our substations to our offices. We've also upgraded software for monitoring meter voltages, which allows our engineering team to identify issues and proactively respond.

Singing River Electric and its employees will continue finding ways to improve efficiency and provide even better member service in the coming years.



by Brian Hughey

General Manager and CEO

Energy Tips



Gabe Robbins
Field Services Representative
robbins@singingriver.com

Actions for energy savings in July

Your HVAC system uses nearly half of your home's energy! To lower your electricity bills, set your thermostat to 78 degrees – every degree lower raises your bill by 3-5%. **Run ceiling fans counterclockwise** to cool occupied rooms, turning them off when you leave, and **replace your air filter** every 30 days to prevent your system from working too hard.



Block outside heat by **closing window coverings** on the south and west sides of your house during the day. Keeping humid air out is easier if you **update the weather stripping around your doors and windows to seal air leaks.**

Change appliance habits to eliminate wasted electricity. **Unplug standby electronics** using smart power strips to save up to 10% on energy use and **set your water heater to 120 degrees** to reduce standby heat loss. **Avoid afternoon oven cooking** by using outdoor grills, slow cookers, or air fryers instead.

singingriver.com/ways-to-save

BE READY FOR HURRICANE SEASON



Singing River Electric linemen and operators/dispatchers are always prepared and standing by to respond in case severe weather and major storms cause power outages, with safety as a priority.

Our members are also encouraged to practice safety and preparedness to protect your family during storms and outages. The Federal Emergency Management Agency recommends the items below as a starting point for storm and disaster preparedness; visit [ready.gov](https://www.ready.gov) for additional resources.

- Stock your pantry with a three-day supply (72 hours) of non-perishable food, including canned goods, energy bars, peanut butter, powdered milk, instant coffee, water, and other essentials like toiletries and diapers.
- Confirm you have adequate sanitation and hygiene supplies including towelettes, soap, and hand sanitizer.
- Ensure your First Aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.
- Set aside basic household items you will need, including flashlights, batteries, a manual can opener, and a portable, battery-powered radio or TV.

In the event of a prolonged power outage, turn off major appliances, TVs, computers, and other sensitive electronics. Doing this will help avert damage from potential power surges and will also help prevent overloading circuits during power restoration. Leave one light on so you will know when power is restored.

Advance planning for severe storms can reduce stress and anxiety caused by the weather event and lessen the impact of the storm's effects. Make a plan today — because storm preparedness is always our best defense.

Restoring power following a major outage requires a detailed plan

Step 1 – Cooperative Energy, our wholesale power provider, checks their generating facilities, high-voltage transmission towers, and transmission lines that feed Singing River Electric's distribution substations.

Step 2 – Singing River Electric's substations are next. A repair here can bring power to a large number of homes and businesses.

Step 3 – Distribution three-phase lines are then checked. They carry electricity to towns, communities, and subdivisions.

Step 4 – We then check single-phase lines which carry electricity to utility poles and underground transformers outside homes and other buildings. Critical services such as hospitals take priority here, followed by restoration to the greatest number of members.

Step 5 – Finally, the service line between your home and transformer on a nearby pole may be damaged. This may keep you in the dark while your neighbors have power.



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.

► **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.

Efficiency Tips for Older Homes

Q

How do I improve the efficiency of my older home while keeping its charm?

A

I love old homes. The details and craftsmanship have always drawn me to them. The features of older homes can make them less efficient than modern construction, but it doesn't have to be that way. You can keep the charm and make your home more efficient.

by **Miranda Boutelle**

Start by prioritizing the invisible upgrades that make your home more comfortable and efficient. When we were kids, I don't think any of us thought, "When I grow up, I want to spend my hard-earned money on insulation." It's not as exciting as new countertops or a remodeled bathroom, but air sealing and insulation can save you money every month. Then you can apply the savings to aesthetic improvements.

Many older homes are not properly insulated. Insulation has several benefits beyond sealing your home and keeping outdoor air from seeping in. It reduces outdoor noise, makes your home quieter and improves your overall comfort.

Always properly air seal before you insulate. Older homes with pocket doors, coved ceilings, dumbwaiters, doors to attic spaces, and laundry chutes allow indoor air to escape through the cavities, gaps and cracks around these classic features. Sealing off open cavities around those features often requires plywood, rigid foam, or drywall fastened into place and then caulked around the edges.

Keep an eye out for framing features that cause drafts. Balloon framing is a type of construction where wall studs run all the way from the foundation to the roof, allowing air to flow freely through those spaces. Second floors with knee wall attics on both sides are notorious for air leakage. Open cavities allow air to flow horizontally between the attic spaces, making the home uncomfortable and inefficient. Seal off the open cavities in the floor framing and insulate attic spaces.

Dense-packed cellulose or closed cell foam insulation can be sprayed into exterior walls. Skilled contractors can remove pieces of siding and drill holes to fill the wall cavities from the outside of the home. For brick or stone homes, holes can be drilled from the inside and then patched and painted. Insulating walls from the inside of the home requires more time and effort in preparation and cleanup, but having well-insulated walls is worth it.

Knob and tube wiring — commonly used from the early 1880s to the 1930s with no grounding wire — should be replaced prior to insulating walls and attics for safety purposes. Contact between

insulation and knob and tube wiring can create a fire hazard.

People often think new windows are the best way to improve a home's efficiency. Considering the cost of replacing windows, I recommend investing in air sealing and insulation first. Then consider storm windows to keep the charm of the original windows, such as leaded glass and stained-glass windows in good condition. Choose from interior or exterior options that are operable and inoperable.



Prioritize the invisible upgrades that make your home more comfortable and efficient, such as adding blown-in insulation to your attic. *Photo: Bonneville Power Administration*

Once you've addressed the envelope of your home, consider appliance improvements. Replace your old electric water heater with a heat pump water heater. This upgrade can save a family of four an estimated \$550 per year and more than \$5,600 over the lifetime of the water heater, according to ENERGY STAR®.

Invest in high-efficiency heating and cooling equipment. A mini-split heat pump, also known as a ductless heat pump, is a more efficient option than electric baseboard heating and provides the benefit of air conditioning.

Older homes don't have to be inefficient. Show your home some love and invest in energy efficient upgrades.

Miranda Boutelle is the chief operating officer at Efficiency Services Group in Oregon, a cooperatively owned energy efficiency company.

New sunshade sails keep kids cool

Neighbors Helping Neighbors Community Grant recipient

Rocky Creek Elementary students are beating the heat with new triangular sunshades covering play areas throughout the campus. A \$2,500 Singing River Electric Neighbors Helping Neighbors Community Grant funded seven sunshades, reducing UV exposure and lowering temperatures. "In addition to the health concerns for our students, the shades will help reduce the deterioration and fading of our playground equipment," said Danya Ardis, third-grade teacher and PTO president.

The next grant application deadline is Friday, Sept. 11. Visit singingriver.com/my-community to view application requirements.



MILESTONE MADE

STEP 4

SPlicing IS
COMPLETE

The fiber network is now fully connected. Our contractors completed the intricate process of splicing individual glass fibers at every line intersection, linking each section together — precise and tedious work!

Singing River Connect is one step closer to completing our build-out and providing fast, reliable fiber internet to more Singing River Electric members!



Can your Wi-Fi do this?

From movie nights inside to backyard fun outside, enjoy fast, **reliable** internet that reaches every corner of your home and yard from your trusted **local** provider.

Switch to fiber internet today!

singingriverconnect.com | 877-272-6611



Gautier's Fountainbleau substation area now open for fiber internet sign-ups

Singing River Electric members in Gautier's Fountainbleau substation area now have access to high-speed fiber internet from Singing River Connect! This area includes Highway 90, Ladrner Road, De La Pointe Drive, Old Spanish Trail, Dolphin Drive, Audubon Lane, Graveline Road, and all side roads. The Shell Landing subdivision is not currently included as we are awaiting a railroad crossing permit.

877-272-6611 • singingriverconnect.com/signup



JULY 2026



**FIBER CONSTRUCTION
TIMELINE**

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

*Connecting homes & businesses to
fiber internet*

- Fountainbleau - Highway 90, Old Spanish Trail/Greyhound Way, South Gautier
- Monaco Lake - Highway 90 East and Old Mobile Highway
- Bayou Casotte - Martin Road North/Lanier Street, Chicot Street North, Chicot Street South, Martin Road 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.

singingriverconnect.com/signup