Singing River Electric Cooperative
A Touchstone Energy® Cooperative

singingriver.com • contactus@singingriver.com • Singing River Electric is an equal opportunity employer and provider.

MORE THAN CUSTOMERS... SINGING RIVER ELECTRIC MEMBERS

A MESSAGE FROM YOUR CEO

Cost-of-service study leads to rate adjustment

Singing River Electric's member-elected board of directors continuously monitors the cooperative's financial health. We recently completed a comprehensive, independent, cost-of-service study. The study is a detailed analysis that helps us understand the costs associated with delivering electricity to residential, commercial, and industrial members. While the study focuses on fairness between member classes, it also provides direction for future planning.

The largest portion of Singing River Electric's budget goes toward purchasing wholesale power from Cooperative Energy, which accounts for nearly 70% of every dollar spent. While costs for essential construction materials, including poles, transformers, and wire, have increased, the cost of power has a greater effect on the cooperative's financial health. Over the last five years, wholesale power costs have increased by more than 17%. These rising costs are too significant for your cooperative to absorb and were a major factor in the cost-of-service study results.

Beginning in October 2026, Singing River Electric is adjusting the demand portion of its residential and small general service single-phase rates. The independent study identified that an average residential member uses 1,205 kWh and has a demand of 7 kW; the $1 increase on the demand charge will raise average residential bills by about 4% (or $7). Similarly, we are adjusting our small general service three-phase rate. Rate information is available at singingriver.com.

We understand that any rate increase affects your household budget. And as a member-owned cooperative, our goal is not to make a profit for shareholders — we're focused on maintaining a strong, reliable system and serving our members responsibly. This practice supports the cooperative's long-term financial health and ensures we can continue providing the dependable service our members expect.



by Brian Hughey

General Manager and CEO

IN REMEMBRANCE

Roy Grafe

Singing River Electric is saddened by the death of our board member, Roy Grafe, who represented our members in George, Stone, and Mobile counties for 34 years. Grafe made a lasting contribution to our cooperative. His knowledge of our business and his presence at our Lucedale office will be missed.

Energy Tips



Gabe Robbins
Field Services Representative
robbins@singingriver.com

Transitioning from summer to fall

October brings cooler evening temperatures and a welcome drop in humidity, making it the perfect time to optimize your energy use. Make these seasonal adjustments to keep your household running efficiently:

- **Transition to LED lighting:** Shorter daylight hours increase the need for indoor lighting. Replace incandescent bulbs with energy-efficient LEDs, which are up to 90% more efficient.
- **Pay attention to HVAC management:** I advise keeping your thermostat at 78°F, which is the setting at which your unit runs most efficiently. Avoid lower settings during warm afternoons to prevent energy spikes. Clean or replace air filters monthly to achieve unrestricted airflow and arrange a professional heating tune-up before winter for a smooth seasonal transition.
- **Utilize natural ventilation:** Turn off your cooling system on cooler evenings and open windows to naturally lower your indoor temperature overnight.

singingriver.com/ways-to-save



SPREAD OUT YOUR ENERGY USE

DECREASE THE DEMAND PART OF YOUR BILL

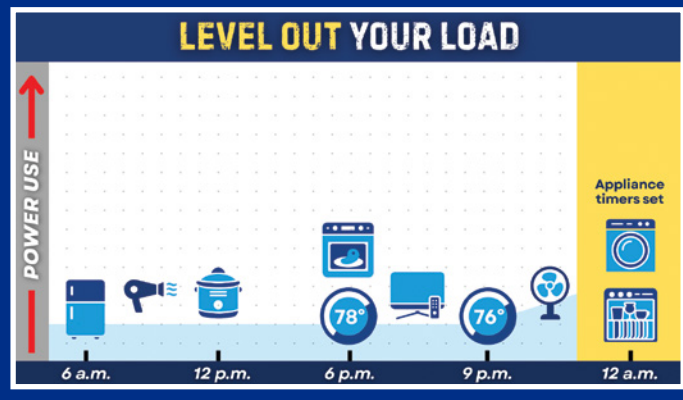
Demand is a component of your electricity bill, and spreading out your energy use will help lower this cost. Demand is determined by the largest amount of energy used in any one-hour period of a billing cycle — the peak time of energy use for your home.

Lower demand by shifting energy-intensive activities:

- Run your dishwasher before you go to bed or use the delay feature so it doesn't run at the same time as other large appliances.
- Install a smart or programmable thermostat to set heater/air conditioner run times.
- Use small appliances like air fryers and slow cookers instead of the oven.
- Avoid running your clothes dryer when your heater/air conditioner is working hardest. Washing machines require less demand than dryers, but they are often used together so consider their demand use combined.
- Install a water heater timer to limit run times.
- Use ceiling fans for additional cooling.

Visit singingriver.com/understanding-demand to use our online demand calculator and see which appliances you normally use at the same time and how changing that affects the demand cost.





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 in these areas to help decrease the number of power outages and reduce the risk of coming in contact with lines.

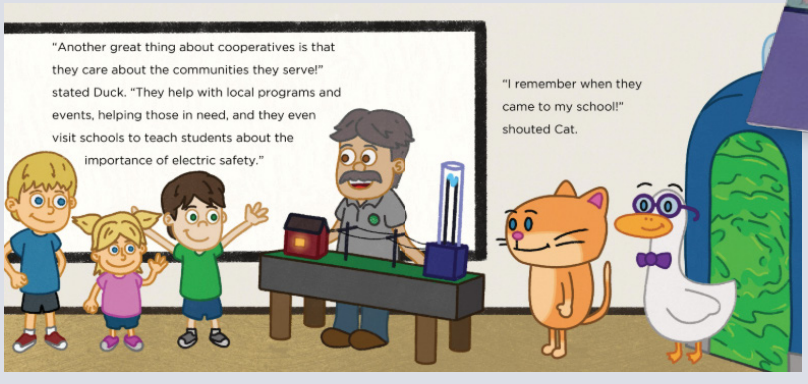
- **Kittrell substation** – Highway 42, Woulard Bend River Road, Chicora Greene County Road, and surrounding areas.
- **State Line substation** – Highway 45, Highway 63/57, Highway 42, and surrounding areas.
- **Frank Snell substation** – Highway 614, Frank Snell Road, Baria Road, Highway 613, and surrounding areas.
- **Big Point substation** – Highway 613, Lily Orchard Road, Big Point Road, and surrounding areas.

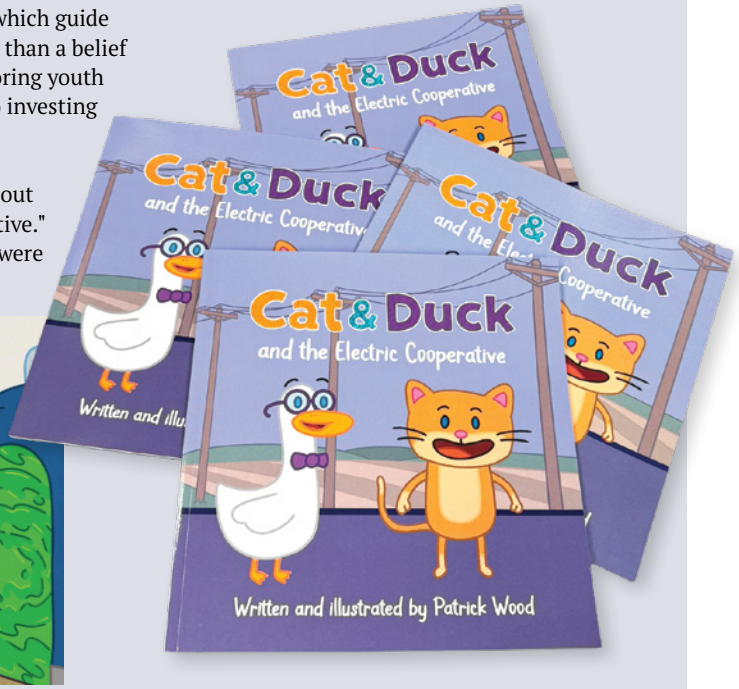
October is Cooperative Month

Teaching elementary students about electric cooperatives

At the heart of Singing River Electric are seven cooperative principles which guide our actions every day. The 7th Principle, Concern for Community, is more than a belief — it's one we put into practice. From supporting local schools and sponsoring youth programs to partnering with volunteer organizations, we are dedicated to investing in the wellbeing of our community.

Singing River Electric is celebrating Cooperative Month by providing elementary school libraries in our service territory a book that teaches about cooperatives like us in a fun way — "Cat & Duck and the Electric Cooperative." Cat & Duck go on an adventure to learn what cooperatives are, how they were formed, and their important role in powering our lives.





Neighbors Helping Neighbors

COMMUNITY GRANT AWARDED



On-scene rinse system helps shield firefighters from cancer-causing contaminants

Firefighters are regularly exposed to hazardous contaminants while fighting fires. Even after a fire is extinguished, carcinogens remain on their gear and equipment. The Pascagoula Fire Department purchased a SUDZ-IT Utility Rinse System with support from a $2,500 Singing River Electric Neighbors Helping Neighbors Community Grant and CoBank's Sharing Success program.

Putting a rinse system in place is a deeply personal priority for the Pascagoula Fire Department. "We've lost two active members to cancer," said Training Chief Justin Butler. "And five retired members have faced a cancer diagnosis." The rinse system allows crews to perform immediate decontamination, reducing cross-contamination and supporting firefighter health and safety.

Visit singingriver.com/my-community to view NHN Grant application criteria. Grants for up to $2,500 are awarded to nonprofits in Singing River Electric's service area three times a year in January, May, and September.

INTERNET IS EVERYWHERE. LOCAL SERVICE ISN'T.

With Singing River Connect, local service means having real people right here in your community who are ready to help.



And local service means going the extra mile.

Courtney in Jackson County said:

"I dug up my fiber cord by accident on a SUNDAY! I just thought I would put in a request and someone would come in a couple of days. NOPE! Singing River came the same day and fixed us up with a temp line. Ronnie was the absolute best. Came out so quickly and did it with a smile. I could not be more satisfied with Singing River Connect and Ronnie for helping us out! You saved the day."

SR Singing River Connect
Powered by Singing River Electric

SINGINGRIVERCONNECT.COM

IN AUGUST 2026, PROTECTIQ BLOCKED:

SR Singing River Connect
Powered by Singing River Electric

288,531	62,330	662
Web Threats	Intrusions	Viruses

ProtectIQ is a special feature in the My SR Connect App and is included in our Speed Fanatic (2 Gig) and Entertainment Enthusiast (1 Gig) packages. Add ProtectIQ to the Everyday Scroller (300 mbps) package for only $5/month.