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CEO's Message

This winter was unusual in many ways



Brian Hughey
 General Manager and CEO
 Singing River Electric

We all know how unpredictable the weather can be in south Mississippi, and the past two months were no exception. Our area experienced record-setting temperatures along with mixed precipitation. January of last year saw only four days of temperatures below freezing, whereas this January we experienced 17 days of freezing

temperatures. For this reason our members used more electricity than in past winters, and our distribution system set an "all-time" peak for demand. January 17-18 were not only the coldest days of the month but were also the days when our power reliability coordinator, MISO, experienced an unexpected shortage of electricity. Singing River Electric purchases all of its power from Cooperative Energy, a Mississippi-based generation and

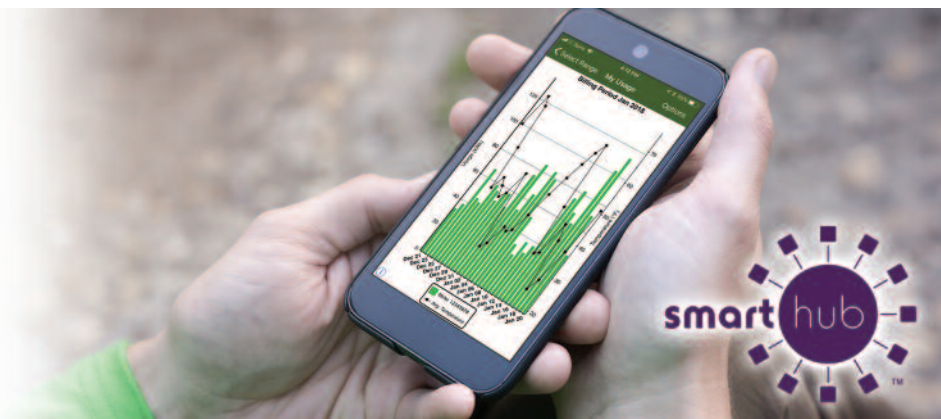
transmission cooperative. Cooperative Energy and other power companies across the nation are part of a regional power reliability coordinator, called Midcontinent Independent System Operator, or MISO. On those two mornings in January, several major power plants in the region experienced problems and became unavailable. MISO asked Cooperative Energy and other power companies in Mississippi and across the southern U.S. to reduce use if possible.

Cooperative Energy and its 11 member systems, which include Singing River Electric, issued requests for members to voluntarily reduce their electricity use. Regional generation resources were then able to provide the necessary power to balance the entire southeastern grid. This event was an unusual occurrence. Electricity is not a finite resource. Although Cooperative Energy's power plants were producing more than enough energy at the time, as a member of MISO, they were required to help keep the grid balanced. We want to thank you, our members, for your efforts in assuring that the regional grid remained stable.



Ask about our Heat Pump Rebates

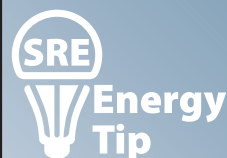
A new electric heat pump can help you stay comfortable year-round, while increasing your energy savings. Our heat pump rebates can add to the savings if replacing an electric or gas furnace. Visit www.singingriver.com for more information.



Now is the time for an AC checkup



Josh Havard
 Member Services Representative
joshhavard@singingriver.com



We have finally seen a break from the cold temperatures. As we move toward spring, now is the time to have your HVAC system serviced, especially if it has been a while since it was inspected.

Insufficient amounts of refrigerant, dirty coils, or obstructed drain lines can cause any number of issues for your air conditioning system. Neglecting necessary maintenance ensures a steady decline in air conditioning performance while energy use steadily increases. Left unchecked, these issues could result in a significant increase in summer power bills or cause the unit to stop working completely.

A quick way to determine if your air conditioning unit is functioning properly is to measure the air temperature at the supply duct (usually in the ceiling or on the floor, closest to your AC unit) and take a temperature reading at the air return air grill. (This is usually located beneath the indoor unit). On a typical spring day, you should have a 15-20 temperature difference between those two readings. If you do not, your unit is likely in need of attention.

For more tips on this and other energy efficiency projects visit our website at singingriver.com or join our conversation on social media (SingingRiverElectric on Facebook and Instagram, SRECooperative on Twitter.)

How can an app help you Take Control of Your Energy Use?

Singing River Electric provides free tools that are very helpful when studying your energy use.

One tool is the free SmartHub app, which can be downloaded on any Apple or Android mobile device. Each month's bill is shown as a bar graph displaying daily power use and the temperature.

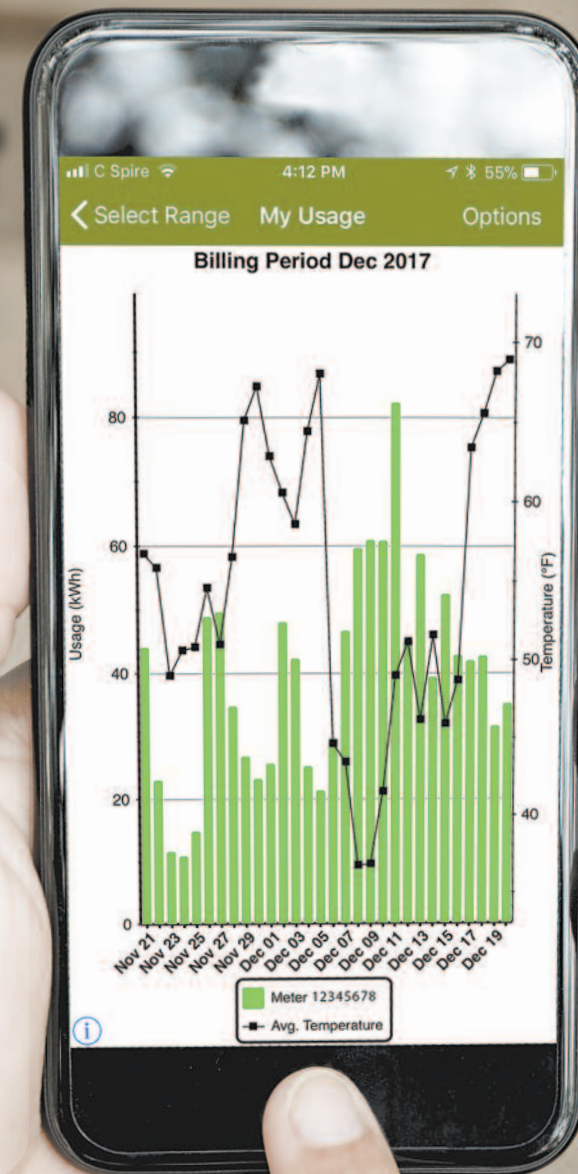
By studying the graphs, you can see which days were higher energy use days. Those days will often have the lowest temperatures, as energy use is significantly impacted by weather.

Monitoring your daily use can help you detect issues with large appliances

like your heating unit or water pump. If large increases in energy use do not level back off on mild weather days, it could be a sign that you need to have one of these items checked by a technician.

In addition to studying your energy use, the app allows you to report a power outage, view a live outage map, pay your bill, research billing history, and contact your cooperative.

Visit singingriver.com to download the SmartHub app, or call any Singing River Electric office to speak to an energy expert directly.



Answers to your energy use questions at your fingertips. Download our FREE SmartHub app today.



Did you know...

- Our SmartHub app is the fastest and most accurate way to report a power outage.
- The app can be downloaded to both Apple and Android devices.
- Monitoring use with the app can help you take control of daily use.

How to download the app

1. Download the app from the iPhone App Store or Android marketplace by searching "SmartHub." If duplicate apps appear with same name, National Information Solutions Cooperative provides the correct app.
2. Find Singing River Electric by location or name and confirm.
3. Enter your email and password or select "New User" if you do not already have a password.

COLD WEATHER

Q&A

I haven't touched the thermostat. Why is my bill higher?

Power bills following periods of prolonged cold weather or extreme heat can be higher even when you have not changed the thermostat. Heating and cooling costs make up the largest percentage of a home's energy use. **When the temperature changes drastically or stays extremely hot or cold, your heating/cooling unit must run longer to keep your home at the programmed, comfortable setting.**

Even the most efficient heating system set to the recommended 68 degrees sees much more use in extreme cold weather. If you have extreme cold days, or prolonged periods of very low temperatures, your heating system works harder and for longer periods to make up the difference.

- Imagine today's temperature is a cool 50 degrees, and your unit is set to 68 degrees.



The unit will run until it makes up the 18-degree difference in temperature and reaches the programmed setting.

- Now imagine a morning with a 15-degree temperature. You didn't change your thermostat, but your system must now run longer to make up a difference of 53 degrees. This causes your home to use more energy during this period and results in a higher power bill next month. Also, using space heaters can increase your energy consumption because they require additional electricity to run, and traditional wood-burning fireplaces can allow heated air to escape through the chimney. The same can happen in the summer due to extreme and prolonged heat, or other factors including pool pumps and other equipment that use more energy.

What are other factors that can impact my power bill?

Our representatives are always ready to assist you with any question you have about your Singing River Electric billing statement. Here are some things you may consider researching before calling. It could provide answers to questions or provide valuable information when you call.

Know Your Billing and Energy Use History

Study how much power you've used in the last 13 months. This history is provided on your billing statement

that is mailed (in the case of paperless billing, emailed) monthly. You can compare your most recent month with the last month's energy use, and last year's energy use. Singing River Electric members can also review energy use history and payment/billing history on the SmartHub app or on View Bill Use at singingriver.com. SmartHub is a free app that can be downloaded to any Android or Apple mobile device by visiting singingriver.com.

Check the Days of Use

Check the number of days that are billed for your electric use that month. This varies from bill to bill due to the number of days in a month and the days in a billing cycle.

Remember, Appliances Run Even When You're Gone

If you leave your home for the day, or even an extended period of time, any appliances you leave plugged in will continue to use electricity. Water heaters, the second largest energy user in your home, join refrigerators, freezers, cable boxes, heating and cooling systems, well pumps and more that continue to run and use energy

COLD WEATHER Q&A:

"I HAVEN'T TOUCHED THE THERMOSTAT. WHY IS MY BILL HIGHER?"



while you are away. Check your thermostat setting before you leave; your heating and cooling system will work to stay at that temperature whether you are at home or away.

Know That No Two Households Are Alike

You do not use energy the same as your neighbor, and houses are not built exactly alike, so comparing your electric bill to your neighbor's is like comparing apples to oranges. It is best to compare your current energy use to past energy use.

Also, consider other factors:

- Did you have extra guests stay over the past month?
- Add a swimming pool?

- Welcome a college student back home?
- Adopt new hobbies that include the use of power tools, ovens or other appliances?

All of these factors and more could increase your home's energy use and result in higher power bills.

Consider Appliance Use, Placement, and Age

Lighting, refrigeration, cooking and appliances account for a large percentage of your home's total energy use.

- Location of refrigerators and freezers can have an impact. Never place a refrigerator or freezer in direct sunlight or in an unconditioned space such as a garage. The unit will work much harder and use more energy to overcome the excessive outdoor heat during warmer months.
- Ensure refrigerators and freezers have adequate ventilation to maintain peak efficiency.
- If an appliance is more than 15 years old, the efficiency of that appliance may be decreasing significantly. This means it is requiring more energy to do the job.
- It is important to maintain appliances to ensure they are working at peak efficiency and energy savings.

Options for Bill Payment

Here are some options for paying your bill.

Multiple Payments in One Billing Cycle

Sometimes it helps to pay the amount in two payments within the same billing period. Pay one portion and then the remaining amount two weeks later, or prior to the due date.

Budget Billing

If your account is current and you meet the requirements, you can request to be placed on budget billing. Your monthly billing statements would then be averaged based on a 12-month average that is re-adjusted in January and July of each year. You pay the average bill and are able to budget that amount monthly to avoid sharp increases due to seasonal fluctuations in energy use.

After studying your energy use, comparing it to last year and last month, and considering the above information, if you still feel there may be a problem, please call any of our three offices.

Q: We have a cold snap every year. Why is my bill higher this winter?

This winter has been very different from the previous two mild winter seasons. South Mississippi hasn't experienced weather this cold since

2014, so while it may be tempting to compare this January or February's bill to the ones you received in winter 2016/2017, that doesn't really compare apples to apples.

COLD WEATHER Q&A:

"WE HAVE A COLD SNAP EVERY YEAR. WHY IS MY BILL HIGHER THIS WINTER?"



According to the National Weather Service, there were only 5 days where temperatures were at or below freezing in December 2016 and January 2017, but there were 17 days this winter in December 2017 and January 2018. Last winter there were no snow days; and there are two snow days so far this winter.

Power bills following periods of prolonged cold weather can be higher even if you have the same energy efficiency practices.

Space heaters are small. How can they cause a big power bill?

Electric space heaters drain energy savings from your home if used incorrectly. Some companies even make elaborate claims about the amount of money you can save, but unfortunately, this isn't true most of the time, especially if the space heaters are used daily for long periods of time. Bottom line, electric space heaters should only be used to heat small spaces – not your entire home – for short periods of time.

What is the true cost of a space heater?

Most space heaters use 1,500 watts of electricity. You can check the manufacturer label to verify the wattage

True Cost of a Space Heater:

- ⚡ Multiply 1,500 watts by hours of use:
1,500 watts x 24 = 36,000
- ⚡ Divide by 1,000 to get kilowatt-hours:
36,000 / 1,000 = 36
- ⚡ Multiply by kilowatt-hour energy rate:
36 x 11¢ = \$3.96 per day



Avoid using space heaters, which are energy hogs.



of your space heater. Listed in the graphic above is the true cost calculation of a typical space heater.

Will using my wood-burning fireplace or oven to heat my home save money?

The short answer is no. Let's look at each one of these options to see how you could actually lose money as well as create a potential safety hazard for you, your family and home.

Fireplaces:

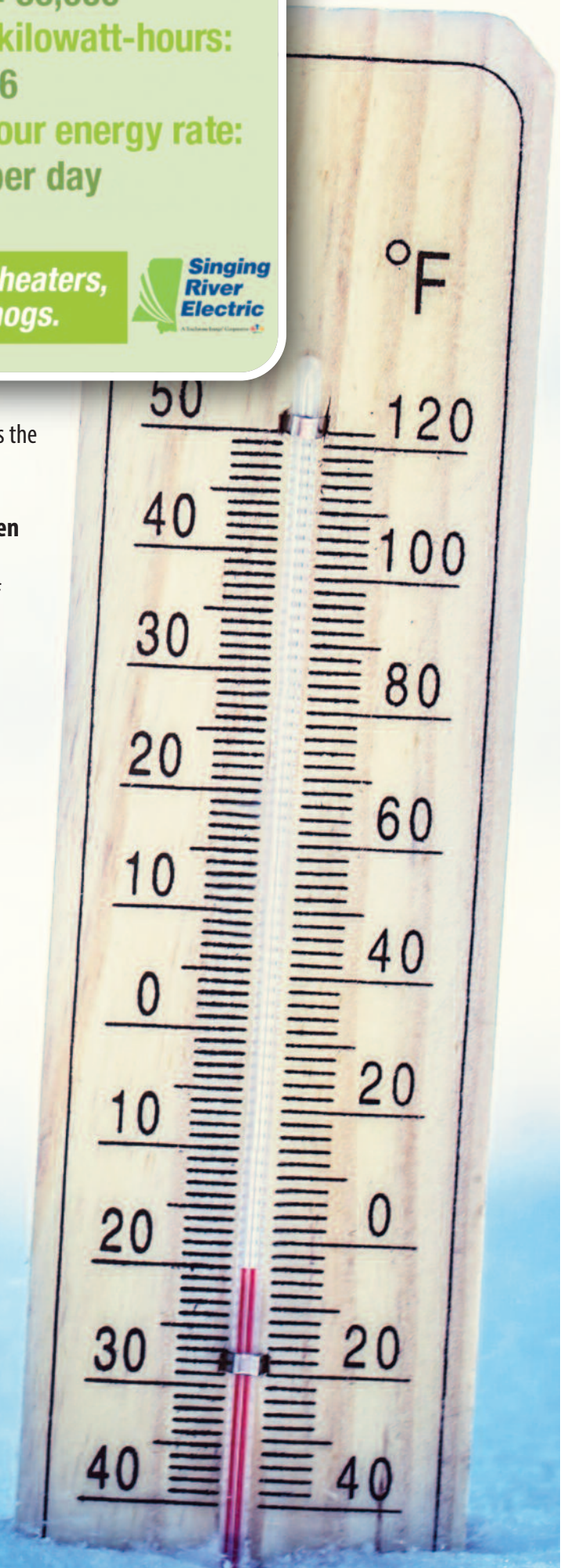
A wood-burning fireplace is an inefficient way to heat your home. If you use a central heating unit while using your fireplace, your unit will have to work harder because fireplaces draft the warm air up the chimney.

Also, wood-burning fireplaces are energy hogs, only converting 15 percent of a wood's energy into useful heat. One way to upgrade your fireplace and make it more energy efficient would be installing glass doors to limit the amount of air pulled up the chimney.

Lastly, if you aren't using the fireplace, close the damper to prevent a draft.

Ovens:

Kitchen ovens were never designed to heat the home, so in short, don't even try it. Heating with an oven is a two-fold problem. It is not energy efficient, and it is dangerous. You could be exposed to harmful gases, like carbon monoxide, or potentially be burned by keeping the door open with the heating elements exposed.



What caused MISO's critical energy shortage in January?



Cooperative Energy Dispatch Center

Cooperative Energy and other power companies across the United States are connected by the national electric grid. When the demand for electricity and the availability of electricity for one power company is out of balance, it impacts the balance of the electric system for other power companies. Cooperative Energy is a member of Midcontinent Independent System Operator (MISO), a power reliability coordinator, which helps to balance the electric system for its members.

On January 17, several major power plants in the MISO system experienced problems and became unavailable. The loss of these power plants, combined with the extreme weather conditions, threatened the balance of the electric system. As a result, MISO requested that Cooperative Energy and other power companies across Mississippi and the southern U.S. ask their members to voluntarily reduce their electricity use. When a power reliability coordinator, such as MISO, issues requests like this, the North American Electric Reliability Corporation requires

Cooperative Energy and other power companies to respond. Members of Singing River Electric and Cooperative Energy's 10 other local electric cooperatives responded by conserving their use of electricity, and the situation was resolved by 1 p.m.

Electricity is not an infinite resource. Although Cooperative Energy's power plants were producing 450MW of electricity more than our members were using at the time, as a member of MISO, Cooperative Energy is required to help keep the electric grid balanced. In fact, Cooperative Energy's generators performed well that day and its system operated reliably, which played a tremendous role in stabilizing the situation. So, it is not that Cooperative Energy or Singing River Electric was unprepared for this weather; rather, the weather combined with the loss of power plants in other parts of the country affected us. Each of our 11 local electric cooperatives worked with Cooperative Energy to resolve this issue as quickly and efficiently as possible.

Where Does Your Electricity Come From?

Cooperative Energy generates and transmits electricity to 11 Member-owned Cooperatives, including the local cooperative that powers your home. Here's the journey from generator to meter.



Power Plant Transmission Lines Substation Distribution Lines Your Home or Business

Who is Cooperative Energy?

Cooperative Energy is a not-for-profit electric cooperative that generates and transmits electricity for 11 local electric distribution cooperatives across Mississippi. These 11 local cooperatives together provide electricity for 423,000 homes and businesses across the southern and western portions of the state. These local electric cooperatives purchase electricity from Cooperative Energy then deliver it to their members.



<https://cooperativeenergy.com/>
www.beawareeverywhere.com
<http://www.myelectriccooperative.com/>

How is Cooperative Energy related to Singing River Electric?

Cooperative Energy generates the electricity required by Singing River Electric's members and 10 other local electric distribution cooperatives across Mississippi. Singing River Electric purchases the electricity from Cooperative Energy and then delivers it to their members.

Cooperative Energy serves these other local electric distribution cooperatives: Coahoma Electric Power Association, Coast Electric Power Association, Delta Electric Power Association, Dixie Electric Power Association, Magnolia Electric Power, Pearl River Valley Electric Power Association, Southern Pine Electric Cooperative, Southwest Electric Cooperative, Twin County Electric Power Association and Yazoo Valley Electric Power Association.

Nest Pilot Project helps members get smart rewards



Manager of Member Services Nick DeAngelo and SRE Member Tori Brockway

Due to a great number of responses, our existing home openings have been filled, and we are now looking for new home participants only.

Nest thermostats learn behaviors of homeowners and work to lead them to increased efficiency and savings on power bills.

"The Nest Pilot Program is studying the savings and benefits of the Nest thermostat with our members," said Cooperative Energy Wholesale Service and Program Manager David Blackledge.

By setting and adjusting your Nest, you teach it the temperatures you prefer. Your actions during the initial learning period teach the thermostat good habits to help save energy. Turn it down before you go to bed, before you leave for work, or any time you would turn down a regular thermostat to save energy. The Nest thermostat learns what temperatures you like and when you want them, and creates a temperature

schedule to help you save energy and stay comfortable.

"We absolutely love it! I love that it has an app that allows me to adjust it from my phone. I get a monthly email with my energy use for the month. It also tells me how many leaves I have earned and how I compare to other local users."

- Tori Brockway, SRE member

Singing River Electric member and program participant Victoria Brockway commented, "We absolutely love it! I love that it has an app that it

allows me to adjust it from my phone. I get a monthly email with my energy use for the month. It also tells me how many leaves I have earned and how I compare to other local users."

Nest thermostat users earn 'green leaves' while home or away simply by switching to more efficient settings. The leaves are meant to guide users to better savings.

Singing River Electric is currently taking member information on a first-come, first-served basis to participate in the free Nest Pilot. All participants must meet the program's requirements, which include age of home, heating sources, access to WiFi and more. To see a full list of program criteria or to learn more, visit our website at singingriver.com and click on the quick link labeled Nest Pilot Project.



Grand Gulf Nuclear Plant

Home Builders Association of the Mississippi Coast presents
31th Annual Home Show
 • Saturday, March 24 – 10 a.m. – 5 p.m.
 • Sunday, March 25 – Noon – 5 p.m.
 MS Coast Coliseum Convention Center in Biloxi

Visit SRE's booth #100 for efficiency tips and prizes! Free admission/pay to park