



## A MESSAGE FROM YOUR CEO

# Staying engaged to strengthen our communities

Electric cooperatives around the world adhere to seven cooperative principles. The seventh principle, Concern for Community, is arguably the most important. Each year, your cooperative invests a significant amount of time and funding on activities that support the communities we serve. This principle is more than just a concept to our employees and board of directors. On a daily basis, the Singing River Electric team lives this principle by staying actively engaged in efforts to make our communities stronger.

As a local business for more than 84 years, Singing River Electric calls the communities we serve home. After all, many of our employees and board members were born and raised in these same communities and take tremendous pride in community success. Many of you witness firsthand Singing River Electric's efforts as we sponsor and participate in numerous local events and take an active role in economic development to help build and grow our cities, towns, and rural areas. Some examples include educating students at local schools about electric safety and careers, participating in community clean-up and beautification events, sponsoring the MS Youth Leadership Program, awarding Neighbors Helping Neighbors Grants, donating trees for Arbor Day, and volunteering for local river and boat launch clean-up events.

As employees of your local electric cooperative, we value the support of our board of directors who empower our management team to carry out the seventh principle. One of the biggest decisions regarding this principle was made by our board over the past year – to provide another crucial service for our

membership. We are carefully working through the challenges of expanding high-speed fiber optic internet service to our communities. For this, we continue to ask for patience from our members as this is an incredibly detailed process. With that, we are extremely excited to see this unparalleled service allow our communities to become even stronger and grow in the years to come.

SRE's board of directors, management team, and employees understand the importance of staying actively engaged when it comes to strengthening the communities we serve and will continue doing just that.



**by Brian Hughey**

General Manager and CEO

## Energy Tips



**Gabe Robbins**  
Energy Services Representative  
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## Water heating energy savings

Water heating makes up approximately 13% of your electricity bill. Here's some information to help you use less energy where water heating is concerned.

A water heater comes set by the factory at 125 degrees. By adjusting the temperature down to 120 degrees, the water will feel the same but won't have as much cold water added. The lower temperature setting will allow the unit to cycle on and off less, meaning less run time and more cost savings.

Every water heater has an Energy Factor (EF) rating which is used to calculate the efficiency of a water heater. Ratings range from 0.8 to 2.0 – the higher the rate, the higher the efficiency and savings. Solar water heaters with electrical backup installations typically have a higher factor rating.

According to the Department of Energy's formula, if a standard electric water heater's EF is 0.92, the annual operating cost would be approximately \$525. For a heat pump water heater with an EF of 2.0, the annual operating cost would be approximately \$241.50 – this is less than half the cost of a standard unit.

If you are in the market for a new water heater, make sure to consider the Energy Factor, size/recovery, and the fuel type.

For more energy-efficiency tips, visit [singingriver.com/ways-to-save](http://singingriver.com/ways-to-save) or [energy.gov](http://energy.gov).

# RENEW OUR RIVERS

More than  
**THREE TONS**  
of debris and trash  
**COLLECTED**  
from the lower  
Pascagoula River

Singing River Electric joined Singing River Federal Credit Union to partner with Mississippi Power for the Renew Our Rivers event, removing more than three tons of debris and trash from the lower Pascagoula River on May 20. Eleven SRE employees joined 50 other volunteers to clean up the water ways. Boats launched from Little River Marina and returned throughout the day laden with old tires, paint cans, plastic bottles, and more.

"We all have a responsibility to keep our waterways clean," said SRE Right-of-way Coordinator Nick Greer. "The goal is to leave no trace, but cleanups like this one help remove the debris that inevitably happens."

Renew Our Rivers is a national award-winning environmental stewardship program. Piloted in 2005 by Mississippi Power Company, the initiative was created to clean waterways, educate the public, and raise awareness on the protection and preservation of our area's valuable community resource.

"Growing up in south Mississippi, you learn at a young age to pick up after yourself on the water and to leave it how you found it – or better," said SRE General Manager and CEO Brian Hughey. "Trash still finds its way by flying off trucks or boats and floating down the river, so we do our part with boat launch cleanups throughout the year and by contributing to this event to protect and beautify our natural resources."



#community



# Storm Ready!

**EMERGENCY RESOURCES**

www.singingriver.com  
www.fema.gov  
www.msema.org  
www.ready.gov

www.coastepa.com  
www.alhcanaba.gov  
www.gomdot.com  
www.weather.com/newscenter/stormwatch

**OUR PLAN**

Your local electric cooperatives believe in the power of preparation and have extensive storm plans that have guided the cooperatives through severe storms and major hurricanes. The five-stage plan organizes employee efforts before, during and after storms.

**PHASE ONE - Storm Enters the Gulf of Mexico:** The storm is monitored, and the plan goes into effect. The response team reviews their duties.

**PHASE TWO - Storm Warning:** A Storm Operations Center is established. The CEO/General Manager directs the response team.

**PHASE THREE - During the Storm:** Operations personnel are dismissed when winds reach 35 mph and employees seek shelter.

**PHASE FOUR - After the Storm:** (Restoration) Personnel organize service restoration. Damage assessment crews are sent out. Additional crews assistance is called in if necessary.

**PHASE FIVE - After Restoration:** (Recovery) After all power is restored, normal operations resume. Any temporary repairs are corrected.

**GENERATOR SAFETY**

If you plan to use a generator following a storm, always think safety first.

- Never connect a generator to your home's wiring. This can energize power lines, endangering our workers and even you! It is best to connect generators by using a transfer switch, or connect appliances directly to the generator.
- Operate your generator outdoors, NOT in a garage, storage room or near your open window. Always read the instructions first.
- Be sure the generator you have selected has ample capacity to supply the lighting, appliances and equipment you plan to connect.
- Do not operate your generator while standing in wet conditions.
- Do not attempt to fill your generator's fuel tank while it is operating.
- Do not tamper with engine's speed adjustment. This could cause a fire.
- Have a charged fire extinguisher nearby as a precaution.

**OUTAGE REPORTING**

**COAST ELECTRIC**  
24-Hour Outage Call Number: 877-769-2372  
- Download the CE on the Go app for instant outage reporting  
- View an outage map at [www.coastepa.com](http://www.coastepa.com)

**SINGING RIVER ELECTRIC**  
24-Hour Outage Call Numbers: 601-947-4211, 228-497-1313, 601-989-2345  
- Download the SmartHub app for instant outage reporting  
- View an outage map at [www.singingriver.com](http://www.singingriver.com)

**THINK SAFETY FIRST!**

**MEN AT WORK**

# Get Prepared. Stay Ready.

Download our storm preparedness document or pick up a copy at any SRE office, and stay ready for severe weather.

**Members with Special Needs**

Your electric service provider cannot guarantee uninterrupted electric service. Members who use medical equipment or have special needs that require uninterrupted service should make plans to be in a location that can provide your area for assistance.

**After the Storm**

- Treat all downed lines as energized. Beware of downed lines hidden by debris.
- Report all downed lines immediately by calling your local electric cooperative. If there is immediate danger, call 911.
- Prevent generator back feed. Plug any appliances or equipment directly into the generator. Keep the machine in an open area to reduce carbon monoxide emissions.
- Avoid areas where line crews are working.
- Do not stop crews to report an outage. Instead, call your cooperative's outage reporting number or use the mobile app.

**When is an Electrician Needed?**

Damage to a home's electrical system must be repaired before your co-op can restore power. Damage should be repaired by a licensed electrician and not by homeowners and do not use electrical outlets.

A professional electrician must assess the damage and make necessary repairs before electric service can be restored. If a temporary residence is established and electricity is needed to make repairs to a home or property, a temporary service pole must be installed by a professional electrician and inspected by local government authorities before power can be reconnected.

**Staying Connected:**

**Coast Electric POWER ASSOCIATION**  
A Southern Energy Cooperative  
www.coastepa.com  
Mobile App: CE on the Go  
www.facebook.com/coastelectric  
www.twitter.com/coastelectric  
@CoastElectric on Instagram

**Singing River Electric Cooperative**  
A Southern Energy Cooperative  
www.singingriver.com  
Mobile App: SmartHub  
www.facebook.com/SingingRiverElectric  
www.twitter.com/SRECooperative  
@SingingRiverElectric on Instagram

**When Will My Power Be Restored?**

These are the steps we need to take as we work our way to your home.

- Transmission Lines**  
These high-voltage lines carry electricity from the generating plant to the substations.
- Substation**  
This is where your local electric cooperative receives electricity and becomes responsible for restoring power.
- Facilities that Benefit Everyone**  
Next, we repair main lines from the substation that serve homes, police stations and services we all rely on.
- Homes and Businesses**  
Now we repair power lines that serve multiple homes and businesses.
- Individual Members**  
Finally, if any members are still without power, we call them individually. Please report any power outages to us.

**Why do my neighbors have power, but I don't?**  
Each power line has its own separate lines. If one line is down, it can be repaired by itself. Your power line may be on that line.

**Why does it seem like my home is the last to come out?**  
It all depends on where you live. To restore power for the most members in the shortest time, we have to follow the steps above. But now that you know about these steps, you'll have a better idea of when to expect your power to be restored.

## Staying Connected

www.singingriver.com  
Mobile App: SmartHub  
@singingriverelectric on Instagram  
www.twitter.com/SRECooperative  
www.facebook.com/SingingRiverElectric



# Upcoming right-of-way projects

Singing River Electric clears trees, limbs and underbrush from the area around and below the power lines called the right-of-way. Right-of-way clearing helps decrease the number of outages and reduces the risk of someone coming in contact with the power lines.

Here are the substations and surrounding areas that are either currently being cleared or where clearing will begin soon:

- Tanner Chapel Substation** – Highway 612, Tanner Williams Road, Tanner Chapel Road and surrounding areas.
- Wade Substation** – Highway 63, Highway 614, Highway 613 and surrounding areas.
- Rocky Creek Substation** – Highway 98, Rocky Creek Road, Highway 63 and surrounding areas.
- Frank Snell Substation** – Highway 613, Highway 614, Frank Snell Road and surrounding areas.

## Fiber Service Areas

SR Connect is delivering fiber-fast internet in the following areas – call 877-272-6611 to sign up.

**PERRY WAYNE AND GREENE COUNTIES**  
Brewer community

**Singing River Connect**

Signing up now  
Coming soon

**GEORGE COUNTY**  
The Agricola substation's Highway 613 North and Movella feeders

**Singing River Connect**

Signing up now  
Coming soon

**JACKSON COUNTY**  
Lake O Pines, Cartersville and Daisy communities, parts of Vestry Road

**Singing River Connect**

Signing up now  
Coming soon

Visit [singingriverconnect.com/](http://singingriverconnect.com/) to sign up to view full size maps.



Lightning-fast Fiber Internet Service

# STREAM AND STAY CONNECTED TO THOSE YOU LOVE MOST

Whether you want to binge watch the whole series or show off your newborn to out-of-state grandparents, we can help with incredible speeds and the level of responsive service you deserve and expect from your local electric co-op.

Ensure the safety of your family and all devices connected to your system by adding the Ultimate Wi-Fi Experience bundle (ExperienceIQ and ProtectIQ) for only \$7/month!



**Stop watch**

Run a speed test to verify the speed



**Lock**

Change/reset Wi-Fi network name or password.



**Wi-Fi Signal**

Create guest password



**Clock**

Set time limits on screen time or applications (bedtime, etc.)



**Pause Button**

Pause internet for any device.



**Shield**

Block harmful content, threats, apps, and sites.

[singingriverconnect.com](http://singingriverconnect.com)  
Service 877-272-6611 • Tech Support 877-636-1702







*Pictured are Jaci Thornton, Josie McLeod, Sydney Freeman, Caroline Holder, Riley Byrd, Sophie Errington, Keni Byrd, Kaelyn Mills, Sarah Barfield, Bailey Brewer, Ella Hester, and Mrs. Virginia Kittrell.*

## Supporting STEM education

### SRE NHN Grant helps Sand Hill School purchase drones

#### Concern for Community

Neighbors Helping Neighbors (NHN) Community Grants help Singing River Electric merge efforts with the hard work of those within our communities.

Since the program's inception in 2001, \$329,458.44 has been awarded to local non-profits in local communities.

Unmanned aerial vehicles, or drones, offer students hands-on experience which provides a more engaging learning environment. The drone curriculum includes flight safety, basic piloting and photo skills, drone physics, rules, ethics, and real-world applications.

"Students not only learn laws, regulations, and science of flying; they will also delve into advanced coding and programming concepts," explains Virginia Kittrell, Sand Hill School Cyber Foundations and Computer Science and Engineering teacher.

The \$2,500 grant was used to purchase four Discover Mini Drones as well as digital courses and curricula. "These drones allow us to make abstract concepts real for our students. They can calculate distances, read graphs, and use data that they create themselves from simple flight paths—making learning relevant and fun for them," Kittrell adds.

For more information on SRE NHN Community Grants and how to apply, visit [singingriver.com/my-community](https://singingriver.com/my-community). Grants for up to \$2,500 are awarded to nonprofits in SRE's service area three times a year in January, May and September.

## Replenish your storm supplies

Now is the time, on a pretty day, to replenish your storm supplies. Purchase fresh batteries, canned goods, and water to keep in the event of a storm. Ready.gov and the Red Cross are great resources for building a basic disaster supply kit.

- [singingriver.com/storm-and-outage](https://singingriver.com/storm-and-outage)
- [ready.gov](https://ready.gov)
- [redcross.org](https://redcross.org)

## What is the fastest way to report an outage?

Using the SmartHub mobile app can speed restoration time by directly entering your outage information into our system. Dispatch is then able to assign your power outage for faster repairs. Download the SmartHub app at [singingriver.com/smarthub](https://singingriver.com/smarthub).



# The power of working together and how it benefits you

As a member of Singing River Electric, you can take comfort in knowing that you are part of a large network of power companies that work together to provide you with affordable, reliable power. Here's how it works:



- 1 Singing River Electric and 10 other electric cooperatives across the state are partners with another electric cooperative known as Cooperative Energy.



- 2 Cooperative Energy operates the power plants that produce electricity, as well as the transmission lines that move electricity to you.

3

Because these 11 cooperatives are joined as one mutual source of power, your service is more affordable and reliable than it would be if each system operated alone.



4

Cooperative Energy is part of MISO, an even larger network that joins it with other power companies in the U.S. and Canada.

These companies work together to produce electricity for everyone from Mississippi to Manitoba at the lowest possible cost, and to make sure electricity is readily available.