

WELCOME TO DREMC'S NEW ONLINE PORTAL!

As DREMC members navigate through the pages of the new online portal, you will find it is more intuitive, offers quick and easy access to the account information they need, plus the new portal offers a higher level of security for protecting member data.

TAKE A QUICK TOUR!

DREMC members will be greeted by the new welcome/landing page where you may SIGN IN using your full member account number (ex. 123456001) and last four digits of a phone number on the account. If you have forgotten the portal password or need to create a new alphanumeric password, DREMC members may select FORGOT PASSWORD or RESET PASSWORD to be instructed on how to recover this portion of login information.

The following are improved features of the new portal:



Now you can make payments without logging in our portal. Use *Quick Pay*
Check out all the new features of the online portal.

A new feature has been added to the DREMC online portal, **QUICK PAY**. The Quick Pay option allows members to pay the current electric bill without completely logging into the portal. You will only need your full member account number and the last four digits of a phone number tied to the electric account.



PAY NOW
Click here to login to our customer service portal to make payments.



START SERVICE
Need to establish, transfer, or disconnect service? Please click here for further information.



ENERGY RESOURCE CENTER
Learn where your energy dollars are going.



OUTAGE
Click here to report an outage at your location.

The widgets at left offer quick access to the services that are currently showcased on the main page.

Our Services

To take advantage of any of the billing and payment services offered by DREMC, please visit our [website](#).



Project HELP

DREMC's Project HELP program is an emergency residential energy assistance program overseen by local charity organizations in seven counties served by Duck River Electric and sponsored by generous donations from DREMC members and employees.

To apply for electric bill assistance through Project HELP, visit the charity organization in the county where you live (shown at right). Complete the application process and provide any required identification and your current DREMC bill, including the account number.

Project HELP assistance is sent directly to DREMC to pay a portion of the qualifying applicant's bill. Any balance remaining is the member's responsibility.

Project HELP accepts monthly and one-time donations to assist those facing financial hardships and unable to pay their electric bills.

[JOIN US IN DONATING TO PROJECT HELP HERE!](#)

On the main welcome page, members can get information about Project HELP, sign up to donate, learn about DREMC, and contact us.

About DREMC

Duck River Electric Membership Corporation, an electric cooperative, was democratically founded in 1936 by a group of community-focused citizens with the goal of providing central station electric power to rural areas that previously were unserved. Investor-owned utilities felt the population density was too sparse and would not be profitable for them to bring electricity to rural areas. However, this was the mission of electric cooperatives, like DREMC, and so electrification began thanks to the many who supported the cooperative movement in the 1930s and 1940s. Today, as in those early years, DREMC is owned by the members it serves. In addition, the southern portion of Middle Tennessee, which DREMC serves, has grown so much over the years that the cooperative is now ranked fourth-largest electric cooperative by membership in the state by Tennessee.

DREMC delivers safe, reliable electric service at the lowest possible cost to the members it serves. And your DREMC membership means you are an owner of the cooperative and have a voice in its mission. We are honored to serve our members – the people who call Middle Tennessee their home.



About Our Company

DREMC has been providing safe and reliable electric service to those we serve since 1936.

Get in touch

Headquarters Address: 1411 Madison Street, Shelbyville, TN 37160

Phone: (931) 684-4621

Email: corpinfo@dremc.com

Follow Us







ACCOUNT OVERVIEW

THIS SECTION INCLUDES BASIC ACCOUNT INFORMATION, THE TOTAL CURRENT BILL DUE, A QUICK HISTORY OF ACCOUNT ACTIVITY, AND WHICH BILLING/PAYMENT SERVICES THE MEMBER IS ENROLLED.

Billing and Payment History

07/26/21	Bill: \$190.73
07/26/21	Payment: \$40
07/18/21	Payment: \$198.00
06/27/21	Bill: \$184.00
06/17/21	Payment: \$202.00

Enrollment Options

Bill Notification	Enrolled
Levelized Billing	Enrolled
Draft Payments	Enrolled

Recent Activity

- Your account was logged in on 8/06/21 at 8:55 AM
- Your account was logged in on 8/04/21 at 2:59 PM

MY ACCOUNT

THIS SECTION INCLUDES THE ACCOUNT PROFILE, AN EXTENSIVE COMPILATION OF BILLING AND PAYMENT DATA UNDER THE ACCOUNT HISTORY MENU TAB, THE ALERT AND REMINDER OPTIONS, AND MORE. SHOWN BELOW ARE THE MAIN PAGES OF THIS SECTION.

My Account Options

- Account Profile**: Manage your contact information or update service address.
- Account History**: View account usage, billing history and payment history.
- Manage Alerts**: Manage your alert preferences on mobile account alerts.

Electric Use History

Default View: Current View

Compare: 1 Week

Daily Meter

Date	kWh	kWh	kWh
07/28/2021	~80	~80	~80
07/29/2021	~80	~80	~80
07/30/2021	~80	~80	~80
07/31/2021	~80	~80	~80
08/01/2021	~80	~80	~80
08/02/2021	~80	~80	~80
08/03/2021	~80	~80	~80
08/04/2021	~80	~80	~80

Compare Charts | Daily History

ACCOUNT PROFILE & UPDATE OPTIONS



Account Profile

Billing Address

Your address appears here.

Additional Info

Phone Numbers

Home Mobile Business

Other The phone numbers associated with your account appear here.

The contact information associated with your DREMC account can be updated using the ACCOUNT PROFILE feature of the portal.

Emails

Primary Email

Your email address appears here.

ACCOUNT HISTORY

UNDER ACCOUNT HISTORY, MEMBERS CAN VIEW THE DETAILED ACCOUNT LEDGER TO SEE BOTH BILLING AND PAYMENT DATA. MEMBERS HAVE THE OPTION OF PRINTING OUT THE INFORMATION AVAILABLE UNDER EACH HISTORY TAB.

MY ACCOUNT BILLING & PAYMENTS SERVICES MORE

(balance) \$0.00 (prev amt) \$0.00 (due date) 07/19/21

Account Ledger Billing History Payment History

Start Month: MM/YYYY

Type	System Date/Time	Amount	Balance
PAYMENT	07/19/2021 09:07:49	\$ 198.00	\$ 67.25
BILL	06/27/21	\$184.00	\$130.75
PAYMENT	06/17/2021 08:37:12	\$-202.00	\$-53.25
BILL	05/25/21	\$135.93	\$148.75
PAYMENT	05/17/2021 08:32:15	\$-208.00	\$12.82
BILL	04/26/21	\$155.35	\$220.82
PAYMENT	04/19/2021 09:18:40	\$ 208.00	\$65.47
BILL	03/25/21	\$202.78	\$273.47
PAYMENT	03/17/2021 08:19:00	\$-202.00	\$70.71
BILL	02/22/21	\$234.22	\$272.71
PAYMENT	02/17/2021 08:18:21	\$-195.00	\$38.49
BILL	01/25/21	\$272.82	\$733.49
PAYMENT	01/19/2021 08:37:14	\$ 186.00	\$ 39.33

UNDER BILLING HISTORY, MEMBERS CAN ALSO VIEW A PDF VERSION OF EACH MONTH'S BILL STATEMENT WHEN CLICKING THE BINOCULAR ICON ON THE FAR LEFT. BILLING DATA INCLUDED IN THIS TAB INCLUDES UP TO TWO YEARS' WORTH OF DATA.

Account History

(balance) **\$192.00** (share amt) \$.00 (due date) 08/17/21

Account Ledger **Billing History** Payment History Print

View	Billing Date	Due Date	Meter Read Date	Total Usage	Bill Type	Balance
	07/26/21	08/17/21	07/16/21	1755	LEVELIZED	\$192.00
	07/19/21	07/19/21	06/16/21	1708	LEVELIZED	\$.00
	05/25/21	06/17/21	05/15/21	1164	LEVELIZED	\$.00
	04/26/21	05/17/21	04/15/21	1334	LEVELIZED	\$.00
	03/25/21	04/19/21	03/15/21	1982	LEVELIZED	\$.00
	02/22/21	03/17/21	02/14/21	2376	LEVELIZED	\$.00
	01/25/21	02/17/21	01/17/21	2816	LEVELIZED	\$.00
	12/27/20	01/19/21	12/17/20	2054	LEVELIZED	\$.00
	11/23/20	12/17/20	11/17/20	1488	LEVELIZED	\$.00
	10/26/20	11/17/20	10/17/20	1551	LEVELIZED	\$.00
	09/24/20	10/19/20	09/17/20	2355	NORMAL	\$.00
	08/25/20	09/17/20	08/18/20	2527	NORMAL	\$.00
	07/27/20	08/17/20	07/19/20	2489	NORMAL	\$.00

THE PAYMENT HISTORY INCLUDES ALMOST TWO FULL YEARS' WORTH OF PAYMENT DATA. BELOW IS AN EXAMPLE OF HOW ONE MEMBER WENT FROM PAYING HIS BILLS WITH A CHECK TO NOW DRAFTING THEM FROM HIS CHECKING ACCOUNT. THIS EXAMPLE ALSO SHOWS HOW THE BILLS CHANGED WHEN HE ENROLLED IN DREMC'S LEVELIZED BILLING PLAN.

Account History

(balance) **\$192.00** (share amt) \$.00 (due date) 08/17/21

Account Ledger Billing History **Payment History** Print

Payment Date	Amount	Member Fee	Deposit	Other Deposit	Check Nbr	Approval Code
07/26/21	\$0.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
07/19/21	\$-198.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
06/17/21	\$-202.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
05/17/21	\$-208.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
04/19/21	\$-208.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
03/17/21	\$-202.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
02/17/21	\$-195.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
01/19/21	\$-186.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
12/17/20	\$-186.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
11/17/20	\$-190.00	\$ 0.00	\$ 0.00	\$ 0.00	0	-
10/07/20	\$-227.26	\$ 0.00	\$ 0.00	\$ 0.00	4684	-
09/09/20	\$-244.84	\$ 0.00	\$ 0.00	\$ 0.00	4678	-
08/05/20	\$-243.56	\$ 0.00	\$ 0.00	\$ 0.00	4610	-

Bank draft and levelized billing began here.

MEMBERS MAY SELECT WHICH ALERTS AND REMINDERS THEY WISH TO RECEIVE AND ON WHICH PLATFORM THEY WISH TO RECEIVE THEM.

Manage Alerts

Alerts Sent To

Email
Your email address appears here.

Mobile (Opted In)
Your cell number appears here.

Smart Devices

iPhone

- Payment Notifications
- Balance & Usage Notifications
- Account Profile Notifications

MY ACCOUNT BILLING & PAYMENTS SERVICES MORE

Payment Notifications

DUE DATE REMINDER
Remind me day(s) before.

Text Message Email Push Notification

PAST DUE DATE REMINDER
Alert me when due date has passed.

Text Message Email Push Notification

RETURNED CHECK ALERT
Alert me when a check is returned or rejected.

Text Message Email Push Notification

PAYMENT CONFIRMATION
Send me a confirmation when a payment is submitted.

Text Message Email Push Notification

ARRANGEMENT INSTALLMENT DUE
Remind me day(s) before the due date.

Text Message Email Push Notification

Cancel Save

- Balance & Usage Notifications
- Account Profile Notifications

THE HIGH ENERGY USE ALERT THAT MEMBERS CAN OPT IN TO RECEIVE HAS PROVEN VALUABLE. NOT ONLY DOES THE ALERT HELP MEMBERS BECOME MORE AWARE OF HOW MUCH ENERGY THEIR HOMES USE DAILY DURING HEATING AND COOLING SEASONS, IN SOME CASES, BUT THE ALERTS ALSO SERVE AS AN EARLY DETECTION OF POSSIBLE PROBLEMS WITH APPLIANCES OR HVAC SYSTEMS. SUCH PROBLEMS HAVE THE POTENTIAL TO INCREASE ENERGY BILLS. THE HIGH ENERGY USE ALERT HELPS MEMBERS STAY INFORMED.

Balance & Usage Notifications

HIGH ENERGY USAGE ALERT - DAILY
Alert me when my daily usage reaches

Text Message Email

ENERGY USAGE ALERT
Alert the customer each day with daily energy usage.

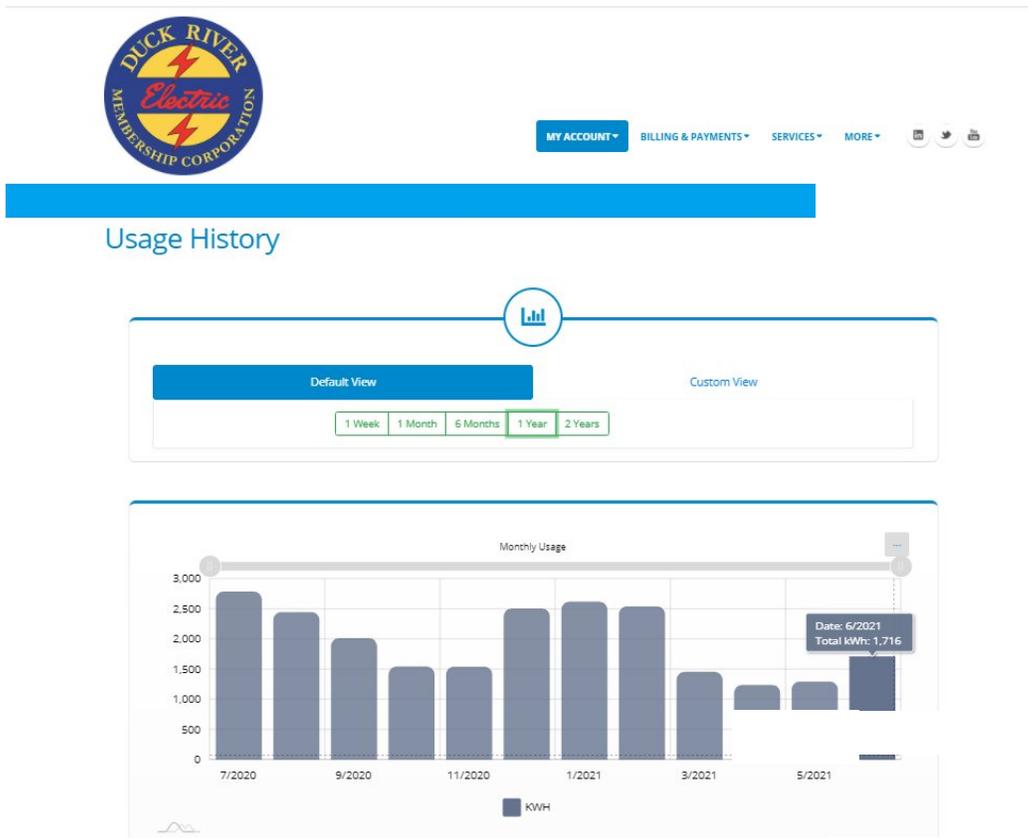
Text Message Email Push Notification

LOW USAGE ALERT - DAILY
Alert me when my daily usage drops to

Text Message Email Push Notification

Account Profile Notifications [▶](#)

THE ELECTRIC USE HISTORY IS EASY TO VIEW AND UNDERSTAND. MEMBERS HAVE THE OPTION TO VIEW RECORDED ELECTRIC USE RANGING FROM ONE WEEK TO TWO YEARS.



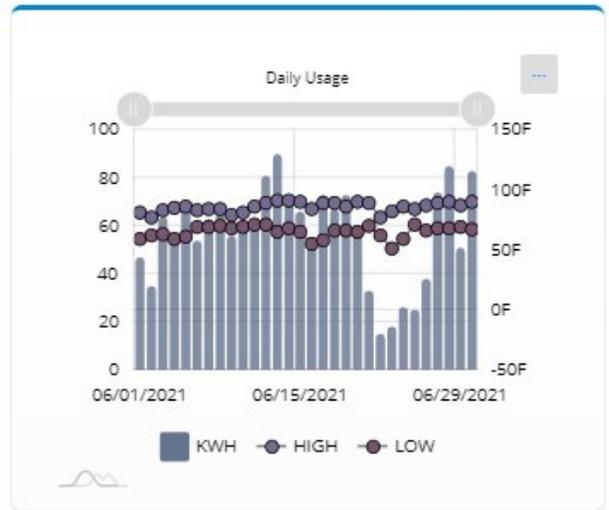
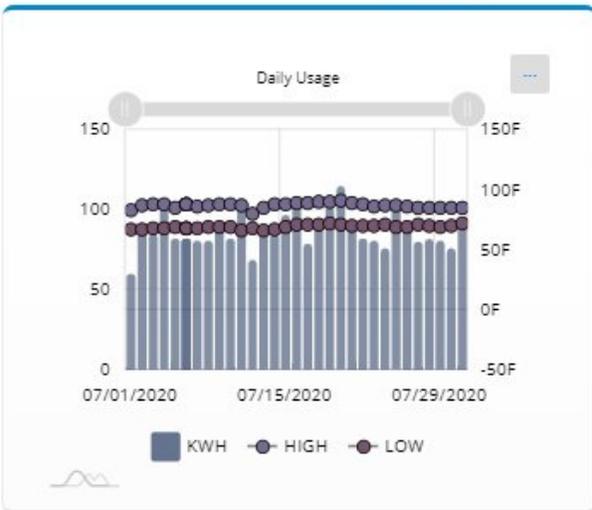
MEMBERS CAN COMPARE THE CURRENT YEAR TO THE PREVIOUS YEAR AND SEE A 12-MONTH COMPARISON OF HOW THEIR ENERGY USE HAS CHANGED.



Compare Charts Daily/Hourly

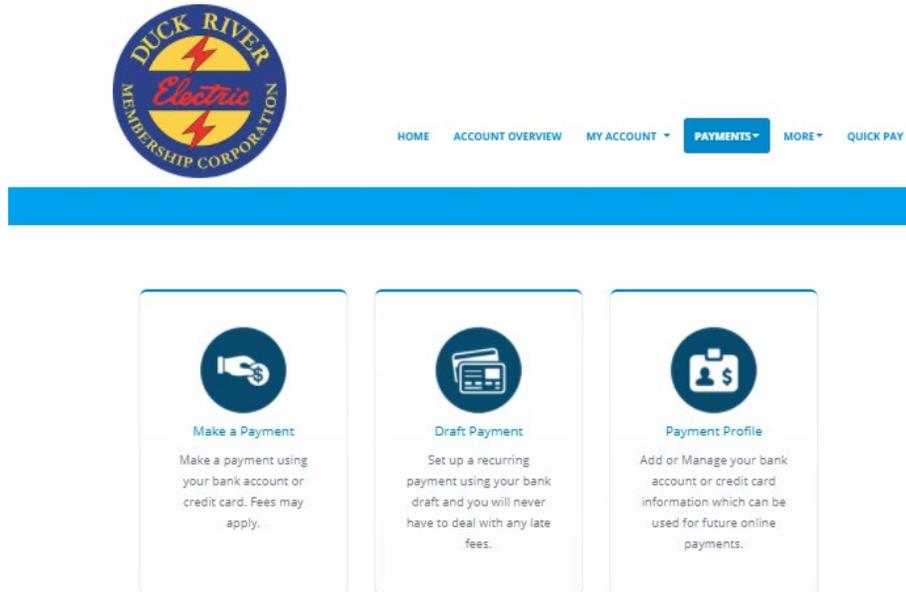
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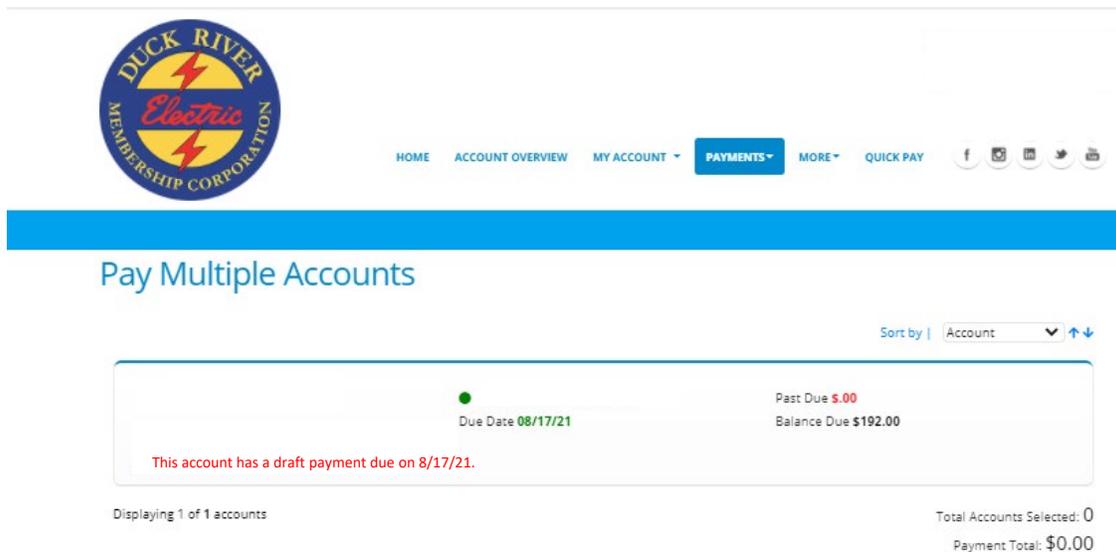


PAYMENTS

MEMBERS CAN CHOOSE FROM MAKING A PAYMENT, VIEW CURRENT DRAFT PAYMENT INFORMATION, OR SET UP PAYMENTS TO DRAFT FROM CHECKING, SAVINGS, OR CREDIT CARDS. THEY CAN ALSO VIEW AND UPDATE THEIR PAYMENT PROFILE INFORMATION USING THE PORTAL.



WHEN SELECTING TO MAKE A PAYMENT, MEMBERS WILL SEE THE SCREEN BELOW, WHICH SHOULD LIST ANY BILLS TIED TO THE SAME MEMBER NUMBER. FROM HERE MEMBERS CAN MAKE A SINGLE PAYMENT OR PAY MULTIPLE ACCOUNTS.



DRAFTED PAYMENTS CAN BE VIEWED AND VERIFIED HERE. MEMBERS HAVE THE ABILITY TO UPDATE DRAFT INFORMATION IF CHANGING BANKS OR ACCOUNTS FROM WHICH THE PAYMENTS ARE TO BE DRAFTED. ALTHOUGH YOU CAN'T SEE IT IN THIS EXAMPLE, MEMBERS HAVE THE ABILITY TO SET UP BANK DRAFT USING THEIR CHECKING OR SAVINGS ACCOUNT INFORMATION AND SET UP CREDIT CARD DRAFTS.

DUCK RIVER Electric MEMBERSHIP CORPORATION

HOME ACCOUNT OVERVIEW MY ACCOUNT PAYMENTS MORE QUICK PAY

Draft Payments

Displaying 1 of 1 accounts Sort by | Account

Balance \$192.00 due on 08/17/21 Manage Bank Draft

MEMBERS MAY SET UP OR MAKE CHANGES TO THEIR EXISTING ONLINE PAYMENT PROFILES HERE.

DUCK RIVER Electric MEMBERSHIP CORPORATION

HOME ACCOUNT OVERVIEW MY ACCOUNT PAYMENTS MORE QUICK PAY

Payment Profile

Credit Card Profile E-Check Profile

You have no saved profiles. Add a profile for making quick payments.

[Create Profile](#)

* By clicking on 'Create Profile' button, you will be taken to our secure payment gateway application.

Total Balance Due **\$192.00**

Total due reflects pending payments

Payment due on 08/17/21

[Pay Now](#)

MORE MENU TAB AND DROP-DOWN OPTIONS

MEMBERS CONTINUE TO HAVE ACCESS TO DREMC'S ENERGY RESOURCE CENTER FROM THE PORTAL.

DUCK RIVER Electric MEMBERSHIP CORPORATION

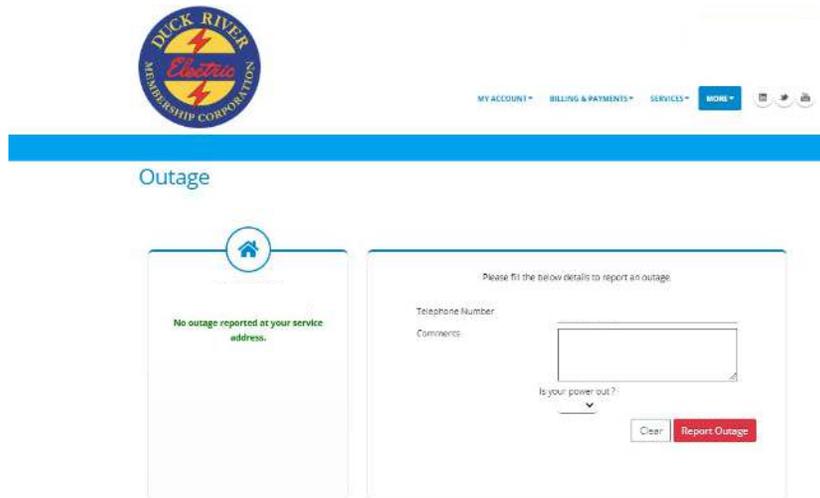
HOME ACCOUNT OVERVIEW MY ACCOUNT PAYMENTS MORE QUICK PAY

- See My Energy Resource Center
- Member Communication
- Energy Portfolio
- Smart Payment
- Report an Outage
- Send Back Billing

Learn where your energy dollars are going.

Increasing energy efficiency can help DREMC members lower their electric bills!

ALTHOUGH THE ADVANCED METER AT A MEMBER'S HOME DETECTS INTERRUPTIONS TO THE POWER AT THE LOCATION, YOU STILL HAVE THE ABILITY TO REPORT OUTAGES USING THE PORTAL AND PROVIDE ANY DETAILS HELPFUL TO THE POWER RESTORATION EFFORT IN THE COMMENTS SECTION.



OTHER OPTIONS UNDER THE MORE MENU TAB INCLUDE INFORMATION FOR MEMBERS TO CONTACT DREMC, CREATE A NEW USER, AND RECOVER/RESET A PASSWORD FOR THE PORTAL.

