



DREMC NEWS

SEPTEMBER 2022

Celebrating the past, present and future

The past, present and future of DREMC all have one thing in common—dedicated, capable and driven people.

When DREMC's 386 founding members came together in the 1930s they had a goal of providing the most rural members of their communities with electric service. There was no guarantee that their hard work would pay off, but they persevered despite the uncertainty.

The early days of building and maintaining electric lines required innovation and resilience to do things that had never been done here before. Poles were moved using livestock and stringing power lines had few of the safety measures our line crews follow today.

The results of this challenging and dangerous work changed our communities in ways those 386 founding members could have never predicted.

It's incredible to think how much technology has evolved over the past 86 years and how it has changed the way we serve the DREMC membership, which has grown to more than 81,000. What hasn't changed are the attributes required of our team to be of service, including flexibility and adaptability.

Today, the DREMC team follows in the footsteps of our founders to continue providing safe and reliable electric service at the lowest possible cost.

Each of our team members are an essential part of DREMC. You may recognize some of their faces from visiting our offices, from our annual calendar, or from social media. They are your neighbors, friends, relatives

and even childhood classmates.

We've featured their stories and work in our series, *The People Who Power Duck River Electric*, and we are proud to spotlight the work they do each day to continue the mission our founders pioneered.

Appreciating the past and present of DREMC are important, as is looking towards the future. DREMC and our communities as a whole are in the hands of future generations. For this reason, we are committed to supporting the efforts of our future leaders.

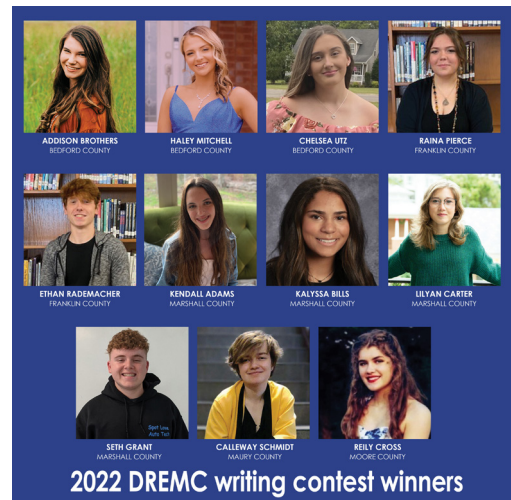
Our communities boast talented, intelligent and service-minded students. We are thrilled to recognize 11 of these young people with scholarships towards their higher education through DREMC's annual writing contest. You can learn more about them by visiting www.dremc.com/community.

I hope you will join me in acknowledging and celebrating these dedicated individuals.

Thank you for letting us serve you.



Scott Spence
Duck River EMC
President & CEO



The people who power DREMC

the field services & right-of-way teams

When it comes to sustaining the reliability and safety of the electric system, Duck River Electric's field services and right-of-way teams are essential. What these teams do each day helps to ensure that the lights stay on.

DREMC's field services team includes six individuals with specialized training: Bruce Butts, Casey Manderson, Jeremy Parker, Patrick Harden, Mark Brannon and Mike Newman, who leads the team. Individually, they have a variety of previous work experience and educational backgrounds from industrial electricity and maintenance to manufacturing and electronics. Such skills serve their team well in maintaining DREMC's 30 electric substations. In addition to regular, systematic substation maintenance, this team also tests

all AMI meters and electric transformers that are returned to the office. Rigorous testing of this equipment ensures operational accuracy before being reinstalled on the system.

"A lot of our work occurs behind the scenes," said Newman. "When there is an issue inside a substation, the automated system goes into effect to keep the power on. Your lights may blink as our crew fixes the problem inside a substation, but most of the time, members never know we were there."

"Anytime we perform maintenance inside a substation, and the lights never blink, it's a good day at work for us," said Parker.

"When a substation transformer is going to be down for maintenance, we bring in DREMC's mobile transformer

to keep the power on so that members aren't without electricity," said Manderson.

DREMC's mobile substation is approximately 85 feet long, 10 feet wide, weighs 145,000 pounds, and is transported by a semi-truck and trailer to the various substations as needed.

"The mobile transformer is a crucial piece of equipment when taking a substation transformer of-line for testing or maintenance and when a transformer is damaged by a storm," adds Newman.

Equally important to system reliability is the work of the right-of-way (ROW) team. Jermaine Bennett, Trey Watson and Billy Smartt bring to DREMC a combined 50 years of experience in the field of overhead line maintenance.

"Routine maintenance and regular inspections of the electric system give us the edge in keeping things running smoothly."

Mike Newman, Field Services Manager

nance. Together, they oversee the ROW clearing efforts of contracted crews who work year-round in planning for and reducing electric line maintenance costs.

Approximately 6,300 miles of electric line span DREMC's service area, most of which are in rural areas densely populated with trees.

The ice storm of 2021 serves as a reminder of the impact that damaged trees can have on the electric system when they fall across overhead power lines. When trees and limbs fall within the reach of the lines, they can not only leave members without electricity but also create dangerous conditions as lines are brought to the ground and threaten the safety of DREMC members and emergency crews working to clear roadways and restore power.

The collaborative efforts of DREMC's ROW team include working with the members, caring for the environment, and meeting system reliability standards to create a balanced and proactive approach to overhead line maintenance.

"Our focus is on opening up the right-of-way to improve overall line clearance for line crews, reducing risk factors and improving safety for employees and members," said Bennett. "A clear and open right-of-way gives electric crews access to the lines, which aids them with power restoration."

Perhaps you are familiar with the cliché, "an ounce of prevention is better than a pound of cure." This is true when it comes to making sure electricity flows through thousands of miles of line without interference. The work we do is sometimes behind the scenes, but the results are visible each time you flip on a switch and the lights come on . . . and stay on.



Field services team members are, from left, Bruce Butts, Casey Manderson, Jeremy Parker, Patrick Harden, Mark Brannon and Mike Newman.



Right-of way team members are, from left, Trey Watson and Jermaine Bennett. Not pictured is Billy Smartt.

For more photos and to read the complete story in the series of *The People Who Power DREMC*, [click here](#).

5 faqs

FREQUENTLY
ASKED
QUESTIONS
ABOUT

POWER OUTAGES

Be sure to read the next issue of **DREMC News** featuring more **frequently asked questions** about the programs and services we provide.

Opt in to receive the next issue by emailing DREMCNews@dremc.com.

1

Why is my power out?

A variety of events can cause power outages. The most common causes of power outages include fallen trees, storms (heavy rain, high wind, lightning, snow and ice), wildlife, vehicle accidents, equipment damage, etc.

2

Do I need to report my power being out?

Not necessarily. The meter at your location detects interruptions to the electric service and relays this information to DREMC's system operations center. DREMC encourages members to report details about an outage such as a fallen tree on the line and any visible equipment damage, which might serve helpful in quickly pinpointing the cause of an outage.

3

How long will the outage last?

Because no two outages are the same, it can be difficult at times to estimate when the power will be restored. Unsafe conditions can delay restoration efforts. DREMC crews and other emergency responders must first make an area safe and accessible for workers. Power restoration also depends on the extent of the damage caused to electric equipment, the location of the

damage, weather conditions and other factors. One certainty is that DREMC crews respond and focus on restoring power to members' homes and businesses as safely and quickly as possible.

4

Is it safe to drive over a fallen power line?

No. Downed power lines could still be energized and should not be driven over or otherwise approached. Avoid driving through flooded areas, over snow or across debris that could be covering the fallen lines. Driving over downed lines could possibly pull more lines or related equipment down, or the fallen power line could become entangled in the car's axle or wheels preventing you from being able to drive any further. It is best to turn around and travel a safer route than to risk driving over fallen power lines.

5

How can I stay up-to-date during a power outage?

Members can view the areas affected by using the mobile app or by clicking the VIEW OUTAGE MAP tab at dremc.com. During widespread outages caused by severe weather, DREMC will keep members updated on the restoration efforts via social media and through working with community partners such as local government, emergency management agencies and others to keep the community informed during severe weather events.

Annual Meeting Highlights

Duck River Electric welcomed attendees to the 2022 Annual Meeting held on Aug. 20 in Shelbyville.

"We appreciate all who attended the event," said DREMC President and CEO Scott Spence. "After a two-year hiatus due to the pandemic, it was good to meet and greet the members, sharing with you how the cooperative continues to enhance the services we offer and spotlighting the employees, past and present, who make it all possible."

Highlights of the meeting also included special recognition of DREMC's 11 scholarship winners. Each submitted a short story earlier this year in the cooperative's short story contest for high

school juniors.

The Zone 5 director election results were announced. William (Will) Wilson will serve a three-year term as a representative of Marshall and Giles counties.

Wilson, a Marshall County native, was appointed by the DREMC board of directors in 2021 to fulfill the remaining term for Zone 5 previously held by John Moses, who passed away earlier that year.

"Congratulations to the Zone 5 candidates on their campaigns," said Barry Cooper, DREMC Chairman of the Board. "We welcome Will Wilson back and look forward to serving with him

again. On behalf of the board, I would like to thank both candidates for the time and effort they invested in running for this seat—it is a true testament to their commitment to serving their community."

In addition to Wilson's election, four other board directors, whose terms would expire this year will retain their board positions. They include Buford Jennings, representing Moore and Lincoln counties; Dana Salters, representing Maury, Hickman, Lawrence, Lewis and Williamson counties; Mark Webb, representing the University of the South; and Baxter White, representing Coffee and Warren counties.



Serving as board directors for three additional years are, from left, Will Wilson, Buford Jennings, Dana Salters and Mark Webb. Not pictured is Baxter White.



Scholarship winners are, standing, Chelsea Utz, Raina Pierce, Reily Cross, Kendall Adams and Lilyan Carter. Seated are Seth Grant, Addison Brothers, Calleyway Schmidt and Haley Mitchell with DREMC's Connie Potts. Not pictured are Ethan Rademacher and Kalyssa Bills.



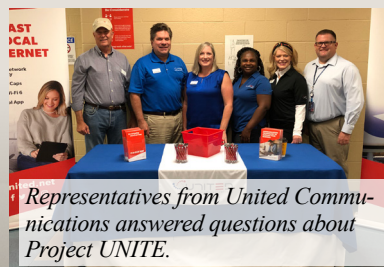
President and CEO Scott Spence shines spotlights the DREMC team, past and present, for their contributions.



DREMC employees assisted members with registration and other activities.



Board Chairman Barry Cooper welcomes the 2022 attendees.



Representatives from United Communications answered questions about Project UNITE.



The DREMC team welcomed members, sharing smiles and attendance appreciation gifts.



Statement of Revenue and Expenses for FY22

for fiscal year ending June 2022 with 2021 for comparison

Each year Duck River EMC shares a condensed Statement of Revenues and Expenses and a Balance Sheet with members. Below is DREMC's financial statements for the fiscal year ending June 30, 2022.

Financial statement audits performed by Winnett Associates, Certified Accountants, Shelbyville, are open for inspection by DREMC members during regular office hours at the Shelbyville office.

INCOME

	2022	2021
Operating revenue	\$ 218,620,198.37	\$ 200,542,859.88
Other income	751,569.05	577,185.09
Total income	\$ 219,371,767.42	\$ 201,120,044.97

EXPENSES

Purchased power	\$ 154,109,532.50	\$ 138,514,649.55
Operating expense	20,897,858.46	20,310,311.44
Maintenance expense	17,574,654.30	15,434,118.62
Depreciation & taxes expense	11,777,935.71	11,393,655.53
Miscellaneous income deductions	1,410,945.00	3,957,143.00
Debt expense	3,141,420.24	3,287,494.14
Total expenses	\$ 208,912,346.21	\$ 192,897,372.28

**Margin for reliability improvements, RUS, CFC,
CoBank loan payments**

\$ 10,459,421.21 \$ 8,222,672.69

BALANCE SHEET *(as of June 30, 2022)*

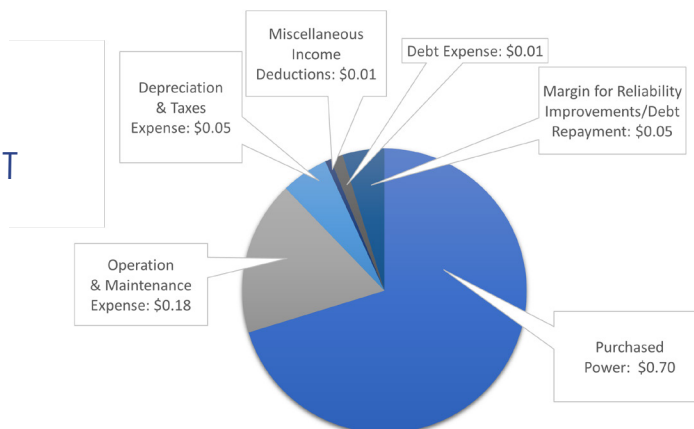
Assets

Electric plant	\$ 363,226,767.56
Less: accumulated depreciation	125,937,507.39
Other properties & investments	26,922,104.49
Current & accrued assets	27,794,767.20
Deferred debits	2,855,678.13
Total assets	\$ 294,861,809.99

Liabilities

Membership certificates	\$ 839,510.00
Earnings reinvested in system assets	136,509,855.71
Long-term debt	80,000,915.22
Other non-current liabilities	26,187,979.54
Current and accrued liabilities	43,511,717.52
Deferred credits	7,811,832.00
Total liabilities & other credits	\$ 294,861,809.99

WHERE THE DOLLAR WENT



Check the ducts, save the bucks

Sealing air ducts prevents the loss of valuable heating and cooling, which accounts for up to 45 percent of average residential energy use.

HOW CAN SEALING DUCTWORK HELP YOUR HOME?

The HVAC duct system distributes conditioned air throughout your home. No matter how energy efficient the unit is, leaky ductwork may contribute to a higher monthly energy bill. Properly sealed ducts are key to keeping heating and cooling costs manageable, plus:

- *It improves indoor air quality.*
- *It prolongs the life of the HVAC unit and makes them less noisy.*
- *It ensures less dust in the home.*

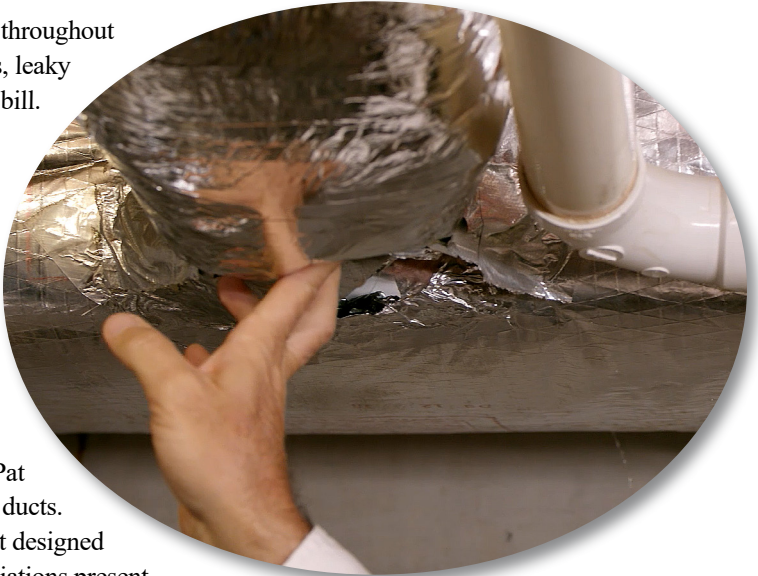
Sealing the HVAC ducts does not require a lot of material, just a little time and effort.

Duck River Electric's Residential Energy Advisor Pat Garrett advises not to use regular duct tape to seal air ducts.

"Despite the name, the adhesives in duct tape aren't designed to withstand the typical temperature and moisture variations present around ductwork," Garrett said. "Duct mastic and mastic tape are durable and are designed for a longer lasting seal."

Duct mastic or mastic tape should be applied directly to the connections and seams on the internal duct, not to the insulation, liner or sleeve on the outside of the duct. Click [here](#) for a helpful tutorial on how to properly seal HVAC ducts.

Most importantly, once your ducts are properly sealed, don't forget to check the duct system quarterly for any damage or minor things that need repairing.



Our offices will be closed
on Monday, Sept. 5,
to observe the holiday.



Although the office will be closed for the holiday, our team will be available to assist members in the event of an outage.

DREMC offices will reopen on Tuesday, Sept. 6, at 8:00 a.m.



How to avoid unexpected internet provider fees

When choosing the best internet option, it's important to recognize that not all monthly cost quotes are created equally. Some internet service providers may attach hidden fees to their packages. As a result, subscribers may incur unexpected fees for which they are responsible. Duck River Electric's partner, United Communications, shares information to help you be aware of the most common hidden internet provider fees.

Early Termination Fees

One common tactic used to drive up customer costs is to require a long-term commitment for services. If a subscriber needs to end a contract for any particular reason, they are sometimes charged an exorbitant fee for cancelling internet service early.

Overage Fees and Data Caps

Some packages come with data caps that limit how much internet access subscribers can use each month. If the plan includes data caps, overage fees can occur when exceeding those limits. These fees can range anywhere from \$10 or more per month depending on

how much data is used. For example, if you went over 100 GB of data, and the provider charges \$10 for each 50 GB you go over, then you'd be charged an additional \$20 that month.

Expensive Truck Roll Fees

A *truck roll* is industry jargon for a house call when a service technician needed on-site to fix an issue. Truck rolls can often be expensive, especially in rural areas that are more difficult to access, since they account for the labor, equipment and travel required for a house visit.

HOW CAN YOU AVOID HIDDEN FEES?

Choose a plan without data caps. While many larger internet service providers only include unlimited data in their most expensive packages, some local internet service providers, like United, offer unlimited data that results in lower and predictable monthly costs.

Find a provider that does not obligate you into signing a long-term contract. A "no contract" policy eliminates the potential for expensive cancellation fees.

Find a local internet provider that doesn't charge an installation up-charge for rural areas. After all, why should the subscriber pay more for installation based on living in a rural area? The efforts of Project UNITE centers around bringing internet service to the more rural, underserved areas of Middle Tennessee.

Project HELP

Because financial hardships can occur anytime during the year, Project HELP assistance is available to qualifying DREMC members year-round.

If you or someone you know needs assistance paying their DREMC electric bill, Project HELP is available. Contact your [local community partner agency](#) for more information and to qualify for assistance.

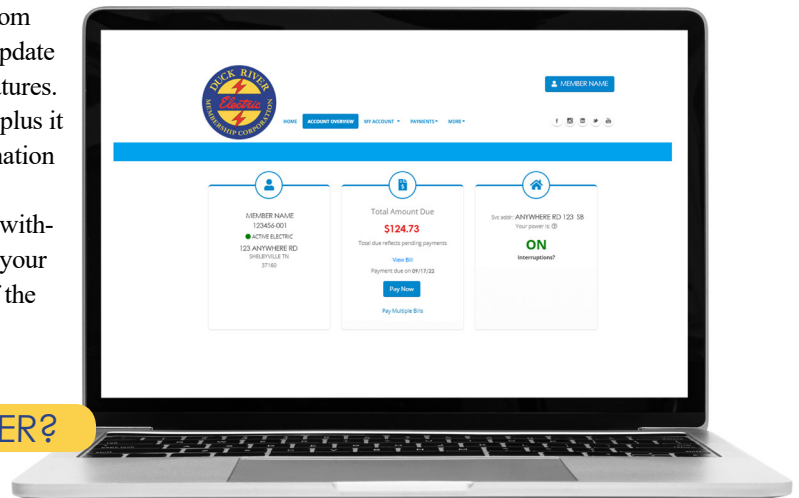


Access your account with the DREMC member portal!

Duck River Electric's member portal at dremc.com makes it easy for you to access, manage and update electric account information using the enhanced features.

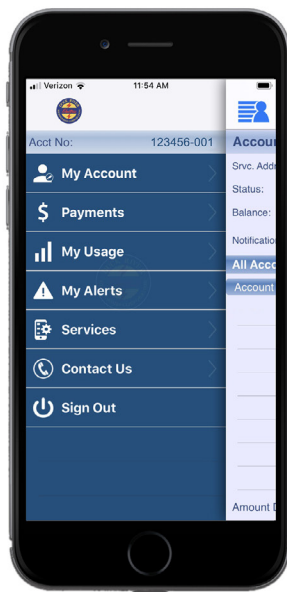
The member portal is intuitive and user-friendly, plus it offers quick and easy access to your account information 24/7!

Use the QUICK PAY feature to make a payment without having to sign into the account. All you need is your DREMC account number and the last four digits of the phone number listed on the account.



WHAT DOES THE PORTAL OFFER?

- Easy navigation using any device.
- Options to select alerts and reminders for payments, outages, daily energy use and more.
- Features to view electric use, billing and payment history.
- Ability to report outages and view where outages are located.
- Options to receive E-bills (paperless billing) and enroll in the Levelized Billing plan.
- Ability to set up recurring payments through checking, savings or credit card draft.
- Convenient access to account profile, which allows members to update information such as billing address, phone number and email address.
- **AND MORE!**



You're busy.

Let the DREMC mobile app features help you manage your account!

- ☒ Get daily energy use alerts
- ☒ Set alerts and reminders to keep track of due dates and more
- ☒ Make payments
- ☒ View current and historical payment and energy use data
- ☒ Report outages

It's all at your fingertips!



Available for download on Android and Apple devices.

Duck River Electric Membership Corporation is an equal opportunity provider and employer.