



DREMC NEWS

OCTOBER 2022

Welcoming, celebrating community growth

Recently three new commercial facilities have shared with us their projected power needs that will add a substantial megawatt electric load to DREMC's system. These facilities are also expected to bring new job creation, added tax base, improved economies and more.

We celebrate the efforts of the local economic development groups, the State of Tennessee, local government partners, and the Middle Tennessee Industrial Development Association and their success in bringing these new opportunities to our area.

Duksan Electera, a South Korean-based company, has chosen Bedford County for its first North American site.

As an electrolyte manufacturer for the electric vehicle battery industry, Duksan Electera's expansion in Tennessee will position the company to be geographically closer to its core customer base. The Bedford County location will be essential to Duksan Electera as the company is responsible for supplying roughly 60,000 tons of electrolytes to battery makers in the southeastern regions of the U.S.

Duksan Eletera plans to invest \$95 million in a new plant facility at the 231 North Industrial Park in Shelbyville, which will create more than 100 new jobs.

As the demand for electronic vehicles continues to skyrocket, the market for related manufacturing components is expected to grow significantly. In restating the words spoken by Tennessee Department of Economic and Community Development Commissioner Stuart McWhorter about the electric vehicle demand, "...this is just the beginning."

Bedford County is also the site for the new Tennessee College of Applied Technology (TCAT) facility, which is set to open on U.S. 231 North during the summer of 2024.

As technical education becomes even more important to the current and future workforce, the \$45 million facility will expand the programs and services offered by the new TCAT education complex. Plans include expanding their educational programs from 10 to 14, and the larger facility will help boost enrollment from its current 400 students to as many as 1,000 students at the new education complex.

Coffee County's business and industrial areas continue to grow as they will soon welcome North America's largest food industry re-distributor, Dot Foods.

Dot Foods is expanding its distribution operation and investing \$50.5 million in the construction of a 177,000-square-foot plant located



Scott Spence
Duck River EMC
President & CEO

in the Manchester Industrial Park, making the location its second Tennessee facility. The site will include dry, refrigerated and frozen warehouse space. In addition, the facility will have the capacity to expand its square footage to meet Dot Foods' growing customer demand in the Southeast.

The company expects to begin operation in late 2023 and to create more than 250 new jobs over a three-year period.

DREMC is committed to providing programs and services that help improve the quality of life and foster economic development in the areas we serve.

Reliable, safe and affordable electricity is a key ingredient for a successful economy and improved quality of life where we live and work.

We welcome these business partners to our communities and look forward to serving them.

The people who power DREMC

the System Operations & Service Representative teams

Duck River Electric strives to deliver on our promise of providing safe, reliable electric service at the lowest possible cost. Throughout the spotlight series, *The People Who Power DREMC*, we have introduced several teams. Many greet you upon visiting the offices, some design new electrical construction, and others work to keep the lights on. It is our pleasure to introduce DREMC's system operators and system service representatives who have different responsibilities during an average day, but when outages occur, they are laser-focused on communicating with members and team members in the field.

The DREMC system operations center (better known as SysOps) is in the hands of eight operators, Andy Barnard, William Fly, Katie Forsythe, CorrieAnn Hickerson, Jason Jones, Colton Melson, Caleb Parker and Frankie Williams. The SysOps team is led by Doug Simpson, system operations supervisor, who has been with DREMC for 20 years and understands the sophistication of the cooperative's electric system.

Surrounded by large, wall-mounted and desktop computer monitors, system operators have their hands on the pulse of DREMC's electric grid via the SCADA system, the Supervisory Control and Data Acquisition. Through the networking of fiber technology along with SCADA, AMI metering and the outage management system, the team is able to check voltage levels measured by devices installed across DREMC's service area and remotely control the opening and closing of electric circuits to aid in routine line maintenance and during outage restoration. This team also monitors weather conditions, as severe weather and extreme temperatures have the potential to impact system reliability.

"The SysOps team has a unique perspective in becoming familiar with the newest technologies in which Duck River Electric has invested for daily operations," said Simpson.

"The technology we use detects power blinks and outages so quickly that we know an outage or fault is occurring before members can call to report the problem," said Fly.

"Sometimes an outage affects thousands, and at other times, it may only affect five members," says Forsythe. "In either

case, the technology and computer applications we use are vital in the efforts made to quickly restore power."

Jones and Melson joined the team in January. Part of their training included ride-along opportunities with members of DREMC's line crew, which helped them learn about the electric system and understand how outages are restored. "This type of on-the-job training gave us a better understanding of the crew's work and the time it takes to replace poles and electric lines damaged by trees and severe weather," said Jones.

When members call the office, System Service Representatives Aleta Rutledge, Taylor Shasteen and Jennifer Locker (referred to as SSRs) are perhaps the voices that greet you during the hours of 7 a.m. until 6 p.m. on weekdays.

SSRs work primarily behind the scenes but are a key part of caring for DREMC members. The SSR station is located near SysOps, and this team is responsible for answering incoming phone calls and responding to messages that are received through DREMC's website and mobile app.

"It's important for members to know that someone is here when they call," said Shasteen. "Talking to a person during regular office hours rather than an automated voice or computer gives members assurance that we are listening and ready to assist them."

Listening to and assisting the DREMC membership is how *The People Who Power DREMC* continue to fulfill the cooperative's 86-year-old mission of caring for those we serve through providing safe and reliable electric service at the lowest possible cost.

"The installation of DREMC's fiber network opened many opportunities for SCADA to assist with shortening outage restoration times, helping crews with remote orders, and isolating faults past downline devices."

Doug Simpson, System Operations Supervisor



In the photos, from left at top are System Service Representatives Aleta Rutledge and Taylor Shasteen. Above is the DREMC SysOps team. From left are Andy Barnard, William Fly, Katie Forsythe, CorrieAnn Hickerson, Jason Jones, Colton Melson, Caleb Parker, Doug Simpson and Frankie Williams. Not pictured is Jennifer Locker.

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

PROGRAMS & SERVICES

Look for more frequently asked questions in future editions of **DREMC News**.

RECEIVE DREMC NEWS SENT TO YOUR INBOX!

Opt in to receive the next issue by sending us your preferred email address to DREMCNews@dremc.com.

1

What does DREMC offer to help residential members better manage their electric bills?

DREMC's Levelized Billing plan defers bill increases during heating and cooling seasons to other months when bills are typically lower, which results in the "levelized" effect. Members also find it helpful to opt-in to receive texts and/or emails with daily energy use information. This allows you to track and adjust the energy consumption according to your lifestyle and budget.

2

I plan to build a new home. When should I notify DREMC, and what is the first step in getting electricity?

When planning to build a new home or any type of structure that requires electricity, please contact a DREMC field engineer to set up an appointment to discuss details and locations of the new construction as soon as possible. The field engineer will meet with you at the property location and ensure the lowest construction costs. The next step is completing the DREMC service application.

3

What are the benefits of opting in for DREMC's prepay program?

PowerUP Prepay works similar to a prepaid debit card, offering flexibility and allowing you to add funds to your account as you go rather than paying a lump sum once a month. Daily text and email messages send updates on daily energy use and the prepaid amount to help you monitor the account balance. Click [here](#) to sign up for the PowerUP Prepay option.

4

I'm out of town and my bill is due. How can I ensure it is paid on time?

Members are able to pay their bills online at dremc.com or by using DREMC's mobile app. You can also call any DREMC office 24/7. You'll need your account number and a credit/debit card or check. Simply follow the prompts given by DREMC's automated system.

5

How can I get a printout of the last 12 bills and payments?

The quickest way to access your account information, including previous billing and payment data, is by logging in to the DREMC account portal at dremc.com.

DREMC-sponsored Energy Detective visits 1,700+ during 2022-2023 school year

Who knew that learning about electricity and the resources used to produce energy could be so entertaining and educational? It is when the Duck River Electric-sponsored Energy Detective program is on the stage at local elementary schools.

The Energy Detective program has been instrumental in offering energy and STEM-based education for elementary and middle school students within the DREMC service area. Since its introduction in 2009, the program has reached more than 14,500 students.

"This program combines facts with fun," said DREMC President and CEO Scott Spence. "We are thankful to be able to bring the Energy Detective to the schools, and we appreciate Neil for bringing his own level of energy to the stage and keeping students engaged in learning."

Presented by Neil Spencer and the Educational Touring Theatre, the hour-long program teaches students about the pros and cons of producing electricity using resources that range from coal to nuclear fission. Students participate in the performance and discover that a mixture of all energy resources offers the best value and reliability for powering homes and businesses in their communities.

Advanced scheduling is requested for the Energy Detective program. For more details, call 931-680-5880.



Lynchburg Elementary students assist Spencer onstage during part of the program, while all students participate by voting on which energy resource best meets reliability, cost, safety and other key factors for energy production.



"I teach 4th grade at New Union Elementary in Manchester. Thank you so much for your sponsorship of the Energy Detective! The program was amazing and covered so many of our science standards. The students and teachers were all very entertained and learned so much. We cannot thank you enough!"

Shannon Reynolds, M.Ed.
4th grade teacher at New Union Elementary, Manchester

"On behalf of Spring Hill Elementary School's third and fourth grade classes, I would like to thank you (DREMC) for sponsoring Mr. Neil Spencer with the Educational Touring Theatre this school year. He visited our school on August 17 and presented The Energy Detective. The teachers and students alike thoroughly enjoyed his performance. I hope we will have the opportunity to have Mr. Spencer come back next year. Again, thank you so much for sponsoring him and his educational program."

Stacy Delaney
3rd grade teacher at Spring Hill Elementary, Spring Hill

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.



The purpose behind planned outages

There are several reasons why Duck River Electric would plan an outage for system maintenance and upgrades. No power outage comes at a convenient time, but de-energizing electric lines helps to provide the safety environment possible for crew members performing this highly dangerous work. When such work is necessary, DREMC is mindful of the time of day for which an outage is planned to lessen the impact on residential and business members. Reasons for a planned outage include:

SAFETY OF THE DREMC TEAM

DREMC crews work on high-voltage electric lines and in dangerous weather conditions and terrains. Our goal is to work safely so that each DREMC team member can return home to their families at the end of the day. Planning temporary power interruptions for system maintenance allows crews to work in a more controlled environment, which further secures their safety. We appreciate the patience and understanding shown to the DREMC team during outages. Planned outages do have a purpose - *safety*.

PROACTIVELY IMPROVING INFRASTRUCTURE

Aging poles, transformers and other equipment need to be replaced before mechanical and operational glitches occur resulting in power interruptions that range from a short blink to a more extensive outage. Performing system upgrades and repairs while lines are de-energized enhances safety, reduces cost and saves time. The alternative to proactive work is responding to spontaneous outages that

could leave communities without power for longer while the cause of the outage is determined.

STORM RECOVERY

When severe storms cause widespread damage to the system, DREMC will do everything possible to restore power safely and quickly. During the power restoration process, it may be necessary to temporarily de-energize lines while other circuits connected to them are being repaired. In this case, members may experience a brief outage.

PREPARING FOR NEW TECHNOLOGIES

As we continue to modernize the DREMC electric system, the addition of new technology and equipment will enable us to detect power delivery issues before they happen and to more quickly respond to outages. System enhancements, such as DREMC's fiber ring, automated SCADA controls and more, help to minimize the number of members affected by outages and reduce the length of those outages.

It's the easy way to pay! Sign up for automatic payments.

Your schedule doesn't always align with our office hours, so Duck River Electric offers convenient payment options to fit your needs.

One easy way to pay is with DREMC's bank draft. With bank draft, payments are automatically paid on the due date each month using your active checking or savings account. If the due date falls on a weekend or holiday, the payment is drafted on the following business day.

To sign up for the automatic bank draft, visit the DREMC [payment portal](#) or complete the [online application](#).

Members may prefer to set up recurring payments using a debit or credit card. To enroll in draft using your card, visit DREMC's [payment portal](#).

Either automatic payment option allows you to save time and the cost of the check and postage. In addition, if you're away on vacation or a business trip, or when life simply gets busy, there's no need to worry about the electric bill when payments are made draft. DREMC's automatic payment options help to ensure that payments are made on time, every time.

YOU COULD
RECEIVE A ONE-
TIME, \$10 BILL
CREDIT WHEN
DRAFTING
PAYMENTS FROM
YOUR CHECKING
OR SAVINGS
ACCOUNT.