



DREMC NEWS

DECEMBER 2022

Safe, reliable power at the lowest possible cost

Since the first Duck River Electric electric lines were energized on Nov. 1, 1936, our team has been dedicated to providing safe and reliable power at the lowest possible cost.

As we close another year, I am proud to reflect on how this team has supported this mission in our 86th year of existence.

Each aspect of the DREMC mission weaves together to ensure the cooperative's success. A safe, reliable, and well-maintained electric system is essential to controlling costs.

Investing in this infrastructure includes many different aspects. It consists of routine pole maintenance, upgrading lines, maintaining substations, and keeping power lines clear of trees and other vegetation. This is a year-round effort by the DREMC team to keep the distribution system working when you need it most.

None of this work comes without hazard. Line work is a danger-

ous job that requires a high level of training and proficiency. Each day that the DREMC team returns home safely to their families is a good day, and I commend each of them for their service.

While line work is what electric utilities are best known for, there are many other roles at DREMC that help ensure our mission is fulfilled.

Throughout the past year, we have shared the stories of *The People Who Power Duck River Electric*. These articles highlight the individuals that make up the collective DREMC team.

As we near the completion of that series, I want to take the opportunity to share my personal appreciation for what these team members do every day to support the communities we serve. It is an honor to work alongside the DREMC team and witness their dedication to you.

Winston Churchill said, "We make a living by what we get, but



Scott Spence
Duck River EMC
President & CEO

we make a life by what we give."

Any accomplishment we measure – whether that's constructing new electric services to new homes, upgrading substation equipment, or implementing programs that add convenient and flexible options for service – is made possible by working together.

Our team will stay committed to providing safe, reliable electric service at the lowest possible cost. This is the reason DREMC exists.

We look forward to the opportunity of serving you in the new year. On behalf of the DREMC team, we wish you a Merry Christmas and a happy new year.



The people who power DREMC

the Information Technology & Administrative Services teams

Two departments that primarily function behind the scenes to support the work of Duck River Electric are the information technology (IT) and administrative services teams.

Because technology is advancing at a fast pace, DREMC's IT department plays a key role in ensuring that every element of technology used by employees is operational and secure to protect both the organization's and members' information.

The IT team handles the operations and security for all hardware, software and databases used by all DREMC departments. This includes installing and maintaining PC, server, networks, databases and communication systems used by all office and field personnel. This encompasses system software integration, managing and securing data, facilities security systems, internal tech support of computer networks, engineering/mapping software, desk and cell phones, SCADA system, and two-way radios and more.

They are responsible for planning preventative measures, such as encryption and multi-factor authentication access. Their vigilance as DREMC's cybersecurity team is vital in today's high-tech society.

According to Beau Campbell, the IT team's manager, companies all over the world, including DREMC, are susceptible to receiving email attacks daily. "Our email filtering software scans external emails sent to the dremc.com

domain, which is approximately 50,000 emails per month," he shares, "catching and blocking all potentially compromised or malicious attachments."

He, James Trott, Matt Adams and Matt Sanders are responsible for the cooperative's multifaceted IT duties.

Campbell adds that their work covers all of DREMC. "Some used to ask why would a lineman and an IT employee ever cross paths," he recalls. "Now we do. Every employee and geographic area on our system is connected in some way through installed technology."

Of all the impactful areas that the IT team has helped develop for DREMC, one in particular has improved employee safety. The "lockout/tag out" procedure used by line crews when opening and closing electric circuits for system maintenance or during outage restoration is enhanced and supported by technology. "This integrated computerized tracking process is how we now track who can request lockout/tag out orders and log the locations of the crews across DREMC's service area," said Sanders. "It aids in tracking the work being done to further protect crew safety."

The administrative services team includes a variety of roles and is led by Elisabeth Thompson, who joined the DREMC team in Aug. 2020. She oversees the team that focuses on the needs of both DREMC employees and members.

"When I came to Duck River 18 years ago, we only had a few flip phones being used. There were no iPads, a handful of laptops, the SCADA system was not installed yet, and we had no digital mapping system."

Matt Adams, IT technician

The team includes two human resources generalists, Brandi Shore and Kayla Young; Jerica Keller, payroll specialist; Connie Potts and Gina Warren; Pat Garrett, residential energy advisor; Shay Maupin, business programs specialist; and Brad Vincent, safety coordinator.

"The administrative services team is fortunate to work with each DREMC department to support the work they do for the membership and the team," said Thompson.

Collectively, these two teams provide regular internal and external support services for all of the DREMC team every day and lend their expertise in providing safe and reliable electric service at the lowest possible cost.



DREMC's IT team members are, from above left, Beau Campbell, James Trott, Matt Adams and Matt Sanders. At left, the administrative services team includes Brandi Shore, Kayla Young, Pat Garrett, Shay Maupin, Jerica Keller, Brad Vincent, Elisabeth Thompson, Connie Potts and Gina Warren.



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

RESIDENTIAL ENERGY EVALUATIONS

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

In addition to the home energy evaluation, DREMC members also find that receiving the daily energy use notifications are helpful in understanding how they use electricity. Details are on page 5.

1

What does an energy evaluation cost, and who conducts it?

Residential, in-home energy evaluations are offered at no cost to Duck River Electric members where existing DREMC meters are installed. The energy evaluation is conducted by DREMC's Residential Energy Advisor and can be scheduled by calling 931-680-5886.

4

What is included in the evaluation?

The appointment includes inspection of the home's attic insulation, central heating and cooling unit, duct work, water heater and windows. The results of the evaluation are compiled into a customized report summarizing how heating and cooling efficiency can be improved to help lower the electric bill.

2

What are the most common issues discovered during an energy evaluation?

Perhaps the most common discovery is a need for increased levels of attic insulation. The minimum level recommended for attic insulation is 13 inches; additional thickness of insulation improves efficiency even more. Other common efficiency issues found include HVAC maintenance needed and duct work in need of replacement or resealing.

5

Does DREMC offer rebates to assist with improving energy efficiency of my home?

DREMC currently offers a \$250 rebate* for installing attic insulation to meet the minimum requirement for efficiency. DREMC also offers low-interest financing* to qualifying members who wish to install an energy-efficient electric or dual-fuel heat pump. This financing can also be used to replace existing duct work.

3

How long does the evaluation take?

Most in-home energy evaluations take about one hour to complete.

** To qualify for the attic insulation rebate and/or heat pump financing programs, DREMC members must hire a member of TVA's Quality Contractor Network to complete the installation.*

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.

High school juniors invited to write stories, win trip to nation's capital



The 2022 scholarship winners are, from front left, Calleway Schmidt, Maury County; Lilyan Carter, Marshall County; Reily Cross, Moore County; Seth Grant, Marshall County; Haley Mitchell, Bedford County; Chelsea Utz, Bedford County; and Kendall Adams, Marshall County. Not pictured are Raina Pierce, Franklin County; Addison Brothers, Bedford County; Kalyssa Bills, Marshall County; and Ethan Rademacher, Franklin County.

THE 2023 CREATIVE WRITING COMPETITION IS UNDERWAY!

High school juniors across the DREMC service area whose parents/guardians are members of the cooperative are eligible to participate. Learn more by visiting DREMC's [website](#) for details about the writing competition and trip to Washington, D.C. as part of the 2023 Washington Youth Tour.

For more information about the competition, contact Connie Potts at cpotts@dremc.com or call 931-680-5881.

Get your 2023 DREMC calendar while supplies last!

Duck River Electric's 2023 calendar features photos that show how things have changed over the years. Although there have been improvements to equipment, processes, technology and more, one thing remains the same - our commitment to providing safe, reliable electric service at the lowest possible cost.

Calendars are available on a first come, first serve basis. Visit your local DREMC office during regular hours before they're gone!

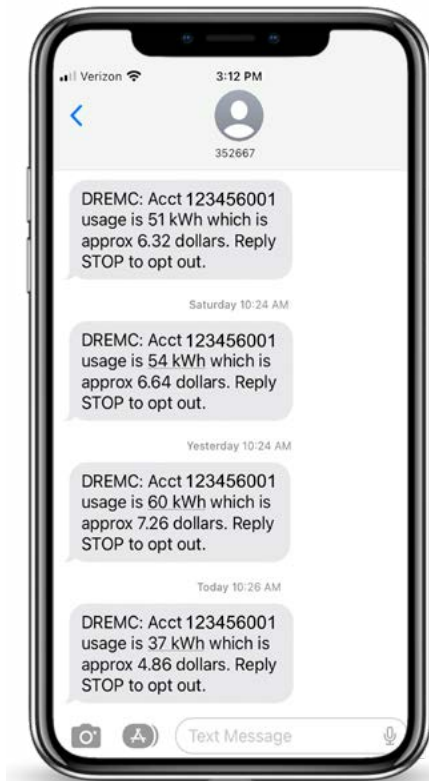


Stay updated with account alerts & reminders

Get alerts and reminders about your Duck River Electric account sent by email or text, including the daily energy use notification, and stay up to date with your account activity!

Text JOIN to 352667, and then reply START to your first message to activate the service.

You can also enable alerts and reminders via DREMC's mobile app or by visiting the online payment portal at dremc.com.*



Schedule reminders for:

- Payment due date
- Past due payment
- Arrangement installment due

Select alerts for:

- Daily energy use
- Profile change
- Payment confirmation
- Outages notifications
- And more

Get the
DREMC
mobile app!



* Your DREMC account must have updated phone number(s) and accurate information about your wireless carrier and email address before receiving alerts and reminders successfully.



Project HELP

It's the season of giving, and supporting Project HELP is important to ensure our neighbors facing financial difficulties are able to keep their power on - not just during the holidays - but throughout the year.

Emergency electric bill assistance through Project HELP is available year-round to assist qualifying DREMC members, as long as funding is available. Donations from DREMC members and employees make this program possible.

To apply for Project HELP assistance, contact the DREMC community partner in your area. A full list of partners is available at dremc.com.

Please join DREMC members and employees in donating to Project HELP. Your donations are appreciated!

HOW CAN I DONATE?

- ONLINE AT DREMC.COM
- CHECK THE BOX ON YOUR ELECTRIC BILL AND RETURN
- AT ANY DREMC OFFICE

DREMC honors 325 years of service

Duck River Electric is proud to recognize team members who have met milestones in their years of service to the cooperative. Collectively, they have served the members of DREMC for a total of 325 years. Whether employees are reaching a five-year mark or have invested 35 years, they serve the members each day, making sure the cooperative mission is fulfilled by providing safe, reliable electric service at the lowest possible cost.

COLUMBIA



JACKSON
FITZGERALD
5 YEARS



STEVEN
HOPKINS
20 YEARS



STEPHEN
McEWEN
20 YEARS

DECHERD



DAVID
BRITT
5 YEARS



MELANIE
COATE
10 YEARS



ROB
EDDE
25 YEARS

LEWISBURG



RICKY
GRIGGS
15 YEARS



LEE
PETTES
35 YEARS

MANCHESTER



MATT
SANDERS
5 YEARS



SEAN
SCHELLER
15 YEARS



NATASHA
EDDE
25 YEARS

SHELBYVILLE/LYNCHBURG



RANDALL
PERKINS
5 YEARS



ADAM
STUBBLEFIELD
10 YEARS



TRIPP
WOMBLE
15 YEARS



DOUG
SIMPSON
20 YEARS

BOARD DIRECTORS



DANA
SALTERS
5 YEARS



BARRY
COOPER
20 YEARS

HEADQUARTERS



GINA
WARREN
5 YEARS



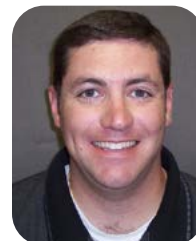
ANTHONY
ALLEN
15 YEARS



TABATHA
McCROSKEY
15 YEARS



CHRIS
WADE
15 YEARS



PATRICK
HANNAH
20 YEARS

STAY SAFE THIS HOLIDAY SEASON

Is the season to begin unpacking the Christmas lights and extension cords in preparation for the holiday season. As eager decorators begin to deck the halls in celebration of the holidays, Duck River Electric offers a few tips to keep in mind when using extension cords:

- Avoid plugging one extension cord into another.
- Choose an extension cord designed for outdoor use if you plan to use lighted decorations outdoors.
- Inspect extension cords for damage like cracks and loose wires. If you discover the cords are damaged, replace them.
- Avoid hiding an extension cord under a rug as it could overheat and cause a fire.
- Instead of nailing or stapling the cords to gutters or walls, use plastic hangers designed to help you safely hang the cords without puncturing them.
- Do not remove the third prong from a three-prong plug in order to force it into a two-prong outlet. The third prong is a safety feature. Instead, buy a plug adapter.
- Avoid overloading a multiple-slot extension cord with too many devices as this can overheat the outlet and presents a safety concern.

Source: Electrical Safety Foundation International



Choose autopay for easy, worry- free payments

When you opt-in for any Duck River Electric autopay option, monthly electric bill payments are made on time, every time.

Payments can be drafted from your active checking, savings or by using a debit or credit card account.

When signing up for DREMC's bank draft to have payments automatically deducted from your checking or savings account, you could receive a one-time \$10 credit on your account.

Sign up for the autopay option that best suits your needs using one of these convenient ways:

- Use the fillable forms found at dremc.com.
- [Log in](#) to your online account portal.
- Visit any DREMC office for assistance.

*Merry Christmas and
Happy New Year!*

Duck River Electric offices will be closed Friday and Monday, Dec. 23 and 26, and Monday, Jan. 2, for the Christmas and New Year's holidays.

Employees will be available to assist members in the event of an outage.