



DREMC NEWS

JANUARY 2023

Programs and services for the new year

In the coldest months of the year, energy bills are likely to increase due to the use of additional electric heat to stay warm.

At Duck River Electric, we want to help members manage their electric expenses and improve the efficiency of their homes and businesses by offering programs and services.

As a DREMC member, these are available to you at no cost and can make a noticeable improvement in your monthly bill.

More information on each of these programs can be found at dremc.com.

Heat Pump Financing

It is common for HVAC units to fail during the hottest and coldest times of the year. DREMC is here to assist with financing when replacing an existing heating and cooling unit with an electric or dual-fuel heat pump.

This 10-year, 7% interest rate loan assists members with the cost of purchasing and installing an energy-efficient heat pump, installed by one of TVA's partners in the Quality Contractor Network.

Home Energy Evaluations

A member of the DREMC team will be happy to perform a free evaluation of your home to identify areas needing improvement to help you

save on your monthly bill.

Typical findings include the need to upgrade attic insulation, weather strip around windows and doors, fix damaged ductwork, and needed maintenance or repair of an HVAC unit. Each of these issues can result in higher than necessary bills and decrease comfort in your home.

Attic Insulation Rebate

If it's time to add attic insulation to your home, DREMC's \$250 rebate can help with the expense. Qualifying projects using a member of TVA's Quality Contractor Network are eligible to receive this rebate once the installation is completed.

Comprehensive Services Program

Energy efficiency is not just for homes. DREMC's Comprehensive Services Program provides DREMC-served businesses with no-cost energy evaluations and engineering studies in partnership with TVA.

Please contact our Business Programs Specialist at 931-680-5882 to learn more about this program.

Levelized Billing

DREMC's Levelized Billing payment option helps residential members spread the expense of the hottest and coldest months of the



Scott Spence
Duck River EMC
President & CEO

year across mild months to keep payments as predictable as possible.

A member services representative will be happy to assist with questions and the enrollment process. Members can also enroll in the Levelized Billing plan [online](#).

Please contact your local office for more information.

As we look forward to a new year together, DREMC hopes these programs and services can assist with managing energy bills and providing ways to improve the comfort of your home and business.

*We wish you
a prosperous
New Year!*

The people who power DREMC

the Administration and Financial Services teams

The administration and financial services teams offer support for the entire Duck River Electric team, assist with strategic planning on many levels and are responsible for all things financial.

Scott Spence, Jenny Armstrong and Annette Williams make up the administration team. They work together and with the various departments and offices to lend support as needed to fulfill DREMC's mission of providing safe, reliable electric service at the lowest possible cost.

Spence joined the team in 2019 and has since worked alongside the DREMC team to navigate through adverse events affecting the cooperative and its members: a 100-year pandemic, 40-year inflation, supply chain issues and an 87-year electric load crisis that led to unprecedented rolling outages by TVA.

The financial services team includes those who work in the accounting, billing, purchasing and warehouse departments. The team is led by James Bates, who joined the DREMC team in 2020.

"Our team manages \$220 million in revenue as it comes in and goes out of the organization," Bates said. He adds that for every dollar of electricity sold, on average, 75 cents go back to TVA to pay for the power purchased by all members. The remaining 25 cents is used to cover DREMC's operational expenses.

The purchasing and warehouse team is led by Julie Murdock and includes Holly Key, Tara Webb, Teresa Merlo, Rocky Lovvorn, Jeff Ray, and Ed Holt. Although their roles vary, they are responsible for purchasing and accounting for materials that range from transformers to bucket trucks to paper clips.

They oversee the headquarters warehouse inventory, which includes some \$4 million of electric construction materials. Each week, they order, stock and deliver materials to other DREMC offices for new construction, system maintenance and outage repairs.

Other duties include processing work orders and producing reports for inventory and plant accounting for nine warehouses across DREMC's system. According to Webb, over \$350 million in total plant assets technically belong to the cooperative membership. Tracking these assets is vital in being a good steward of the

"The team's combined years of experience are valuable and help us forecast revenues and expenditures, assist management with financial decisions and goals, and ensure that we are good stewards of the funds and assets entrusted to us."

*James Bates, Senior Director
Financial Services*

members' investments in the electric system.

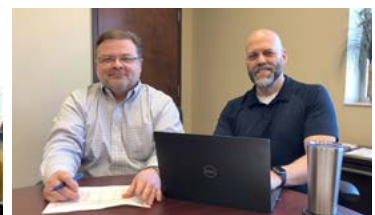
"With today's supply chain issues, the purchasing function has been challenging," said Murdock. "Many materials associated with electric construction have been difficult to obtain, with some delivery dates pushing out months beyond what was previously expected, and the cost of some materials has increased by 50 percent over the last two years."

She adds that staying current on inventory and supplies has been aided by DREMC's ability to purchase in volume and use comparable alternatives where applicable without compromising safety and service.

The billing department includes Brooke Fabera, Fancee Spence and Adria Sharp. Together, they help generate DREMC's incoming revenue by ensuring that more than 82,000 electric bills are reviewed and sent monthly on schedule and electric rates are calculated and checked for accuracy.

Accountants Dawn Pope, Amanda Lovvorn and Thomas Claxton make sure that all of DREMC's received invoices are paid and properly recorded. Claxton shares that some of the larger expenses include tree trimming, employee benefits, construction-related materials and ad valorem taxes, which are paid annually to the cities and counties where the cooperative's offices and electric infrastructure are located.

Pope has been a part of the accounting team for 33 years and recalls the early days of using a typewriter to produce checks and pay invoices and balancing payables entered in huge ledgers. "On average, we now pay 100 invoices per week and as many as 800 checks are sent out during the month," she said and smiles, "I am thankful for my computer!"



DREMC's administration and financial services teams include, clockwise from far left, Teresa Merlo, Julie Murdock, Rocky Lovvorn, Jeff Ray, Tara Webb and Holly Key; Amanda Lovvorn, Dawn Pope, Brooke Fabera, Fancee Spence and Adria Sharp; Thomas Claxton and James Bates; Jenny Armstrong, Scott Spence and Annette Williams. Not pictured is Ed Holt.

5 faqs

FREQUENTLY
ASKED
QUESTIONS
ABOUT

WAYS TO PAY

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

For more information about these and other convenient ways to pay the DREMC electric bill, visit dremc.com.

1

My bill is due today, and I am out of town. What are my options?

Members can use Duck River Electric's mobile app, website or interactive phone system to make payments 24/7/365. Remote payments can be made using a debit/credit card or check. For even faster service using these options, set up your online account access through DREMC's [website](#). For added convenience, create and save a payment profile for future payments.

2

Does DREMC offer a paperless billing option?

Yes! Receive your DREMC electric bill by email on the day it is available, giving you more time to make your payment. Opt-in for E-billing through your [online account](#).

3

Will the prepay option benefit me?

The PowerUp Prepay plan is available to all DREMC residential members who wish to opt-in. It works similar to a prepaid debit card, allowing you to add funds to your electric account as you go rather than paying a lump sum once a month. Members

enlisted in the prepay plan receive daily text and/or email notifications that provide updates on the balance of the prepay account. This daily information can be used to assist with determining the amount of funds should be added to the account. Get more details [here](#).

4

What automatic payment options are available? How do I enroll?

Autopay options include recurring payments using a debit/credit card and traditional bank draft using a checking or savings account. Members can opt-in for automatic payment options through their online account access. You can also download and return the [bank draft form](#) to set up recurring payments using an active checking or savings account. When enrolling in bank draft, you may qualify for a one-time \$10 bill credit.

5

I am not able to visit the local DREMC office during regular hours. How can I sign up for billing and payment options?

Visit dremc.com to learn more about opting in to participate in several of the billing and payment options offered by DREMC. Complete the online form and send it to DREMC by [email](#). Members can also call any DREMC office for assistance.

Should I close off unused rooms during the winter?

If you close the door to an unused room, you can avoid paying to heat it, right? Wrong. In fact, when you close off an interior room, or if you close the air vents in that room, the heating system actually works harder to move the air.

The home's HVAC system is designed to keep the whole house comfortable by distributing heat evenly throughout. If you close off a room or an air vent, airflow is reduced to that room, which forces the unit to work harder.

Try these better ideas for increasing energy efficiency:

- Use caulk to seal air leaks. Gaps around windows, doors and holes in walls where cables or plumbing enter the house can be sealed with caulk to block drafts.
- Add insulation to the attic, and insulate around the pull-down staircase or attic access door.
- Replace an outdated thermostat with a programmable one that can be set to lower the temperature at bedtime and when everyone leaves the house to create added energy savings.



When you need assistance . . .

Project HELP is available

Duck River Electric's Project HELP program ensures that our neighbors facing financial difficulties are able to keep their power on - not just during the winter - but throughout the year.

The Project HELP emergency energy assistance program helps qualifying DREMC members with part or all of their electric bills, as long as funding is available. To apply for Project HELP assistance, contact the DREMC community partner in your area. A full list of partners is available at dremc.com.

Donations from DREMC members and employees have made this program possible for more than 30 years.

We invite you to join us in donating to Project HELP. Your donations are appreciated and make a difference to those who receive assistance through the program.



HOW CAN I DONATE?

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

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.