



DREMC NEWS

MARCH 2023

Supporting the electric needs of growing communities

We've talked at length over the years about the growth that Duck River Electric is experiencing on our distribution system. We are welcoming both new homes and businesses within the DREMC service area.

For DREMC, staying ahead of the curve is critical to doing our part to support this development. This is particularly exciting and challenging in the Maury County area, which is reported as being the fastest-growing county in Tennessee.

Since 2017, the DREMC membership in Maury, Hickman, Lawrence, Lewis and Williamson counties has increased by 28.6% due to the "Nashville Sprawl." This is expected to continue for the foreseeable future.

To accommodate the existing and future electric load in Maury County, it is critical that DREMC execute both short-term and long-term plans to address the strain on the substations in and near Maury County. This is being done in three phases:

Phase 1 includes temporary load shifting from the Spring Hill Substation to the Rally Hill Substation during the winter months, which is DREMC's peak season. This will provide at least 5 megawatts (MW) of relief at the Spring Hill Substation.

Phase 2 will include the installation of an additional transformer in Rally Hill Substation in early 2024, which will expand its capacity from 40 MW to 80 MW. This will allow us to permanently move another 10 MW of load from Spring Hill to Rally Hill.

Phase 3 will include the construction of a new substation proposed for the eastern area of Maury County in the next few years to continue supporting additional electric load growth.

As more companies eye Tennessee for economic and residential development, DREMC will continue to respond in innovative ways, while keeping the expense to you, the membership, as low as possible.

DREMC's mission is to provide

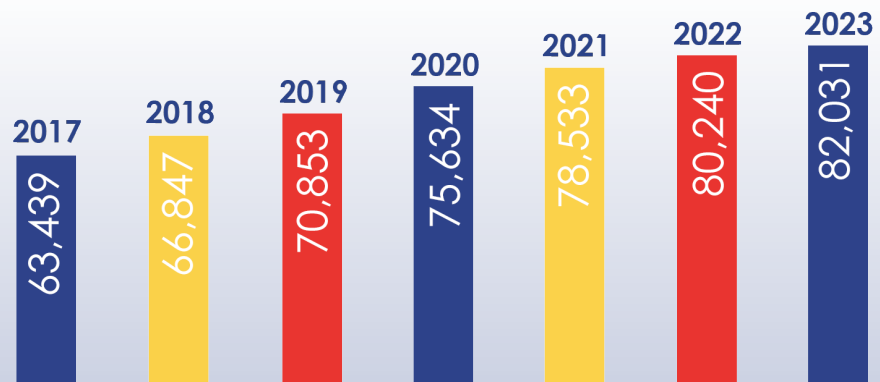


Scott Spence
Duck River EMC
President & CEO

safe and reliable power at the lowest possible cost. This helps to improve the quality of life for those who live and work in these communities that we call home. We serve where we live.

From the booming suburbs to rural farming communities that stretch from Maury County to Franklin County, the Duck River Electric team is committed to ensuring that there are sufficient distribution resources available to power the communities we serve, today and tomorrow.

Since 2017, DREMC has seen steady growth in the number of members served, adding 18,592 new member accounts over the six-year period.



NEW LOOK!

Same great features.

The Duck River Electric mobile app has a fresh, new design! It's quick and easy access to your electric account 24/7/365! With just a few taps on your mobile device, you can:

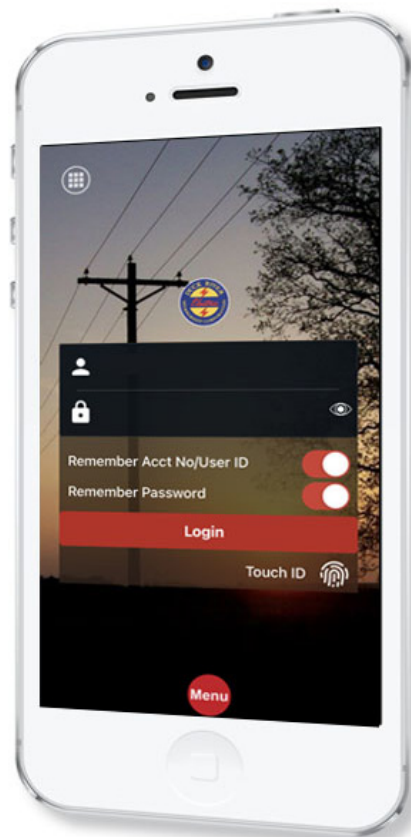
- Make a payment.
- Set alerts and reminder notifications.
- View current and historical account billing and payment data.
- View current and historical electric use.
- View outage locations that are updated in real-time.
- And more!

Don't have the app? Search for DREMCmobile in the Android or Apple app store and download the FREE app.

Members should ensure their email address and cell phone number are updated using DREMC's online account portal at dremc.com. Log in to the portal and the app using your full DREMC account number and a 10-digit alphanumeric password.*

The mobile app puts your DREMC account at your fingertips!

**Members may need to update their passwords using DREMC's online account portal to meet the 10-digit alphanumeric criteria when logging into the new app. If you need assistance with using the online account portal or mobile app, please call any DREMC office during regular business hours.*



Time for a tune-up?

This month is a good time to call an HVAC technician to inspect your home's cooling system. Getting an early check-up will ensure that the air conditioner works on the first day when it's hot enough to need it. The tech will clean coils, inspect parts and spot any potential problems to help avoid them becoming expensive repairs down the road.

Without efficient operation, the unit could potentially work harder than necessary to cool your home or business this summer, which may result in higher-than-expected electric bills.

Both residential and commercial HVAC units should be inspected annually by a professional heating and cooling contractor. During the inspection and maintenance, HVAC contractors also check for other issues in need of repair.

For more information about DREMC's residential and commercial programs, visit DREMC's website at dremc.com.



A THOROUGH INSPECTION OF THE HVAC UNIT MAY INCLUDE:

- Checking and recharging refrigerant levels.
- Testing the thermostat.
- Cleaning the coils.
- Lubricating the moving parts.
- Tightening electrical connections.
- Cleaning the condensate drain.
- Checking and straightening the unit's fins.
- Checking and adjusting blower motor belts.
- Checking the controls.

5 faqs

FREQUENTLY
ASKED
QUESTIONS
ABOUT

The Heat Pump Loan Program

DREMC offers a loan program with affordable monthly payments to assist members with installing a high-efficiency heating and cooling unit for their homes.

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

1

Who can apply for the loan program, and how do I begin the process?

To apply and qualify for the loan, DREMC residential members must meet the following criteria:

- Complete the [loan application](#).
- Applicants must own the property where the heat pump is to be installed.
- The name of the applicant must be the same on the DREMC electric account, loan application and the property deed.
- Applicants must be in good standing with their DREMC electric bill.
- Applicants must receive a minimum credit score rating of 625.

2

Why should I choose to install a new unit through DREMC's loan program?

In addition to the affordable, monthly payments, a competitive, fixed-rate interest and the convenience offered through DREMC's heat pump loan program, perhaps the most valuable advantage is that once the unit is installed, DREMC's residential energy advisor performs a thorough inspection of the installation. The inspection is provided at no additional cost to help ensure members receive the highest heating and cooling efficiency from the installation.

3

How do I repay the loan?

Loan payments are billed monthly from DREMC. Payments can be made using any of the following methods: online at [dremc.com](#), mobile app, automatic bank draft, by phone, by mail or in person at any DREMC office.

4

What are the terms of the financing?

Beginning April 1, heat pump loans will be financed at 8% interest for up to 10 years. Loans are also available for members who only need to replace their ductwork. These loan terms are set at 8% interest for 3 years. There is no penalty for early payoff of either of these loans.

5

Does DREMC recommend HVAC contractors to install the new unit?

DREMC does not recommend HVAC contractors, however, we do share with qualifying loan applicants a list of certified contractors who are part of TVA's Quality Contractor Network. The loan program requires applicants to select a contractor from this list to ensure the installation meets TVA's efficiency guidelines.

For more information:

smaupin@dremc.com
931-680-5882

pgarrett@dremc.com
931-680-5886

Spring cleaning chores can lead to energy savings

Many of your once-a-year spring cleaning chores can add the extra benefit of saving energy all year round.

- Clean the windows inside and out. The cleaner the panes (and screens) are, the *clearer* they are, which means more sunlight can shine through them, making it less necessary to turn on lights in the daytime.
- Replace the air filter in your HVAC system. If the filter is full of dust, dirt and pet hair, air will have a hard time passing through it. Poor airflow makes the unit have to work harder to do its job, which leads to inefficient operation of the unit.
- Clear fallen branches, leaves and other debris that might have fallen on the outdoor unit over the winter. For the unit to work properly, air needs to circulate around it.
- Dust ceiling fan blades. When the fan spins, it can knock accumulated dust into the room, which is bad for air quality and can wind up in the HVAC vents or filter. Also, remember to adjust the direction of ceiling fans to



spin counterclockwise to create a downward draft to help you stay cool during the warmer days ahead.

- "Snake" the dryer vent or hire a professional to do it for you. Removing accumulated lint from the vent improves the safe and efficient operation of the appliance.
- Pull your refrigerator slightly away from the wall and vacuum behind it. If your refrigerator has exposed coils, vacuum those, too. Removing dust from the refrigerator coils will help improve energy efficiency.

For more energy-saving advice and tools, visit [EnergyRight.com](https://www.energyright.com).

STAY SAFE AROUND ELECTRIC LINES

Here are a few electrical safety tips to keep in mind as you begin planning outdoor chores or activities:



Be aware of overhead power lines when working on a roof or using long tools, such as ladders, pool skimmers, and pruning poles. Carry ladders and other long items horizontally whenever possible to avoid contact with overhead power lines.



Verify that cords and plugs are in good condition - not frayed or broken.



Keep electric equipment at least 10 feet away from wet surfaces.



Before tree trimming or pruning, verify that the limbs are not near overhead power lines.



Call 811 prior to digging to avoid coming in contact with underground power lines.

Nominating Committee begins director considerations

Nominating and electing board directors is one of the most important powers that you, the membership of Duck River Electric, have in order to guide the decisions of the cooperative. It's a grassroots effort that is considered as a task and a privilege.

Part of this participation involves the Nominating Committee, which is made up of 7 to 11 members who are appointed by the current board of directors and selected so that the DREMC service area is well represented. This committee prepares a list of nominations for the next election of DREMC's board. DREMC members may contact the committee if they are interested in being considered as a director candidate.

This year, the 3-year terms of four board directors will expire at the annual meeting on Aug. 19, 2023.

The Nominating Committee met on March 2, 2023, to make selections for the 2023 director elections. In addition to the committee's nominations, other individuals can be nominated for consideration by petition as outlined in the

provisions of the [bylaws](#) Section 4.06, and a printed copy of the bylaws is available at any DREMC office. The last day to submit a petition for consideration as a director candidate is May 19, 2023.

Directors currently serving on the board whose terms expire at the conclusion of the 2023 annual membership meeting and who are eligible for re-election are:

MIKE ENGLAND

Zone 1

PHILIP DUNCAN

Zone 2

BARRY COOPER

Zone 4

ANTHONY KIMBROUGH

Zone 6

Serving on the nominating committee for 2023, the counties and zones they represent and their addresses are:

Zone 1 - Coffee and Warren counties

Roxanne Patton

588 Old Bushy Branch Road, Manchester, TN 37355

Sammy Morton

581 Wayside Road, Manchester, TN 37355

Zone 2 - Franklin, Grundy and Marion counties

Kelly Moore

1825 Old David Crockett Highway, Winchester, TN 37398

University of the South

Susan Askew

P.O. Box 3102, Sewanee, TN 37375

Zone 3 - Moore and Lincoln counties

Larry Moorehead

1598 Cobb Hollow Road, Lynchburg, TN 37352

Zone 4 - Bedford and Rutherford counties

Amy Martin

3681 Highway 41-A North., Unionville, TN 37180

Marty Davis

199 Benford Road, Shelbyville, TN 37160

Zone 5 - Marshall and Giles counties

Jerry Hooper

1772 McBride Road, Lewisburg, TN 37091

Zone 6 - Maury, Hickman, Lawrence, Lewis and Williamson counties

Clint Owens

3913 Cambridge Court, Culleoka, TN 38451



PowerUP

Your prepay energy solution.

Visit our [website](#) for more information
and to enroll.

Is it right for you?

PowerUP Prepay works similar to a prepaid debit card, 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 can be sent to update you on the balance of your prepay account.

CSP services assist with efforts to reduce energy costs for businesses

Energy efficiency is not just for homes. DREMC's Comprehensive Services Program (CSP) provides DREMC-served businesses with no-cost energy evaluations and engineering studies that can help any size business - *big or small* - reach a higher level of efficiency to lower their energy bills.

The CSP program assists DREMC business members with discovering ways they can improve energy efficiency via a thorough on-site evaluation that includes studies, services and energy audits aimed at efficiency, power quality and electrical safety.

Once the evaluation is complete, your business receives a customized report that includes the results of the energy studies, comparing the current energy use to projected energy use that could result if efficiency improvements are made as recommended.

Improve the energy efficiency profile of your business with the help of CSP services! Contact DREMC's business programs specialist at 931-680-5882 to schedule an energy evaluation of your business.

When you need assistance . . . Project HELP is available

Duck River Electric members can apply for assistance with their electric bills through the Project HELP program.

Project HELP is DREMC's emergency residential energy assistance program overseen by participating charity organizations in the communities DREMC serves.

Project HELP has assisted thousands of Duck River members over the program's 31-year existence. Because financial hardships can occur for families or individuals anytime during the year, Project HELP assistance is available year-round to help DREMC members when they need it most.

"This assistance program is different," said DREMC Office Manager Rodica Collins. "It is supported by members for members. Often times we hear members who contribute to Project HELP say that they just want to help a neighbor in need even if they don't know them personally. It creates a caring community feeling that other assistance programs may not share."

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.

"Every dollar donated to the program helps someone keep their lights on," adds Collins.



HOW CAN I DONATE?

- ONLINE AT [DREMC.COM](https://www.dremc.com).
- CHECK THE BOX ON YOUR ELECTRIC BILL AND RETURN.
- AT ANY DREMC OFFICE.

To apply for Project HELP assistance, contact the partnering agency in your community listed [here](#).

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to DREMCNews@dremc.com.