



DREMC NEWS

JUNE 2023

Connecting through service, information

The Duck River Electric team greatly values our connection with you, the members we serve. And we'd like to help you maximize the value you can get from DREMC through a variety of programs, products and services that we offer.

It's not only electric lines that connect us but also the many ways in which we communicate and make information about your electric account accessible 24/7.

The electric cooperative model puts people first, and across the communities that we serve, members of the DREMC team work hard every day to ensure that we provide safe and reliable electric service at the lowest possible cost.

Though their roles vary, the common thread between every team member is our mutual desire to stay connected with and make a positive impact in the lives of the DREMC members.

That is why we work hard to keep you informed of what is going on at your electric cooperative and what we can offer to enhance your life.

There are several ways that we share news, updates from our team,

outage restoration progress, and helpful tips for how you can save time and money.

Our social media accounts are updated regularly and provide a way for you to interact with us from wherever you are. Through Facebook, Twitter, Instagram, and LinkedIn, you can learn more about energy efficiency, safety and programs as well as cooperative news, events and more.

Quarterly issues of The Tennessee Magazine, eight digital issues of DREMC News throughout the year, and our website news section are great ways to read about the most current topics of interest that impact DREMC members.

Members can also stay connected when it comes to their DREMC accounts through text messages, our mobile app and email updates that help with monitoring electric use and payments. These options send the information directly to your device for hassle-free management of your DREMC account.

Finally, the DREMC website was designed with members in mind. Information on applying for services, electric rates and payment options are



Scott Spence
Duck River EMC
President & CEO

all a few clicks away.

Whether the connections between DREMC and the membership take place over the phone, in an office, or through an email, the relationships formed between DREMC and the members we serve are important and valued.

DREMC exists to serve the members of the cooperative. When we are connected to you and the communities we serve, the DREMC team is better prepared to provide the level of service the members deserve.

Thank you for the privilege of being your trusted service provider for the past 87 years and for allowing our team to connect with you.

A great place to begin connecting with Duck River Electric is by visiting our [website](#).

Congratulations!

2023 DREMC writing contest winners announced

Duck River Electric is proud to introduce the 10 high school juniors who have won our annual writing contest and a tour of Washington, D.C., as participants in the Washington Youth Tour, June 16-22.

The winners are also eligible to compete for thousands of dollars in scholarships ranging from \$1,000 to \$10,000 on a statewide level.

"We are committed to being a partner in the communities we serve," said DREMC President and CEO Scott Spence. "The writing competition opens a door for us to provide an opportunity for students to learn about our nation's history while visiting the capital."

Each year, DREMC invites high school juniors, who receive electric service from the cooperative, to write short stories of up to 900 words about electric cooperatives and how they serve their communities. This year's contest theme was titled "Electric Cooperatives Connect" and encouraged students to focus on how electric cooperatives have

far-reaching impacts on Tennessee through investments in energy, education, broadband, economic development and more.

"Each year we look forward to participating in the selection of the writing contest winners within DREMC's service territory," said Nathalie Strickland, TVPPA Vice President, Communications and Marketing. "This year's student scholars demonstrated a strong understanding of how 'Electric Cooperatives Connect' through shared values with and exceptional service to the communities they serve. We congratulate the recipients and look forward to seeing all of the great things these advocates and ambassadors will accomplish."

Contest submissions were judged by Tennessee Valley Public Power Association (TVPPA) staff members. TVPPA, based in Chattanooga, TN, is a nonprofit, regional service organization representing the interests of electric utilities operating within the Tennessee Valley Authority service area.



LIZZY BEASLEY
Bedford County



CADENCE CHAPMAN
Marshall County



MAHAYLA DUNN
Franklin County



ADDYSON GEBELT
Franklin County



DOMINIC JACKSON
Marshall County



MADELINE LEWIS
Franklin County



GRACE NEILL
Bedford County



EMMA RALSTON
Bedford County



STEPHEN WILSON, JR.
Marshall County



SARAH WOOLBRIGHT
Bedford County

“We are pleased to continue offering youth programs, such as the writing competition, and we are excited about returning to the nation's capital as part of the Washington Youth Tour. We congratulate these students on their achievements.”

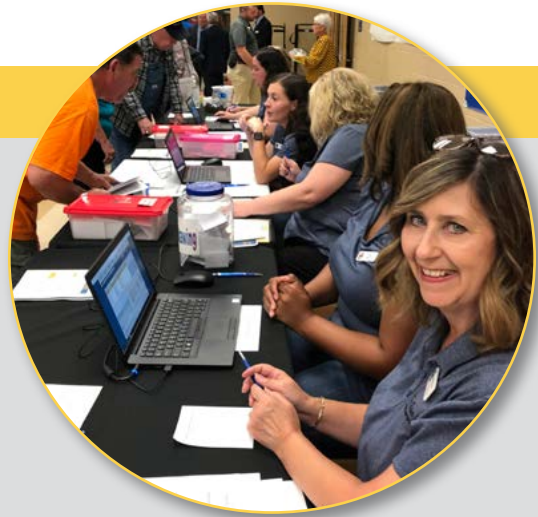
Scott Spence
DREMC President and CEO



DUCK RIVER ELECTRIC
Membership Corporation

2023 Annual Membership Meeting

Saturday, Aug. 19
Lewisburg Middle School
500 Tiger Blvd., Lewisburg, TN



Why should you attend?

- DOOR PRIZES
- REFRESHMENTS
- BUSINESS MEETING
- ATTENDANCE GIFTS FOR THE FIRST 300 MEMBERS
- PLUS, THE OPPORTUNITY TO WIN THE GRAND PRIZE!

Registration begins at 8:30 a.m. with the official meeting kick-off at 9:30 a.m.

Watch for more details about the 2023 DREMC Annual Membership Meeting coming soon in your bill statement, in the August issue of *The Tennessee Magazine*, social media and other news media.

Need assistance paying the electric bill?

As energy use increases during the warmest and coldest months of the year, so does the need for bill payment assistance offered through Project HELP.

Duck River Electric's Project HELP emergency energy assistance program helps qualifying applicants 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.

Project HELP is supported by the generous donations the program receives, and DREMC makes it easy and convenient to donate.

"Members often drop their spare change in the Project HELP collection bucket at our office," said Amy Holcomb, Dechard office manager. "Every amount donated supports the program, and those who give appreciate the fact that their donations stay here to help the local community."

We invite you to join us in donating to Project HELP. Your donations 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.

GET DREMC NEWS SENT TO YOUR INBOX!

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

Energy efficiency upgrades can increase savings, comfort

Spring is an opportune time for home upgrades and DIY projects. If you're planning to make improvements to your home, consider upgrades that promote energy efficiency and increase comfort.

Installing a **programmable thermostat** will help with managing home energy use for heating and cooling. These thermostats allow you to control the unit remotely with a Wi-Fi connection and an app on your mobile device. Some programmable thermostats are priced as low as \$100. While some models are easy to install, others may require installation by a qualified HVAC professional.

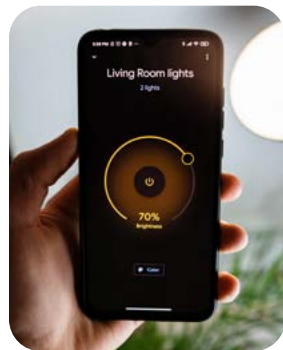


Smart lights can also be installed to boost energy savings. Smart lights are Wi-Fi or Bluetooth enabled devices that connect to your smartphone giving you the ability to turn them on or off remotely using an app. Some can be controlled via voice



commands through digital assistants such as Alexa or Google Assistant. Smart lights come in a variety of shapes, colors and brightness levels—and they are available for indoor or outdoor use. Schedule outdoor smart lights to illuminate your home at night and when you're away for added security.

While not as trendy as incorporating smart technologies,



sealing air leaks around the home remains a simple and

effective way to save energy and lower energy bills. Applying new (or replacing old) weather stripping around doors and windows can improve the overall comfort of the home and reduce energy waste.



In addition, apply **caulk** to fill air leaks around windows and doors and where plumbing, pipes or wiring enter the home through walls, ceilings and floors.

If your home feels too warm during the summer (and too chilly during the winter) even after you've sealed with weather stripping and caulk, **additional insulation** may be needed. If the home is under-insulated, adding insulation can make a big impact on reducing energy use and costs.

Typically, insulation project costs can be recouped in a few years, and when hiring a contractor listed in TVA's Quality Contractor Network, DREMC members can qualify to receive a **\$250 rebate** to increase the level of attic insulation to meet the minimum efficiency rating of R-38 (or a total of 13.5 inches of insulation). Check with DREMC before installing attic insulation to see if you qualify for the rebate.



Replacing old appliances with ENERGY-STAR® models or **replacing old, leaky windows** with new, energy efficient windows are other efficiency upgrades that add to the impact of becoming more energy efficient.

NOT SURE WHICH UPGRADES ARE RIGHT FOR YOU?

Before beginning home energy improvements, you can learn which areas of the home are the most inefficient by scheduling a **FREE Home Energy Evaluation** by DREMC's Residential Energy Advisor. The evaluation can assist with determining which energy efficiency improvements can create the best results for your home. It's up to you as to which projects you select and when to complete them based on your budget and needs.

On average, a home energy evaluation takes about an hour to complete. Larger homes may take longer.

Contact DREMC's Residential Energy Advisor at 931-680-5886 or pgarrett@dremc.com for more details and to schedule a Home Energy Evaluation.

WHAT'S INCLUDED?

You'll receive a thorough evaluation of these areas of your home:

- HVAC system
- Appliances & electronics
- Insulation
- Lighting
- Air & duct sealing
- Electric water heater
- Windows & doors



CSP program provides valuable energy information to businesses, helps improve efficiency

If your business is looking for ways to reduce energy costs, let Duck River Electric help! Through the Comprehensive Services Program (CSP), TVA and Duck River Electric provide engineering and technical assistance for commercial and industrial members at little or no charge to businesses served by DREMC.

TVA engineers and technicians deliver high-value solutions to power quality issues, power factor corrections and metering. Other services offered through CSP are designed to assist existing commercial and industrial members in remaining profitable.

Energy efficiency is a key component in maintaining a competitive advantage. For more information, contact DREMC's business programs specialist at 931-680-5882.

CSP services include in-depth studies and reviews of:

PREDICTIVE MAINTENANCE

- Infrared scans
- Ultrasonic testing

ENERGY USE

- Energy audits
- Water heating
- Energy modeling

POWER ANALYSIS

- Power quality
- Metering
- Power factor
- Demand-side management

TECHNICAL SERVICES

- HVAC
- Lighting
- Wiring & electrical distribution equipment
- Compressed-air systems

Does DREMC assist members after regular business hours?

Duck River Electric team members are available to assist you Monday through Friday, 8 a.m. until 5 p.m. Our team is also available after regular business hours to respond to outages. When the office is closed, DREMC continues to offer ways to assist members via the website, IVR phone system and mobile app, which offer flexibility and convenience around the clock. Here's how:



Visit DREMC's website to request electric services to be connected or disconnected by completing the on-line forms found at [MY ACCOUNT](#). You can also request a security light to be installed and update your account contact information using the links in the MY ACCOUNT section.



Power outages are detected by the AMI meter at your location, so calling to report an outage is no longer necessary. Use the DREMC outage map to see where active outages are detected and how many members are affected.



Members are able to make payments on their accounts by logging into the online payment portal at [dremc.com](#) or by using DREMC's app or interactive phone system when calling any DREMC office.



Email DREMC at corpinfo@dremc.com. DREMC's system service representatives will forward your message to the appropriate team member who can best assist you.

Can I report outages on social media?

Duck River Electric's social media pages are used to share news and information about programs and services and to provide members with outage restoration updates during major outages. Because we do not monitor social media 24/7 for outage reporting, it is best to contact DREMC by phone or email to report details about an outage (fallen tree on a power line, lines on the ground, or visible damage to electrical equipment) to help ensure you receive quicker assistance.



5 faqs

FREQUENTLY
ASKED
QUESTIONS
ABOUT

TEXT & EMAIL
NOTIFICATIONS
ABOUT YOUR
DREMC
ACCOUNT

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

1

How are notifications about my DREMC account sent?

Duck River Electric members can opt in to receive notifications by text and/or email. To successfully receive notifications, members should ensure that their contact information is updated on their accounts, including cell phone numbers, email addresses, and wireless phone service providers.*

2

How do I opt in to receive notifications?

Members can log in to your DREMC online account at dremc.com, select MY ACCOUNT and then MANAGE ALERTS to choose the notifications you wish to receive. If you wish to only receive the daily energy use notification on your smart phone listed on the account, text JOIN to 352667.

3

What notifications are available?

Notifications can be selected to inform you of:

- Due date reminders and when a payment is made.
- When outages are detected and restored at your location.
- Changes made to your account profile.
- Daily energy use and approximate cost.
- Alerts when energy use is higher or lower than the thresholds you set.
- And more.

4

How can notifications be used to help manage electric use?

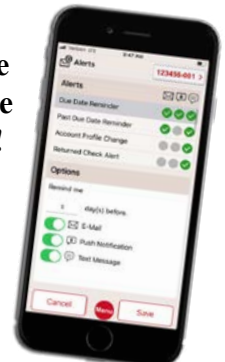
Receiving alerts for high and low energy use recorded daily by your meter can serve as early detection of possible issues with appliances that, if not addressed, can result in unexpected energy bills. Daily energy use notifications can also be used to track trends in energy use. These trends can help members understand when and how they use energy and how temperature changes affect the amount of energy used. This data can also be used by members to manage the amount of the electric bill through energy efficiency improvements.

5

How would outage notifications be helpful?

We're not always at home to know when the power goes out. DREMC's outage notifications inform members of outages detected by the meter at your location and when the power is restored. During an outage, use the DREMC outage map to see which areas and how many members are affected by the outage.

DREMC's free app is available for download!



* Check with your wireless service provider as additional fees may apply.