



Daviess-Martin County

REMC

dmremc.com

CONTACT US

Toll Free: 800-762-7362

OFFICE HOURS

7:30 a.m.—4 p.m., Monday—Friday

STREET ADDRESS

12628 E. 75 N, Loogootee, IN 47553

MAILING ADDRESS

P.O. Box 430, Loogootee, IN 47553

SERVICE INTERRUPTIONS

To report an outage or emergency, call 812-295-4200 or 800-762-7362 day or night.

BOARD OF DIRECTORS

Brandt Schuckman, *President*

Joshua Dove, *Vice President*

John Edwards, *Secretary*

Terry Chapman, *Treasurer*

August Bauer

Amy Burris

Travis Summers

MONTHLY MEETING

Tuesday, July 23, 7 p.m.

Daviess-Martin County REMC office

BILL PAYMENT OPTIONS

SmartHub — online bill payment system

Budget billing

Auto bank draft

Drive-thru window

Night depository

Credit card payment (VISA,

Discover and MasterCard accepted)

Pay-by-phone: 1-888-222-0624

MISSION STATEMENT

"Our mission is to provide safe, reliable electricity and quality services for our members at a reasonable cost."



LIKE US ON FACEBOOK

www.facebook.com/
daviessmartincountyremc

SAVINGS TIP

Electricity used to operate major appliances accounts for a significant portion of your home energy use. To lighten the load on your clothes dryer. Before you dry a load of damp clothing, toss in a clean, dry towel. The towel will absorb excess water, shortening the drying time. Shorter drying times will extend the life of your dryer and save energy.

— ENERGY.GOV

co-op news

10 THINGS



you might not know about power restoration

As the Chief Executive Officer of Daviess-Martin County REMC, I'm accustomed to members' questions about power outages and why it can take time to get the lights back on. Given our reliance on electricity, there's simply never a good time to be without it.

This month, I would like to shed light on our restoration process to help our members understand what may be happening behind the scenes. Here are 10 things you might not know about restoration:

1. We need you. When your power goes out, it might be just at your home or a small neighborhood section. There is a chance we may not know about it, and no one has reported it. We rely on you to let us know if your power is out. To report your outage, call the office during business hours at 812-295-4200 or call 800-762-7362 after hours. You can also report your outage through your SmartHub account.
2. Our employees might be affected, too. Because Daviess-Martin County REMC is a local electric cooperative owned by the members we serve, our employees are also local. They are your neighbors, friends, and familiar community volunteers. When you're without power, our people might be, too.
3. It's a team effort. Every one of Daviess-Martin County REMC's employees is working to get your power restored as soon as possible. Our member services

representatives take your calls, engineers and field staff survey damage, our vegetation management team clears hazards, dispatchers organize crews, and communicators keep everyone informed of progress or potential dangers. When your power goes out, we all work together as quickly and safely as possible to get you back to normal.

4. We assess the situation first. Every outage is different, and we don't know how dangerous it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem without compromising electric flow for the rest of our members.
5. The largest number of members usually prioritizes restoration we can get back on in the shortest amount of time. Our crews focus on responding first to public safety issues and critical services like hospitals. Then, we complete work that impacts the largest number of people first.
6. Our employees face many dangers. In addition to working around high-voltage electricity, our crews are on alert for wild animals, weather elements, falling trees, and fast-moving cars. If you ever drive past one of our vehicles, please do so slowly.

CONTINUED ON PAGE 6

CONTINUED FROM PAGE 5

7. Flickering lights are a good thing. Some folks mistake flickering lights for outages, but these “blinks” are important because they indicate our equipment worked and prevented a possible outage likely caused by wayward animals or stray tree limbs on the lines.
8. You need a backup plan. We do our best to help those who need it, but if you depend on electricity for life support purposes, you must have a backup plan — remember, we don't always know how long restoration efforts will take. We do offer medical priority for people in these situations. It does not guarantee uninterrupted

service but does help us keep you advised of extended or planned outages. You can find the form to sign up at dmremc.com/medical-priority.

9. Our employees have to plan and eat. If you ever see our trucks in a restaurant parking lot while your power is out, know that sometimes our employees huddle in a safe, common area to map out their plan for getting your power back on. Also, our crews work long, hard hours during outages and need to take time for meals just like everyone else.
10. Sometimes it's a waiting game. Our portion of the power grid is connected to other electric utilities, and we maintain

positive relationships with power providers interconnected to our system. If our outage is due to an issue from their feed into our system, we must let them do their repairs and be mindful of what they're going through to fix it.

We do our best to avoid power disruptions, but they are inevitable from time to time. If the lights go out, know that your co-op team works as quickly and safely as possible to restore power.



RYAN DANT
*Chief Executive
Officer*

COMMON CAUSES OF POWER OUTAGES

There is never a good time for the power to go out, but if it happens on a sunny day, you might be left wondering why. Here are the most common causes of a power outage.

WEATHER

High winds, snow and ice can cause tree limbs to fall on power lines. Other weather effects, like wildfires and lightning strikes, can cause major damage to equipment.

CRITTERS

Squirrels, birds, snakes and other animals can inadvertently contact power lines, causing short circuits and disruptions to electrical supply.

ACCIDENTS

Vehicles can crash into utility poles, bringing down power lines. Construction and excavation work can also result in disruptions to underground lines.

Scheduled MAINTENANCE

Occasionally, we plan outages to perform upgrades or repairs to parts of the local grid.

YOUR CHANCE TO WIN \$50!

In each issue of the magazine, Daviess-Martin County REMC asks our readers three questions. The answers can be found in the articles of Indiana Connection. Clip the coupon below along the dotted line. Fill it out and return it to our office with your monthly payment before the 20th of the month. (Delinquent members are not eligible.)

Each month, a winner will be drawn from the entries submitted. Make sure you bring or mail in your most recent coupon as the coupons are dated monthly. Copies will not be accepted, and coupons are not available at the office! Winners will be notified and their names will be published in a subsequent issue of Indiana Connection.

APRIL WINNER:

Jim Chandler from Loogootee

For bills dated the 5th of the month and paid by the 20th.

1. We rely on _____ to let us know if your power is out.
2. Daviess-Martin County REMC sent _____ campers to Camp Kilowatt in June.
3. To pay your bill over the phone, call _____.

NAME: _____

ADDRESS: _____

ACCOUNT NO.: _____

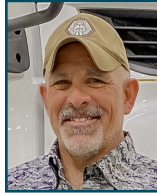
PHONE NO.: _____

☐ I would like to round my monthly bill up to the next whole dollar for Operation Round Up.

EMPLOYEE ANNIVERSARY

The following employee is celebrating an anniversary at DMREMC this month. We thank him for his continued commitment to providing our members with the best service possible.

DENNIS WILSON
JULY 23
34 YEARS



Perks of being a DMREMC member!

Daviess-Martin County REMC offers rebates on qualifying equipment purchases, including HVAC tune-ups, electric lawn equipment, and heat pumps.

View our available rebates at dmremc.com to see if any of your upcoming purchases could earn you money back!

PAY BY PHONE



Daviess-Martin County REMC has an automated, secure phone system specifically for taking payments at any time of the day. This system is the only way the co-op will accept payment by phone in order to keep our members' information secure and prevent credit card fraud.

Members can call 1-888-222-0624 and pay with a debit or credit card. Daviess-Martin County REMC accepts VISA, Mastercard, and Discover.

This automated phone system is:

- Secure
- Convenient
- Available 24/7
- Accessible from any phone

There is no additional fee for this service.



Summer fun at Camp Kilowatt

Every summer, Daviess-Martin County REMC sponsors students to attend the annual Camp Kilowatt. The camp was held June 5-8 at Camp Tecumseh in Brookston, Indiana. This year, we had a record number of applicants and were able to send eight campers! Two Daviess-Martin County REMC employees, Becca Hollaway and Kristen Padgett, volunteered as camp chaperones.

Students entering seventh grade this fall were eligible to attend and were selected by their local cooperative to participate in the four-day program. The students' agenda combined traditional outdoor camp activities with environmental education, electrical safety practices, and cooperative business education.

"This was a great way for students to learn about the role of the electric cooperative in their community. On top of that, they experienced all the fun of camp,"

said Kristen Padgett, general operations coordinator of Daviess-Martin County REMC.

Students representing Daviess-Martin County REMC at Camp Kilowatt were:

- **Zachary Albright**, Shoals
- **Ryland Derr**, Washington
- **Finlay Gardner**, Washington
- **Kaleena May**, Washington
- **Ivy Phillips**, Shoals
- **Thatcher Smith**, Elnora
- **Ella Wehmeier**, Cannelburg
- **Korrine Wieneke**, Montgomery

The Camp Kilowatt program was developed by a committee of electric cooperative employees from Indiana. It is funded in part by Indiana's electric cooperatives, Hoosier Energy, Wabash Valley Power Alliance, Indiana Electric Cooperatives, and other industry partners.

