



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Fall 2014 ~ For Customers of Bristol Tennessee Essential Services

BTES' Fiber System Enhances the Electric System

BTES' fiber system is responsible for providing our customers with reliable Internet, telephone and cable television services, but it does so much more! Serving its original purpose for installation, our fiber system does some pretty remarkable things to enhance our electric system.

"Back in 1998, a major ice storm cut off electric service to every BTES customer at some point," says BTES CEO Mike Browder. "It also hampered our efforts to restore power, not only because of road conditions, but due to lost communications and lack of response by the communications provider. After that storm, we decided to install the fiber-optic communication system that linked our substations to our office."

BTES' capabilities with the fiber system have continued to grow since it was first installed.

"Through our fiber system, we also have an **automatic power-outage reporting system**," Browder says. "This system enables us to see a power outage the second it occurs at the residences of our customers who have any of our fiber services."

Many times, BTES is able to send out a crew to fix a problem before the first call comes into the office to report the issue. In some instances, BTES has dispatched employees and repaired an outage before the customer even knew there was a problem.

BTES will be using the fiber system to **automatically restore power** when outages occur by using intelligent switches, called IntelliRupters. These devices, which are currently being installed throughout the BTES system, have a new technology that can detect outages at the location, isolate damaged sections of power lines, and quickly restore power. Real-time communication between these devices through our fiber system will detect a disruption and instantly isolate the problem area. This communication will automatically "reroute" power to minimize the length of an outage, or avoid it altogether if it is a temporary fault, such as an animal on the line or a lightning strike.

"IntelliRupters make an immediate impact on the amount of time



Construction Working Foreman Steve Craddock installs an IntelliRupter on the BTES electric system.

customers are without power," Browder says. "With the installation of IntelliRupters, we will see outage times decrease and customer productivity increase. This 'self-healing' system will help significantly reduce power outage times by automatically performing in a matter of seconds what it would have taken BTES an hour or more to do manually."

To date, BTES has installed more than 90 of the 110-plus devices that will be placed across our service area.

An additional benefit provided by BTES' fiber system includes the ability to collect **real-time usage data** through the system's automatic meter-reading capabilities. BTES is able to read many meters from the office without having to send a meter reader to the house. We also have **theft-detection abilities** through our fiber system and have been able to expand our existing **water heater program** as a result of this system. With the installation of new switches that monitor temperatures, we have the capability to turn a water heater off and on individually. This provides better customer service, while helping reduce peak load and associated costs.

"BTES continually looks for ways to provide better service to our customers," Browder says, "and we look forward to the many new opportunities our fiber-optic system will provide."

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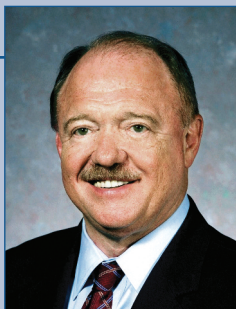
Our Gigabit Community

Halloween Safety Tips

Customers Receive \$50

BTES Satisfaction Survey

The BTES Power Board has approved the retention of SDS Research to conduct a customer satisfaction survey. SDS will be calling customers to conduct this survey. They will survey some of our residential and commercial industrial electric customers, as well as Internet, telephone and cable customers. If you get a call, your participation is important and would be greatly appreciated. A higher customer participation rate will result in greater validity for the survey.



Our vision is to be the best electric, Internet, telephone and cable television provider. Your opinion matters to us and we need your input on this survey. We regularly survey new customers who have recently had our products and services installed, and we use that feedback to continuously improve our customer service efforts.

SDS is the preferred provider of these services to Hometown Connections, a wholly owned subsidiary of the American Public Power Association (APPA), which is an association of more than 2,000 public power entities in the United States, such as BTES.

SDS, like BTES, will NOT ask for any payments over the phone. If we call, we NEVER ask for you to provide a Social Security, credit card or check number. We have had a few customers call us about receiving a phone call demanding that they buy a payment card from somewhere else, such as a drug store, and then call them back with the card information and make a payment. This is a scam and we have no way of tracing this bogus payment method.

If you ever have a question concerning whether you have received a valid BTES phone call, contact us at 423-968-1526 and we can verify whether the call is legitimate.

Thanks for being our customer and ...

Have a good day!



BTES News

Owned and published by
Bristol Tennessee Essential Services,
serving more than 33,000 electric customers
and more than 14,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

BTES News is published four times a year.

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suggestions should be sent to
P.O. Box 549, Bristol, TN 37621.

BTES website: **www.bt.es.net**

Editor: Leslie Boughers

Our Mission

To provide service to our customers,
employees and community that exceeds
their expectations.

Our Vision

To be the best electric, Internet,
telephone and cable television provider.

Customer Comments

“Best electric, Internet, telephone
and cable company I have ever
called. Quick to answer, polite and
knowledgeable staff!”

Carol Catlett

“The water heater switch installers
were very nice and professional.”

Kimberly Howington

“The fiber installer was extremely
helpful and accommodating to my
questions and requests!”

Kathryn Cole

“Thank you for having the SEC
Network on channel 39! It was
like a Christmas present in
September!”

Bruce Rider



BTES, Others Host Site Selection Consultants in Bristol, Tennessee

Bristol Tennessee Essential Services (BTES) and the city of Bristol, Tennessee, recently participated with NETWORKS and other community members in showcasing the city's attributes and promoting economic development for our region.

Nine site selection consultants toured the area Aug. 21-24 to learn firsthand what the Tri-Cities region — including Bristol, Tennessee — has to offer.

“Rather than waiting on the site selection consultants to individually learn about Bristol, we decided to be proactive and invited several of them here as a group,” says Bristol Mayor Lea Powers. “That way, we could demonstrate our strengths and prove that we are positioned to accept their clients.”

The site selection consultants represented the companies of Hickey & Associates, Duff & Phelps, Mohr Partners, MCS Strategies, Cresa, Foremost Quality Logistics, CB Richard Ellis, Cushman & Wakefield, and Jones Lang LaSalle.

“We were pleased to offer a view of our community up close and to find ways in which we can assist in the site selection process,” says BTES Board Member and City Councilwoman Michelle Dolan. “Our goal was to identify for the group the advantages of doing business in Bristol, and I think we have accomplished that.”

These site selection consultants are key in helping new companies determine the most favorable locations to place their business, and in helping existing organizations expand or move their businesses to new locations.

“This tour was important for bringing new jobs and capital investments to our community,” says BTES Business Development Manager April Eads. “We wanted to showcase that we have essential infrastructure for economic growth, along with a highly reliable electric system, state-of-the-art Internet capability, easy



Supervisor of Networks Michael Parker (L) leads a group of site selection consultants on a tour of the BTES headend, which is the main hub for BTES' fiber-optic system.

accessibility through Interstate, rail and air channels, and a well-trained workforce.”

The group visited BTES, Eastman Chemical Company, the Regional Center for Advanced Manufacturing (RCAM), Northeast State Community College, and several certified industrial sites, among others.

“We highlighted community assets, including BTES' fiber-to-the-home infrastructure, with its Gigabit offerings that are available to every business and home in our service area,” says BTES CEO Mike Browder.

The site selection consultants also toured area businesses and attractions, and attended the IRWIN Tools Night Race at Bristol Motor Speedway.

“The tour turned out to be an incredibly successful event,” says NETWORKS - Sullivan Partnership CEO Clay Walker. “From a great group of site location consultants to the outstanding, in-depth itinerary to the unbelievable job that our county partners did in pulling together to show off our many attributes, this was a first-class event that will pay huge dividends.”

Gotta love it.

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Watch TV Everywhere Available to BTES Cable Subscribers

Watch TV Everywhere streams some of your favorite channels and programming to your tablet, smartphone, laptop and other devices from anywhere you can receive an Internet signal: inside your house, at the office, hotel, airport, vacation home and everywhere!

To start using **Watch TV Everywhere**, go to watchtveverywhere.com and register. You will need your BTES account number and the last name on your account. You will be asked to provide an email address, which will be your username, and to select a password.

Once you are registered, you can watch any **Watch TV Everywhere** programming, as long as you subscribe to that network. For example, you must be signed up for Starz through your BTES cable package to access the Starz programs.

“Watch TV Everywhere is different from services like Hulu or Netflix because it is free with your BTES cable subscription,” explains Supervisor of Networks Mike Parker. “It includes live TV and has full episodes of current TV shows within days of their premiere on TV.”

Program availability is decided by each TV network. **Watch TV Everywhere** is continually working with program providers to expand the number of networks and the number of programs



available. As networks and programs are added, you will see them automatically.

For more information on **Watch TV Everywhere**, visit watchtveverywhere.com and click on the Learn More link.

BTES Automatic Bank Draft Program

Our Automatic Bank Draft Program is the most convenient way to pay your bill — and it’s free! Plus, you don’t have to worry about writing a check each month or paying postage and/or gasoline charges, and you avoid any possible late fees since the draft is processed on your due date! To start the Automatic Bank Draft Program, visit www.btes.net/bankdraft or read and complete the information below. You will still receive a copy of your bill each month.

Consumer Payment Draft Authorization

Fill out the information below or send a voided check to us so we can get your bank transit and bank account numbers.

Customer Name: _____ Bank Name: _____

Bank Transit Number: _____ Bank Account Number: _____

The undersigned customer of Bristol Tennessee Essential Services hereby authorizes Bristol Tennessee Essential Services to make automatic withdrawals from the checking account designated above for the purpose of paying monthly BTES bills.

Customer Signature: _____ Date: _____

BTES Account Number: _____ Telephone Number: _____

Please mail completed form in with your next bill or directly to:
 BTES, Customer Service Department, PO Box 549, Bristol, TN 37621
 or visit www.btes.net/bankdraft for more information.

What Does "Gigabit" Really Mean?

You may have heard BTES mention our Gigabit Community. You may have heard that BTES has Gigabit Internet service available to every business and every home in our service area. However, what does "Gigabit" really mean?

In computer networking, Gigabit is a transmission technology term describing a data rate of 1 billion bits per second. One-Gigabit-per-second service will carry a thousand times the data per second as a one-megabit-(Mb)-per-second service.

Even after that definition, you are probably still asking, "What does Gigabit really mean?"

The experts on Gigabit Internet service at BTES are happy to share their thoughts and insights on what Gigabit means to them and our community.

"Gigabit Internet service means not having to wonder if some new technology will work on your Internet connection because, without a doubt, it will," says Jesse Adams, network specialist at BTES. "It means being able to do what you want, when you want, without ever waiting for your Internet connection to catch up.

"My family of four consists of two adults, a 6-year-old and a 2-year-old," Adams adds. "It also consists of four computers, three cell phones, two tablets and two video game systems. A typical weekend can include my wife listening to music on her phone while surfing Facebook on her tablet, my kids watching Netflix on one television and Hulu on the other, and me remoting into my work computer while also watching a YouTube video of how to fix an issue. I might also be calling into our help desk (to offer assistance to them) using my phone.

"Even with ALL of that going on, I never have to worry about anything running slow," Adams says. "In fact, at this point, I don't have to even THINK about what I can or cannot do on the Internet because things just work."

BTES Supervisor of Networks Michael Parker also explains what Gigabit Internet service means for our customers.

"I think of bandwidth (your Internet speed) like a road," Parker says. "On a two-lane road, a car can drive the speed limit, as long as there is no other traffic. With a lower bandwidth connection, one device or a couple of devices will work fine.

"Gigabit creates a multi-lane expressway that allows multiple cars (devices) to get the speed they require to run quickly and efficiently," Parker adds. "More devices can run Netflix, Amazon Prime, Hulu, etc., without any slow downs.

"When I camp and am away from my BTES Internet service, I suddenly feel constrained because the bandwidth just isn't there," Parker says. "My family and I see the impact of several



devices all competing for bandwidth, which includes seeing the television shows we are streaming on our computers load slowly or not at all, along with a drop in video quality. But once I'm at home in our Gigabit Community, we never even have to think about these problems."

What Gigabit really means is never having to worry about your Internet speed or how many devices you are running at the same time. It also means having the fastest Internet speed available in the United States.

For more information on BTES' Gigabit Internet service, visit our website at www.btes.net/gigabitcommunity. If you are ready to sign up for Gigabit Internet service or any other BTES services, give our Customer Service Department a call at 423-968-1526.

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1G/1G
\$299.95

www.btes.net 423-968-1526

HALLOWEEN SAFETY TIPS

- S** Swords, knives and costume accessories should be short, soft and flexible.
- A** Avoid trick-or-treating alone. Walk in groups or with a trusted adult.
- F** Fasten reflective tape to costumes and bags to help drivers see you.
- E** Examine all treats for choking hazards before eating them. Limit the amount of treats you eat.
- H** Hold a flashlight while trick-or-treating to help you see and others see you.
- A** Always test make-up in a small area first to help prevent possible skin irritation.
- L** Look both ways before crossing the street. Use crosswalks wherever possible.
- L** Lower your risk for serious eye injury by not wearing decorative contact lenses.
- O** Only walk on sidewalks or on the far edge of the road facing traffic.
- W** Wear well-fitting costumes and shoes to avoid trips and falls.
- E** Eat only factory-wrapped treats. Avoid homemade treats made by strangers.
- E** Enter homes only if you're with a trusted adult. Only visit well-lit houses.
- N** Never walk near lit candles or luminaries. Be sure to wear flame-resistant costumes.



Banana Bread Yogurt Parfait

- | | |
|------------------------------|--------------------------|
| 2 cups of plain Greek yogurt | 1 tbsp honey |
| 1/2 tsp ground cinnamon | 2 medium bananas, sliced |
| 1 cup banana nut granola | |

Combine yogurt, honey and cinnamon in a medium bowl; stir until well blended. Add banana slices; fold gently. Divide yogurt mixture evenly between four containers. Pack 1/4 cup granola in each of four containers or zip-top plastic bags. Enjoy!

Cupcakes for Two!

- | | |
|----------------------|-----------------------|
| 1 egg* | 2 tbsp sugar |
| 2 tbsp melted butter | 1 tsp vanilla |
| 1/4 cup flour | 1/4 tsp baking powder |
| pinch of salt | 1-1/2 tbsp milk |

Preheat oven to 350 degrees. Line a muffin pan with two liners. In a bowl, add egg white and sugar and whisk until combined. Add in vanilla and melted butter and stir until mixed. Add flour, baking powder and salt; stir until smooth. Stir in milk. Divide batter equally between the two liners. Bake for 10-12 minutes, or until cake is set. Let cool completely and frost as desired!

**For a white cupcake instead of yellow, only use the egg white.*

The Lighter Side

Submitted by BTES Customer Robin Townsend

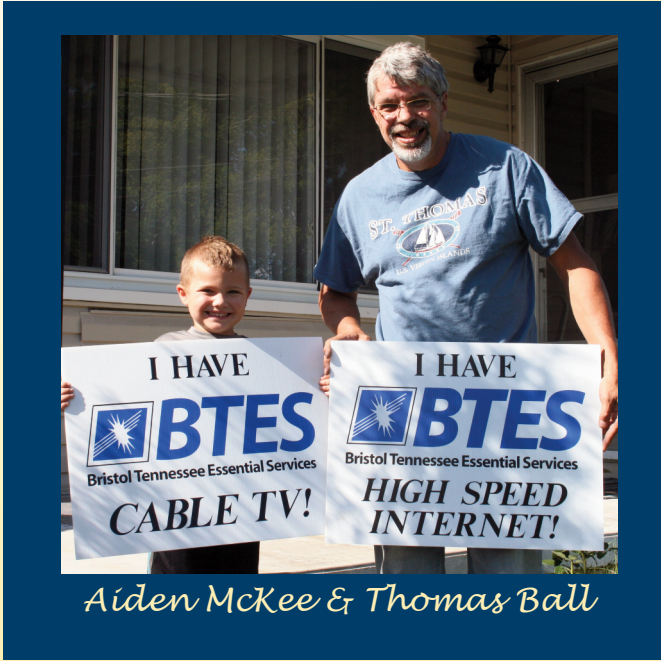
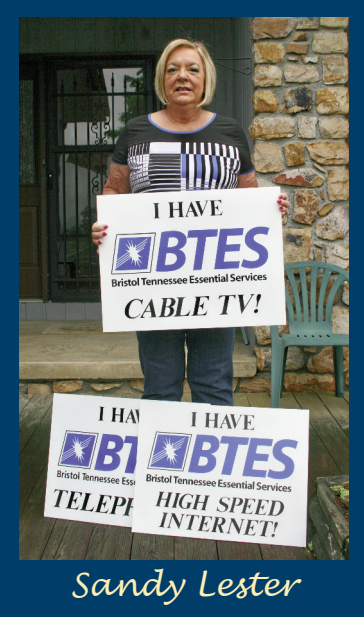
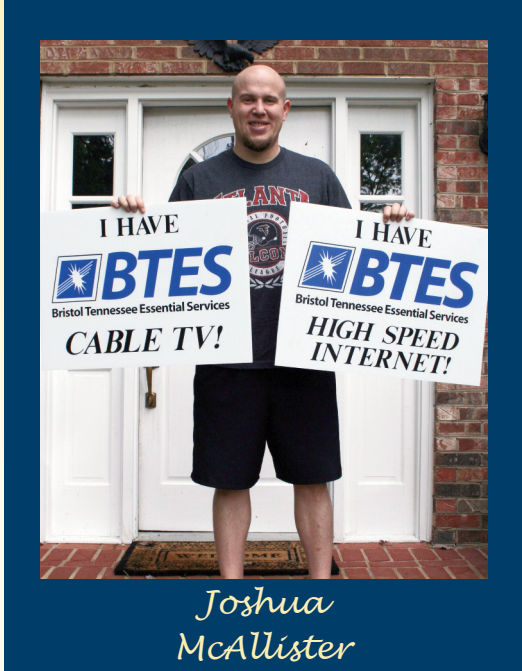
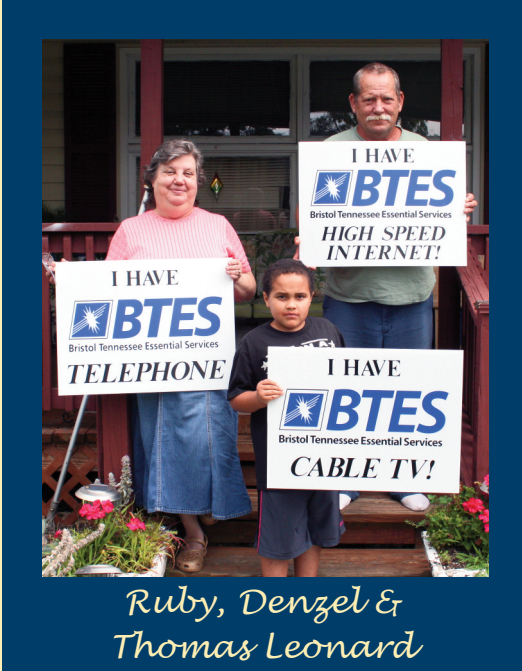
A boy with a monkey on his shoulder was walking down the road when he passed a policeman who said, "Now, now, young lad, I think you had better take that monkey to the zoo."

The next day, the boy was walking down the road with the monkey on his shoulder again when he passed the same policeman. The policeman said, "Hey, there, I thought I told you to take that monkey to the zoo!" The boy answered, "I did! Today, I'm taking him to the cinema."



BTES Customers Receive \$50

BTES has been awarding \$50 to customers! An anonymous person chooses customers by selecting those who have an Internet, telephone and/or cable television sign in their front yard. This is a great way for your neighbors to find out about our services and for you to possibly earn a little extra cash in the process!





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TENNESSEE FIBER OPTIC COMMUNITIES



Your Comments Are Important

Please list the articles you found most interesting in this issue of **BTES News**, then clip out this form and mail it with your electric bill to the address below. (Fall 2014)

- 1. _____
- 2. _____
- 3. _____

Other comments, story ideas or questions.

Please return to:
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Phone (423) 793-5511

Name and address (Optional)

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