



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Special Edition Fall 2016 - For Customers of Bristol Tennessee Essential Services

Be a Difference Maker with the United Way of Bristol

The United Way of Bristol is about creating long-lasting changes, rather than providing short-term solutions, and BTES and its employees are proud to support the United Way.

“Each time I walk through the doors at the YWCA Bristol, I can see how the money I donate to the United Way of Bristol is helping our community,” said Diane Smith, BTES supervisor of customer service. “I see working mothers who have access to quality, affordable child care, after-school programs that help to keep young girls active, engaged and working together, and teen moms who are receiving much-needed help in those first few years of being a mother. Without funding provided by the United Way of Bristol, these programs might not exist, and then I would have to wonder, what would happen to these families and children then?”

The YWCA is just one of 27 partner agencies of the United Way of Bristol that focuses on the building blocks of a quality life — education, income and health.

But the impact goes far beyond those who visit the partner agencies in need of help.

“Each year, our employees receive CPR and first aid training through the American Red Cross, and the techniques learned through this training have saved lives across our community,” said Kenneth King, BTES director of operations and safety. “Whether it’s knowing how to properly perform the Heimlich maneuver on a small child choking on a piece of candy, or performing first aid on individuals

involved in a car accident, our employees have received this training through an agency supported by the United Way of Bristol.”



United Way of Bristol Executive Director Lisa Cofer is excited about this year's campaign and what it will mean for our community.

In these two examples, you get just a glimpse of the impact the United Way of Bristol and its agencies have on our community.

The United Way of Bristol has been a staple in our community since the early 1940s. Originally started as the Community Chest, it has continued to grow, expanding services and increasing the positive impact it has on our area.

“In 2015 alone, United Way of Bristol’s agency programs were utilized more than 133,000 times,” said Lisa Cofer, executive director. “It takes a lot of work from our staff and volunteers to impact the quality of life right here in our community.”

The United Way of Bristol relies on volunteers and community support to succeed, including support it receives from BTES employees.

“BTES and its employees are long-

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Fall in the mountains of East Tennessee is always a special time. Summer is ending, winter is in the near future, and the weather is just right. When the leaves start turning their beautiful, bright colors, I try to be outside as much as possible and will usually take a few colorful pictures of the lake, mountains and trees. The pictures are never as good as the experiences themselves, but they provide a few memories.

For me, many new memories were made and old ones relived — during this fall's special leaf season. My sister, Gayle Naugher, and her husband, David, along with my brother, Lee Browder, and his wife, Nancy, made the trip from Alabama to South Holston Lake near Bristol for a short, five-day visit. Rain from a few days before brought enough moisture for the leaves to beautifully transition through their change of colors. We all watched them go from green to bright shades of orange, red and yellow to brown ...and then disappear. It made for a very nice leaf-viewing season.

We enjoyed sunrises and sunsets as beams of light made the hills even more majestic. We added to decades of memories and shared great family stories. (Some of the tales actually happened!) The afternoons were good for several trips down South Holston Lake. What a great time!

Gayle, Nancy, Linda and I did lots of cooking. We often discussed memories of our mother, Runette Browder, as we enjoyed many of the dishes that she had taught Gayle, Nancy and me how to prepare. I hope all of the others relished those days as much as I did.

The season of fall colors is now past. I suggest that if you don't usually make a practice of enjoying that time of year, put it on your calendar for the last half of October 2017. You can never tell exactly which days are best. Be flexible and enjoy. It is even better if you take time to experience it with loved ones.

Have a happy holiday, and ...

Good Luck!

Mike Browder

BTES News

Owned and published by Bristol Tennessee Essential Services, serving more than 33,000 electric customers and more than 16,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

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Editor: Leslie Blevins

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.

Essentials^{plus}
 • Expanded Basic Cable
 • 60MB High-Speed Internet
 • Basic Telephone Service with 7 Features
 • Voicemail
 • Unlimited Long-Distance
\$109.95
 per month plus tax

IPTV ESSENTIALS^{plus}
 • IPTV Cable
 • Video on Demand
 • HD Box
 • Caller ID on TV
 • 60MB High-Speed Internet
 • Basic Telephone Service with 7 Features
 • Voicemail
 • Unlimited Long-Distance
\$134.95
 per month plus tax



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United Way, continued

time supporters of the United Way of Bristol," said BTES CEO Mike Browder. "All of our employees are at least Extra Mile givers, which means they contribute 1.5 hours' worth of their salary, or more, each month."

In addition to financial support, several BTES employees serve on United Way committees or volunteer at a partner agency.

"I can't say enough positive things about BTES and its employees," Cofer said. "We work with a lot of businesses and groups in the community, and we know that when we need help or guidance with something, we can call BTES. Whether it is helping with a project, serving on a committee, or filling a much-needed position on our board, BTES and its employees always step up."

While financial contributions and volunteers are always important, having reliable electricity and fiber services also help the United Way of Bristol succeed.

"When you are a non-profit organization, prioritizing spending is always at the forefront of your mind," Cofer said. "With our BTES services, we know we are getting the best and most reliable products available at a great price."

Additionally, having BTES' Internet and telephone services helps the United Way of Bristol be more efficient in serving their clients.

"In our line of business, you have to be able to answer questions quickly," Cofer said. "Our staff has to be able to instantly make and receive telephone calls and conduct research without interruptions or slowdowns. With BTES, we never have to worry."

Those who donate to the United Way of Bristol can do so with the confidence that any funds given will benefit the agency's local service region.

"All contributions made to the United Way of Bristol are a direct investment in our region," Cofer said. "The funds we receive go to work to help people right here in our home communities."

This year's United Way campaign — Difference Maker — kicked off in mid-August with a \$1.15 million fundraising goal.



Each year, BTES employees volunteer on the Tuesday before Thanksgiving to bag groceries at Food City to raise awareness of the United Way. BTES competes with other businesses across the region to see who can raise the most money during their shifts!

"It's a lofty goal, but I'm confident we are going to succeed," said Lola McVey, United Way of Bristol board president and BTES director of accounting and finance. "The lives of people in our community are important to us, and the United Way touches everyone who works at BTES, the people we know and the customers we serve."

Join us in being a Difference Maker by donating to the United Way of Bristol. You can make your donation online at www.unitedwayofbristol.org, or by mailing a check to United Way of Bristol, PO Box 696, Bristol, TN 37621.



BTES employees (Lineman Tony Carr and Apprentice Lineman Chase Castle, pictured at left) also participate in the National Red Nose Day in honor of the United Way of Bristol, which is dedicated to raising money for children by having fun and making people laugh!

BTES Telephone Helps You Stay Connected

BTES' telephone service offers many much-needed benefits to our customers! These include automatic power outage reporting, as well as our most popular calling features, such as voicemail, Caller ID on TV for IPTV cable customers, and so much more!

"One of the neatest features we offer our telephone customers is our fully integrated telephone website," said Mike Parker, BTES supervisor of networks. "Customers can visit myphone.btes.tv to review their voicemails, set up call forwarding and other features, view missed calls, and access numerous other options."

Customers who have a BTES Internet, telephone and cable television package also receive unlimited long distance.

"Having a wired telephone is essential during emergency situations," Parker said. "Customers who subscribe to our telephone service and have a wired phone in the home, rather than a cordless one, gain peace of mind knowing that they can make and

receive calls, even during power outages."

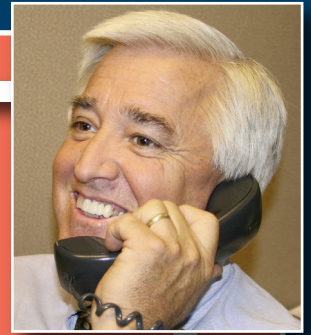
Additionally, customers who subscribe to any of BTES' fiber services benefit from automatic power outage reporting.

"If the power goes out at the home of a fiber services subscriber, we know as soon as it happens," Parker said.

A home telephone gives additional comfort to customers with elderly family members or children in their homes.

"Having a home telephone gives one more layer of added security to our customers," Parker said. "It helps keep them connected when other services may not be available, especially during extreme weather or other events."

To order BTES' fiber services, visit our website at www.btes.net or call us at 423-968-1526.



Jonathan Roberts

Roberts Named to BTES Board of Directors

Jonathan Roberts was recently appointed by the Bristol Tennessee City Council to the BTES Board of Directors.

Roberts has a background in the banking and business industries, and has served as an attorney with the law firm of Wohlford & Roberts, located in Bristol, Tennessee, for more than 12 years.

He graduated from the University of Tennessee in 2003 with a bachelor's degree in finance and accounting. He went on to obtain a Juris Doctor degree from the Appalachian School of Law in 2007.

Other members of the BTES Board of Directors include Chairman Larry Clarke, Vice Chairman Gary McGeough, Pat Hickie and Michelle Reuning.



BTES Fiber — 10 Years Later

BTES first began offering Internet and cable television services over a fiber-optic system in 2005, then added telephone services in 2006 to complete BTES' Triple Play Package.

director of engineering. "With IPTV, our customers now have access to Video on Demand, whole-home DVR, more channels, better parental controls, an interactive channel guide, and more HD channels."

2006

"In the fall of 2006, BTES offered our first Triple Play Package with Internet speeds of 1.5 Mbps," said BTES CEO Mike Browder. "At the time, that was a great speed for the way our customers were using the Internet — for research, shopping, banking and their children's homework. As technology and the entertainment industry changed, however, so did the need for faster Internet speeds."

BTES also developed a Triple Play Package that included the new IPTV cable television offerings, telephone, and 60 Mbps of Internet.

"BTES is now offering Internet speeds of 10 Gigabits per second. If our customers want the fastest Internet speed available in the United States, they need to look no further than their own home community."

"We realize that having access to high-speed Internet is vital for our customers," Browder said. "In addition to upgrading Internet speeds in our packages, we have added even faster Internet speeds, which our customers can either upgrade to or purchase a la carte."

These speeds include 80 Mbps and 1 Gigabit per second.

2007

BTES first upgraded Internet speeds in the Essentials Package in 2007 to 3 Mbps, then doubled that speed to 6 Mbps in 2008 — all without a price increase!

2016

"Most recently, BTES is now offering Internet speeds of 10 Gigabits per second," Browder said. "If our customers want the fastest Internet speed available in the United States, they need to look no further than their own home community."

2012

In 2012, BTES saw the need to add the Essentials Plus Package to our product offerings, including 30 Mbps of Internet. This package received an upgrade in 2014 to include 60 Mbps of Internet — again, at no additional cost to customers.

Future

"As technology progresses and the need for services change, we will continue to research ways to improve," Browder said. "Our number one priority is to enhance our electric system. We feel that over the past 10 years, we have used our fiber-optic system to the best of our ability in making our electric system more safe and reliable, while also providing quality Internet, telephone and cable television services."

BTES also saw a need to expand its cable television offerings.

"In 2012, BTES upgraded our cable system to add an IPTV system, which allowed us to include many new and exciting features in our cable offerings," said Clayton Dowell, BTES

If you haven't yet signed up for BTES' Internet, telephone or cable television services, visit www.btes.net or call our Customer Service Department at 423-968-1526.





when
you
CHOOSE
joy
you feel good
and when you feel
good, YOU do good
and when you do good
it REMINDS others
of what joy feels like
and it just
might inspire
them to do
the same.
homegrownhospitality

*Merry
Christmas
from the BTES family!*

The Lighter Side

What is the best Christmas present in the world?

A broken drum — you can't beat it!



Favorite Recipes of BTES employees and customers

Buckeyes (Peanut Butter Balls)

- | | |
|----------------------|-----------------------------|
| 12 oz. peanut butter | 1 lb. powdered sugar |
| 1 stick butter | 16 oz. semi-sweet chocolate |
| 1 tsp. vanilla | |

In a bowl, beat peanut butter and butter. Stir in vanilla. Add powdered sugar and beat on low speed until smooth.

Roll into 1-inch balls and place in freezer for at least 1 hour.

Place chocolate in a deep bowl and microwave for 10-15 seconds at a time, stirring between, until melted.

Dip the chilled peanut butter balls three-fourths of the way into the melted chocolate and place on wax paper to set.

Cinnamon Sugar Pecans

- | | |
|-----------------------------|---------------------------|
| 1 egg white | 2 tsp. water |
| 2 tsp. pure vanilla extract | 1 lb. pecan halves |
| 1 cup sugar | 3/4 tbsp. ground cinnamon |
| 1/2 tsp. salt | |

Preheat oven to 250 degrees. Spray a baking sheet with non-stick cooking spray. Mix sugar, cinnamon and salt in large Ziploc bag. Whisk egg white, water and vanilla in large bowl until frothy. Add pecans to large bowl and stir to combine, coating each pecan in the egg white mixture. Pour coated pecans into Ziploc bag, seal and shake to fully coat with cinnamon/sugar mixture. Spread in a single layer onto prepared baking sheet. Bake for 1 hour, stirring every 20 minutes.





ROUND UP to Help Your Neighbor!

With the BTES **Monthly Round Up** Program, rounding your bill up to the next dollar can help customers who are in need pay their electric bill.

All donations collected go to our **Help Your Neighbor** fund. Recipients of this fund are certified by the Salvation Army, and resources are administered by the United Way of Bristol.

Customers may also donate to the Help Your Neighbor fund through either a one-time or a monthly donation that can be added to your BTES bill.

The number of people who can be helped depends on how much the rest of us are willing to give. BTES will match customer contributions up to \$20,000!

Help us help our neighbors!

Signing up is easy at
www.btes.net/roundup

ETSU's EagleCam Receives Upgrades

In 2015, BTES partnered with East Tennessee State University's (ETSU) Department of Biological Science to livestream a bald eagle's nest for the school's EagleCam project.



EAST TENNESSEE STATE
UNIVERSITY

The EagleCam provided a novel perspective into the lives and habits of the beautiful birds, and BTES broadcasted it live for our IPTV cable customers on channel 1001!

"With one season of birdwatching under our belts, BTES is now in the process of making improvements and upgrading the camera equipment at the nest," said BTES CEO Mike Browder. "We hope to provide our customers a great view of this rare opportunity."

Located in Bluff City, the nest is the home of a mated pair of bald eagles. The pair has been in this particular nest for five years. Nests are massive structures that can weigh more than a ton. Bald eagles normally lay their

eggs in the early part of the year. As we watched in 2016, the eggs hatch in about a month's time.

"Nestlings remain in the nest for approximately two to three months, so our viewers have a number of chances to get an inside look at the life of the eaglets and parents," Browder said.

Fred Alsop, doctor of ornithology and ETSU's resident ornithologist, has led the EagleCam project since the idea was first conceived more than two years ago. Support for the project has been overwhelming and enthusiastic throughout. For more information, visit www.etsu.edu/cas/biology/eagle-cam/.



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Your Comments are Important

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

Other comments, story ideas or questions.

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