



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Special Edition Summer 2017 — For Customers of Bristol Tennessee Essential Services

BTES Power 7 Ready for Gridiron Gameday

For several months, the BTES Power 7 crew has been gearing up for the upcoming football season.

“Gridiron Gameday is one of the most exciting programs we air on Power 7, and we are looking forward to the upcoming season,” said BTES CEO Mike Browder. “Putting on a production this size doesn’t happen overnight.”

Working with the school systems to set the schedule was the first step of the process.

“As soon as the schools finalized their football schedules, we worked to develop our broadcast schedule,” Browder said. “Since last football season, several BTES employees have attended additional training sessions, and the team has been inspecting and organizing equipment in preparation for this season.”

The production includes up to seven cameras, three announcers, school-specific graphics, music and replays. On game night, the

BTES Power 7 team consists of approximately 20 crew members.

Football games are broadcast live on BTES channel 7 or in high definition on channel 207.

The Gridiron Gameday schedule includes:

6:30 p.m. — Coach’s Show

7:00 p.m. — Pre-Game Show

7:30 p.m. — Gridiron Gameday Live

In addition, the Gridiron Gameday Coach’s Show airs the evening before each game.

“The Coach’s Show includes interviews with area high school coaches and students, game highlights, and much more,” Browder said.



After each live broadcast, the game will replay at varying times throughout the following week.

“The positive feedback we have been hearing about BTES Power 7 has been outstanding,” Browder said. “We want to thank the city of Bristol, our board of directors, and our customers for their continued support.”

The BTES Power 7 team is always looking for show ideas and feedback. Visit www.power7.tv or email power7@btes.net to submit your questions and ideas.

Don’t miss out on all the exciting shows on BTES Power 7! If you don’t have BTES cable, call 423-968-1526 or visit www.btes.net to sign up! If you already subscribe to BTES’ cable television services, don’t forget to set your DVR!

2017 Schedule High School Football LIVE!

Sept. 1	Elizabethton at East
Sept. 15	Morristown East at TN High
Sept. 22	Unicoi County at Central
Sept. 29	Greenville at Central
Oct. 6	Central at East
Oct. 13	Grainger County at Central
Oct. 20	North at East
Oct. 27	Greenville at East

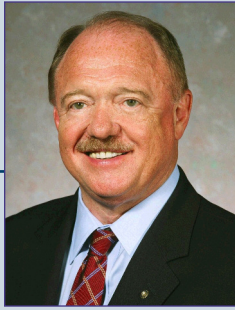


Watch live on BTES channel 7 or 207 in HD!
www.power7.tv 423-968-1526

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Solving Problems — Reaching Solutions



It is back-to-school time. This is evident when I see what my grandchildren have been dealing with. Some schools started August 1. This seems very early since many schools used to start after Labor Day. There has been a lot said and written about the pros and cons of starting back so early.

When I was growing up in Alabama, we started school in July. There was no air conditioning in our school, and it was really hot in July and August. It still is. At that time, many families grew cotton. It was the cash crop, much as tobacco was in East Tennessee and Southwest Virginia.

As with tobacco harvesting back then, the entire family was involved in harvesting cotton. You couldn't go to school and harvest cotton at the same time. When the cotton was ready for harvesting, you had to pick it by hand. In most families, the children had to help, so they couldn't attend school. To overcome this dilemma, local school systems would start school about eight weeks early, and then have a break for "cotton picking." This sounded rather strange to anyone from anyplace else.

I was involved in cotton picking. I helped my Uncle Harvel six days per week and could pick about 600 pounds. Those with more slow-twitch muscles could pick more cotton in a day. Six hundred pounds made for a long, hot and tiring week. It took me two weeks to pick an entire bale of cotton.

During the summer before my senior year at Auburn, I worked as an engineering intern at Georgia Kraft Paper Mill. My brother-in-law, David Naugher, was getting ready for his senior year of high school. His dad, who had about 200 acres of cotton ready to harvest, developed a kidney stone and infection. David and I took him to the hospital, where he was admitted.

In discussing the situation, we decided I would leave my summer job early, David wouldn't start high school until later, and we would pick the cotton and take it to the cotton gin for his dad.

In one day, we picked 24 bales of cotton (in comparison to my one bale every two weeks just a few years before). It is amazing what modern-day technology will do for production! From one bale in two weeks to 24 bales in one day — that is 300 times as much per day!

Today, as technologies keep improving, production continues to get better. BTES contributes to this effort by providing more reliable electricity and faster Internet speeds with the use of BTES' fiber optic system. Keep getting better and ...

Good luck!

Mike Browder

BTES News

Owned and published by
Bristol Tennessee Essential Services,
serving more than 33,000 electric customers
and over 17,000 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.

Customer Comment

“The guys that worked near my property changing out poles were great. There are several elderly people that live near me, and they have all been blown away with how courteous, polite and respectful the BTES employees were while working. We really appreciate their hard work and the extra steps they took to not drive through gardens and flower beds when they could avoid it. A special thanks to the crew: Aaron Maxwell, Josh Cunningham, Tony Webb, Matt Proffitt, Rocky Gragg and Joe Kennedy!”

Chet Emery



Video Production Department Highlight

The Video Production department operates all aspects of our local access channel — BTES Power 7. This includes the live event production, filming, editing and broadcasting of television programs. The department creates video content to market services to our customers, and communicates relevant information from our industry. Additional programs are created to provide entertainment for BTES cable customers.



“As supervisor of television production, I oversee the production of television shows on BTES Power 7, as well as other video content, and also serve as producer for Gridiron Gameday, our live football show. My favorite part of my job is shooting video, and producing Gridiron Gameday and other live events throughout the year. There is nothing like live TV! BTES and Power 7 want to highlight the positives about our community and help inform our customers of all the great things happening right here in our backyard.”

Chris Sykes

Supervisor of Television Production

“My job at BTES is television production specialist. My day-to-day role is filming, producing, editing and designing shows featured on BTES Power 7. During football season and other live events, I work heavily with the pre-production and graphics teams to make sure our broadcasts are the best quality they can be! I really enjoy storytelling, and video is one of the best ways to do just that. I like getting to go out and learn more about our community, and then using video to tell our viewers about it. Bristol and Sullivan County have so much to offer that many residents don't even know about. BTES Power 7 gives our viewers a chance to see what makes our area such a great place to live!”

Rebeka Lane

Television Production Specialist



Akard Named to BTES Board of Directors



Bristol native David Akard III was recently appointed to the BTES Board of Directors by the Bristol Tennessee City Council.

Akard attended high school at McCallie School in Chattanooga. He received a bachelor of arts degree in speech communication from the University of Tennessee in Knoxville, and an associate of arts degree in mortuary science from John A. Gupton College in Nashville.

Akard is a fourth-generation owner, funeral director and embalmer at Akard Funeral Home in Bristol.

An active member of our community, Akard serves on the United Way of Bristol's board of directors. He is chairman of the Bristol

Tennessee City Parks and Recreation Board, and is also a member of the Rotary Club of Bristol VA-TN, where he previously served as a board member. He is a former member of the Bristol Tennessee Community Development Board and the Speech and Hearing Center. He is a graduate of the Bristol Tennessee Citizens Municipal Academy and the Bristol Tennessee Police Academy.

Akard and his wife, Rae, have three children — David, Alexandra and Palmer. They reside in Bristol with their two dogs, Coco and Scarlett.

Additional members of the BTES board of directors include Larry Clarke, chairman, Gary McGeough, vice chairman, Michelle Reuning and Pat Hickie.

Maintenance on Underground Facilities

It is easy to see damage to overhead facilities, such as electric and fiber lines, and the maintenance they require to keep them operational. However, what our customers may not realize is the damage that can occur with underground facilities — and the maintenance that is required for optimal functionality.

“At BTES, we serve several neighborhoods that are equipped with underground facilities,” said Kenneth King, director of operations and safety. “We also have customers who elect to pay for underground service installation, instead of overhead lines, when they are building a new home. While these services may be underground and away from some potential hazards, it is still very important for the property owners to know where these lines run, and how the easements associated with these buried lines affect them.”

These buried lines, while unseen, still incur damage as they age. Damage may also occur when someone fails to call Tennessee’s One-Call Center (call 811 or visit www.tennessee811.com), and accidentally digs into a buried line. This is not only extremely dangerous, but could potentially result in costly repairs and lost productivity due to resulting electric or fiber outages.



BTES crews will soon begin replacing underground facilities in several neighborhoods to help increase the reliability of our services to customers and enhance the safety of our employees.

trees are not placed under or near overhead power lines, but they should also ensure that the areas where underground facilities are located remain clear.”

Additionally, above-ground equipment, such as pad-mounted transformers, switching pedestals, vaults and pull boxes, must remain clear and unobstructed — as they were when they were originally installed. Specific clearances need to be maintained around these devices so our crews can access and operate this equipment in a safe and timely manner.



Crews need a minimum clearance of 10 feet to safely operate equipment.

“Some of the subdivisions in our service area have had underground facilities for more than 40 years,” King said. “While the equipment originally installed was state-of-the-art, technologies have improved underground lines, so the lifespan of these facilities is now even longer. Our engineering department is currently working on plans to replace some lines, and needed equipment and materials have been ordered. Our crews are improving our system and making repairs that will significantly increase reliability for our customers.”

Whenever possible, customers residing in affected areas will be notified prior to work being started.



BTES facilities

The picture above shows what our crews came across when needing to access our underground facilities and equipment on a homeowner’s property. When this equipment was installed, the surrounding area was clear of all fencing and vegetation.

“Unfortunately, over time, bushes, trees, sidewalks, patios, permanent structures and finished driveways are placed over the underground facilities,” King said. “These items become potentially dangerous hazards when our crews need immediate access to underground lines, especially during outage situations. Not only is it the customer’s responsibility to ensure that large

Underground lines are also stressed and damaged as the soil expands and contracts during wet/dry seasons, or as the soil freezes and thaws during the winter months. Underground lines are also adversely affected by rocks, tree roots and lightning strikes.

“When an underground line fails, it must be excavated to repair the issue,” King said. “BTES takes great care of our customers’ properties. When an underground line must be accessed, our crews work hard to maintain the area where they are working.”

When BTES installs facilities, the areas in which these facilities are placed are clear of trees, bushes and landscaping.



What's on BTES Power 7?

Made in Sullivan County

"Made in Sullivan County," an original BTES Power 7 series, informs our community about the great products made right in our back yard, and also promotes economic development here at home. Viewers get an inside look at the history and employees of regional companies, as well as step-by-step insights on how various products are made.



Community Focus

Great things are happening in our area! Our "Community Focus" segment takes a look at activities and events around the region, profiles organizations that we're all proud of, and spotlights the resources and community support that these organizations provide. In the past, we've highlighted numerous organizations supported by the United Way, and more group profiles are on the way!



Tennessee Uncharted

"Tennessee Uncharted" highlights unique locations, techniques and traditions found throughout our great state. Watch as host Erick Baker leads the way through areas of breathtaking beauty, encounters deep-rooted cultures, and experiences heart-pounding adventures in the Tennessee outdoors. Along the way, you'll meet fascinating folks, encounter wildlife and explore native waterways. "Tennessee Uncharted" is produced by Designsensory and PopFizz, in partnership with the Tennessee Wildlife Resources Agency.



Education

Our regional schools work hard to invest in the lives of students, and BTES' "Education" segment showcases the systems and individuals benefiting our community's young scholars. Programming highlights community organizations partnering with area schools, shares presentations made to students and teachers, and describes school-focused programs such as ROTC.



Design Time

"Design Time" provides insight on the many hidden talents of BTES employees. Join our staff members, family and friends as they teach do-it-yourself projects, and share their knowledge on such matters as fly fishing, crocheting, holiday crafts, cooking and more! Tune in to BTES Power 7 to see our local talent ...



... and much more!
www.power7.tv

ATTENTION GAMERS



A note on video game safety and security from Mike Parker, supervisor of networks

Gamers who play on the PlayStation or Xbox platforms may be aware of the threat of Denial of Service attacks (DoS). They are happening more frequently and, although we can't stop them, we are doing a lot to reduce their effects.

When someone is playing an online-based video game, sometimes another player will threaten them by saying they are going to kick them off the Internet. This person may also use terms like "nuke," "boot" or "bounce." When a person is making this threat, they will find the other person's IP address and launch a DoS attack using malware. This attack then floods data from hundreds, or even thousands, of infected computers from around the world into the user's network (i.e., into the BTES Internet network if they are one of our Internet customers). The user's connection takes the bulk of the flood, but the flood can also disrupt Internet access for other customers.

It is illegal to do this, per the Computer Fraud and Abuse Act. If you are attacked, do not retaliate.

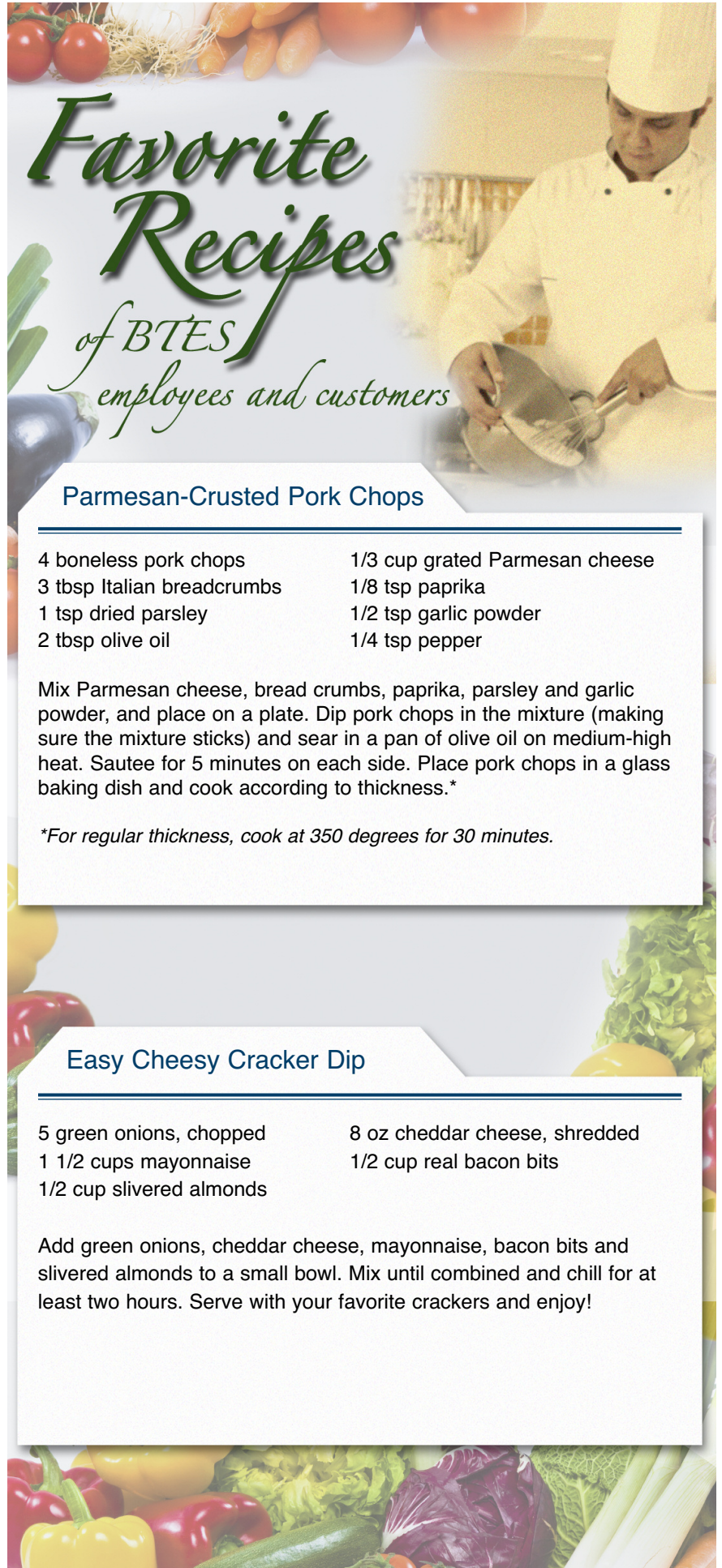
If this happens to you, please note the date and time, along with the screen name of the person who made the threat. Email that information to abuse@btes.tv, and also report the user via your PlayStation or Xbox console.

We are always monitoring the BTES network for service attacks, and proactively safeguarding our customers from known hackers and attackers. We ask that our customers remain vigilant and report any suspicious online activity.

The Lighter Side

How does NASA organize a party?

They planet!



Favorite Recipes of BTES employees and customers

Parmesan-Crusted Pork Chops

- | | |
|----------------------------|--------------------------------|
| 4 boneless pork chops | 1/3 cup grated Parmesan cheese |
| 3 tbsp Italian breadcrumbs | 1/8 tsp paprika |
| 1 tsp dried parsley | 1/2 tsp garlic powder |
| 2 tbsp olive oil | 1/4 tsp pepper |

Mix Parmesan cheese, bread crumbs, paprika, parsley and garlic powder, and place on a plate. Dip pork chops in the mixture (making sure the mixture sticks) and sear in a pan of olive oil on medium-high heat. Sautee for 5 minutes on each side. Place pork chops in a glass baking dish and cook according to thickness.*

**For regular thickness, cook at 350 degrees for 30 minutes.*

Easy Cheesy Cracker Dip

- | | |
|--------------------------|-------------------------------|
| 5 green onions, chopped | 8 oz cheddar cheese, shredded |
| 1 1/2 cups mayonnaise | 1/2 cup real bacon bits |
| 1/2 cup slivered almonds | |

Add green onions, cheddar cheese, mayonnaise, bacon bits and slivered almonds to a small bowl. Mix until combined and chill for at least two hours. Serve with your favorite crackers and enjoy!



Fun with Fiber Word Search

Words can be found vertically, horizontally, diagonally and backwards.

H	Y	J	G	N	S	Q	R	B	X	V	U	F	A	W	D	U	D	G	N
O	S	A	L	L	L	T	R	Y	O	H	A	E	R	Q	R	Q	I	G	O
M	D	X	D	Y	A	I	R	I	W	D	R	D	Q	Z	H	G	G	T	I
E	S	E	R	E	S	S	C	O	P	Z	N	F	F	H	A	T	I	E	T
T	P	L	L	T	M	E	S	X	P	A	H	C	J	B	L	E	T	N	I
O	V	R	O	H	M	A	S	L	M	S	C	D	I	B	I	L	A	R	N
W	S	L	O	A	J	O	G	E	A	C	X	T	B	P	Y	E	L	E	I
N	S	A	I	V	E	F	D	N	D	C	C	F	T	Z	G	P	V	T	F
P	D	L	K	L	I	N	E	I	O	O	I	V	R	K	B	H	I	N	E
R	Y	S	B	A	O	D	R	S	M	R	O	N	F	N	T	O	D	I	D
X	F	A	L	O	G	E	E	M	S	P	I	V	H	U	E	N	E	U	H
K	C	G	E	H	L	K	U	R	T	E	A	D	U	C	S	E	O	S	G
S	S	D	F	L	X	N	I	C	V	N	N	D	I	A	E	Z	R	O	I
U	I	V	A	L	I	L	O	C	A	L	R	T	K	R	T	T	E	Y	H
V	R	C	C	T	C	A	L	L	W	A	I	T	I	N	G	U	C	R	T
V	X	L	Y	R	E	L	I	A	B	L	E	P	E	A	S	U	O	E	R
E	C	I	V	R	E	S	R	E	M	O	T	S	U	C	L	Z	R	B	L
D	E	T	C	E	N	N	O	C	T	S	E	T	S	A	F	L	D	I	M
F	R	R	J	B	U	J	C	N	O	O	E	N	G	I	A	Z	E	F	Z
V	O	O	A	P	U	K	Y	T	X	K	E	S	J	M	Z	N	R	J	H

BRISTOL

BTES

CABLE

CALLER ID

CALL WAITING

CONNECTED

CUSTOMER SERVICE

DIGITAL VIDEO RECORDER

ESSENTIAL

FASTEST

FIBER

GIGABIT COMMUNITY

GLASS

GRIDIRON GAMEDAY

HIGH DEFINITION

HOMETOWN

INTERNET

IPTV

LOCAL

PROVIDER

RELIABLE

SPORTS

TECHNICAL

TELEPHONE

VIDEO ON DEMAND

VOICEMAIL



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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 BTES bill to the address below. (Special Edition Summer 2017)

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

Other comments, story ideas or questions.

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Name and address (Optional)

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