



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Spring 2021 - For customers of Bristol Tennessee Essential Services

RIGHT TREE, RIGHT PLACE - AWAY FROM POWER LINES

Vegetation management near power lines, fiber optic equipment, and underground utilities is critical for BTES to deliver safe and reliable services.

"BTES' goal is to reduce the number of outages and reduce the costs associated with restoring service while maintaining our area's natural beauty and providing for the safety of our customers and employees," explained BTES' Supervisor of Transmission and Distribution Steve Craddock. "While trees enhance our landscape, trees planted in the wrong place or not properly maintained can become a concern – causing safety hazards and disruption in services."

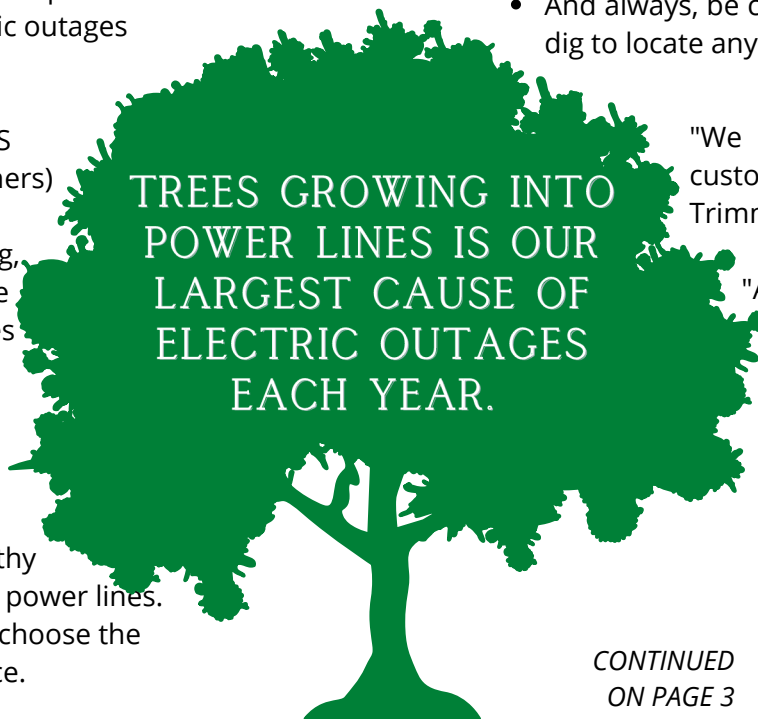
In fact, trees growing into the power lines is our largest cause of electric outages each year.

Craddock continued, "BTES (and therefore our customers) spends over \$1 million each year on tree trimming, and that's not counting the expense to restore outages caused by trees – or our customers' inconvenience from power outages."

We need your help in maintaining safe and healthy spaces between trees and power lines. When planting new trees, choose the right tree for the right place.

Here are four things to consider when planting trees:

- First, consider what to plant and its future size at maturity. Trees come in all shapes and sizes. Trees can grow into power lines which can cause damage and outages.
- Next, consider where to plant. To avoid future hazardous conditions, do not plant your tree too close to any of BTES' equipment.
- Third, consider spacing – especially near power lines. Give your tree room to grow to its full height and width safely.
- And always, be careful. Call 811 before you dig to locate any underground utilities.



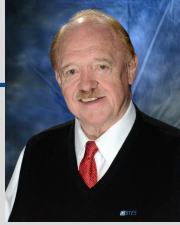
"We want to help our customers understand our Tree Trimming and Maintenance Program," said Craddock. "And we want to ask for our customers' help in keeping the areas around our power lines safe."

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RULES?



When we lived in Huntsville, Alabama, my son Bob, who was about 4 years old, saw an ad on TV for fishing on Madison County Lake. Bob said, "Dad, we can rent a boat at the lake and go fishing. Can we go Saturday?"

I agreed. That Saturday as we were driving to the lake, Bob said, "Let's have a contest! The one who catches the most fish wins."

I said, "Okay."

We arrived at the lake and rented a boat and lifejackets. We bought bait, got our rods and reels, and proceeded fishing. As the day got late, I asked Bob if he was ready to go home. He answered, "Not yet."

I had caught several more fish than he had.

He proposed that we needed to change the bet to the one who catches the last fish wins. I agreed.

Bob caught the next fish. As we put the fish into the bucket, he said nothing. About one minute later Bob said, "I'm ready to go if you are."

I said that I was okay with that.

We took the boat and lifejackets back to the place where we rented them. We put our fish and gear in the car and headed for home. We were almost home when Bob said, "I won!"

I said, "You sure did."

Into the house we went, and Bob announced in a loud voice, "We had a fishing contest and I won!"

Sometimes determining the rules are more than half the contest.

Have a great day and...

Good luck!

Mike Browder

BTES News

Owned and published by Bristol Tennessee Essential Services, serving more than 33,000 electric customers and over 18,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

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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 for the benefit of our customers.

Plant
trees in the
right place.

Away from power lines!



www.btes.net/trees

RIGHT TREE, continued

BTES' Tree Trimming and Maintenance Program covers five specific items:

CYCLE TRIMMING

BTES conducts power line clearance work year-round on a planned cycle. Trees are trimmed by our experienced professionals who use safe and proper methods and guidelines as set by the National Arbor Day Foundation. When BTES conducts trimming, trees will be trimmed to achieve the necessary clearance for the customer to be able to maintain at least 10 feet of clearance. Trees may be cleared to achieve 100 feet or more of clearance depending on the right-of-way, type of power line, and location.

TRADE A TREE

Instead of trimming trees every cycle, BTES would prefer to remove the tree that is obstructing or endangering a power line. BTES has a Trade-a-Tree Program in place that offers our customers a replacement tree in exchange for the removal of a tree. When a tree is removed, wood that is too large for the chipper is cut into manageable lengths and left on the property, near the base of the tree. The property owner is then responsible for the disposal or use of all wood. We will cut the stump at a height to allow removal of the stump by the customer or will cut the stump as low as possible.

POWER OUTAGE TRIMMING

During a power outage, our primary responsibility is to restore power as quickly as possible. BTES crews will cut vegetation to safely and quickly access facilities and perform work for restoration. We do not remove brush, debris or trees that are cut during outage restoration.

LOW VOLTAGE SERVICE LINES

BTES does not trim around low voltage service lines that extend from the transformer to your residence or business. However, with prior arrangement, BTES may lower these lines to allow the customer to perform trimming operations. Upon completion, we will reconnect the service lines.

CLEARANCE NEEDED

Having the appropriate clearance around underground facilities is very important. Trees, shrubs, fences, large landscape rocks or other obstructions are not permitted in access areas above or around BTES' buried or ground mounted equipment. A minimum of ten feet of clearance in front and a minimum of three feet of clearance on each side and the back must be maintained around all pad-mounted transformers.

For more information, visit btes.net/trees

TOP CAUSES OF POWER OUTAGES



Source: American Public Power Association

BTES USES SPECIALIZED EQUIPMENT FOR IMPROVEMENTS

Our customers may notice BTES and our tree trimming crews contracted through Asplundh conducting right of way clearance around our subtransmission lines (power lines that interconnect substations) as part of the 2021 Right of Way Improvement Process. Vegetation management near power lines and equipment is critical for safe, reliable power.

"Crews will be using specialized equipment to trim and remove trees in areas of our system that are currently at a higher risk for tree related outages," said BTES CEO Mike Browder. "Crews will be conducting aerial trimming and removal with a helicopter and using other large machinery."

This is another step in our Reliability Enhancement Process to continue providing the reliable electricity you expect from BTES. Other recent projects within the Reliability Enhancement Process include the redundant circuit routing for subtransmission and distribution power lines, construction of new substations, installation of BTES' Automated Switching System, implementation of a mobile substation, and the upcoming installation of a new delivery point substation.



LANDSCAPING AROUND BTES' EQUIPMENT

Ever wonder about that above-ground metal box or ground-level junction box in your neighborhood or front yard? These boxes house high-voltage and/or fiber optic utility equipment that can pose a serious safety hazard if treated or handled inappropriately.

In the event of an equipment failure or a power outage, it is important that our workers have safe access to equipment to make needed repairs. Therefore, for your safety and that of our employees, there are regulations that limit landscaping around electrical equipment. If BTES equipment is obstructed, the time to repair and restore service can be greatly slowed.

Trees, shrubs, fences, large landscape rocks or other obstructions are not permitted in access areas around electrical equipment and will be removed if BTES needs to access such equipment.

BTES customers should know where utility lines and equipment are located on their property and keep those areas clear of all obstructions.

CORRECT



INCORRECT



BTES RECEIVES NATIONAL RECOGNITION FOR TREE PROGRAM

The Arbor Day Foundation has named Bristol Tennessee Essential Services a 2021 Tree Line USA for the 21st time in honor of its commitment to proper tree pruning, planting and care in its service area.

Tree Line USA, a partnership between the Foundation and the National Association of State Foresters, recognizes public and private utilities for pursuing practices that protect and enhance America's urban trees. Tree Line USA promotes the dual goals of delivering safe and reliable electricity while maintaining healthy community forests.

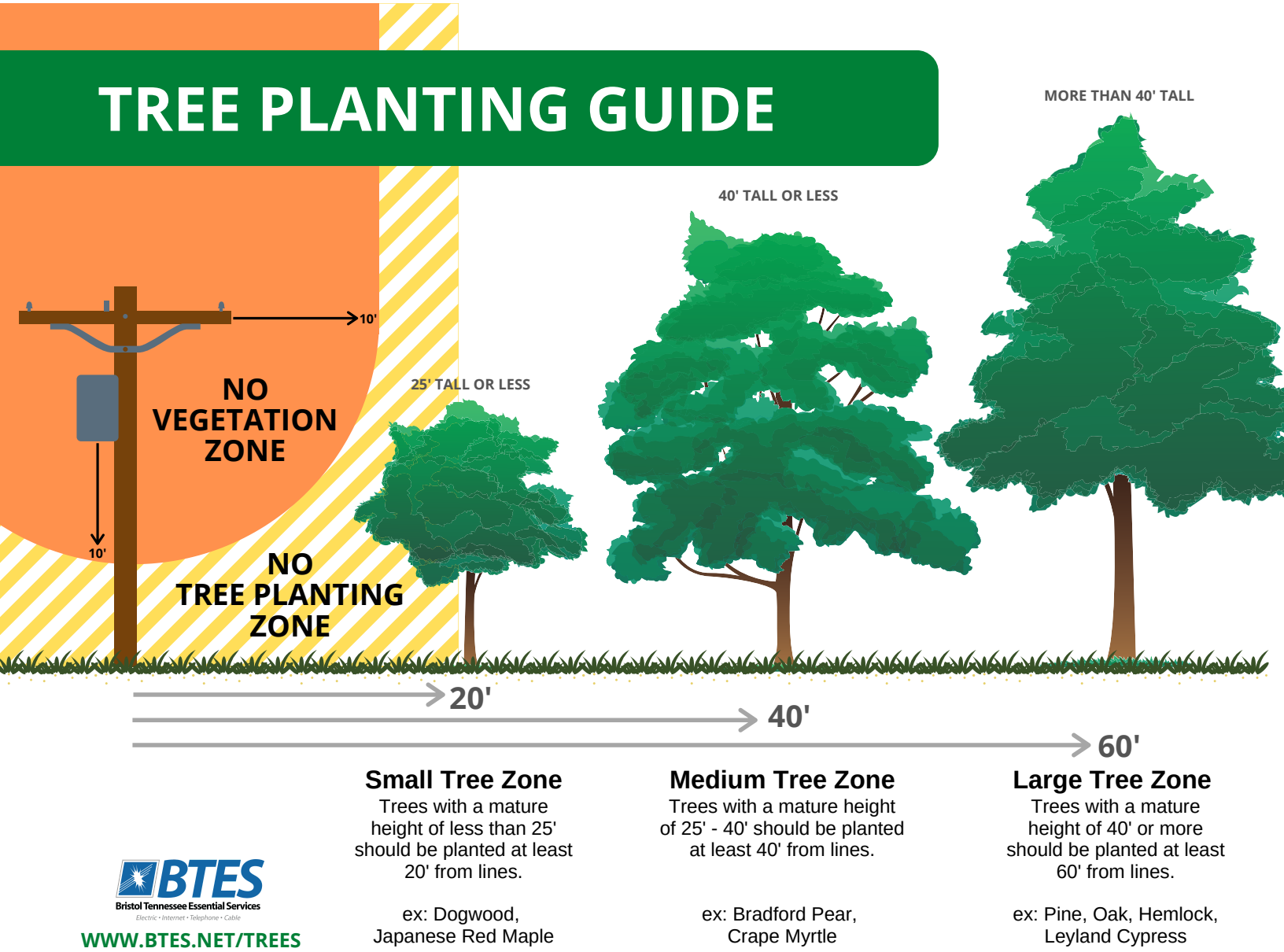
"Trees are a critical part of urban landscapes all across the United States," said Dan Lambe, president of the Arbor Day Foundation. "They provide important

benefits to residents, including clean air, clean water and a tolerable climate. Service providers like Bristol Tennessee Essential Services demonstrate that it's possible for trees and utilities to co-exist for the benefit of communities and citizens."

BTES achieved Tree Line USA by meeting five program standards. Utilities must follow industry standards for quality tree care; provide annual worker training in best tree care practices; sponsor a tree planting and public education program; maintain a tree-based energy conservation program; and participate in an Arbor Day celebration.

More information about Tree Line USA can be found at www.arborday.org/TreeLineUSA.

TREE PLANTING GUIDE



"HE THAT
PLANTS TREES
LOVES OTHERS
BESIDES
HIMSELF."

THOMAS FULLER



The Lighter Side

Why did the monster eat
a light bulb?

Because he needed a
light snack!



Favorite Recipes

Sausage Noodle Dinner

- | | |
|-----------------------------------|--------------------|
| 1 pound Italian sausage, crumbled | 1 cup sour cream |
| 1 cup chopped onion | 1 cup water |
| 1 cup chopped green bell pepper | 1 tbsp sugar |
| 1 (14-ounce) can diced tomatoes | 1 tsp chili powder |
| 1/2 pound medium egg noodles | 3/4 tsp salt |

In a large skillet over medium heat, combine sausage, onion, and green pepper. Cook until sausage is browned and onion is tender; drain off pan drippings. Meanwhile, in a medium bowl, combine tomatoes, sour cream, water, sugar, chili powder, and salt; mix well. Stir tomato mixture and noodles into skillet. Cover and simmer 15 to 20 minutes or until noodles are tender, stirring occasionally.

Hamburger Bites

- | | |
|------------------------------------|---------------------------|
| 1 lb Lean Ground Beef | 4 egg whites |
| 1/2 cup shredded Cheddar | 1/2 cup shredded Parmesan |
| 1/2 cup breadcrumbs | 1/4 cup Ketchup |
| 5 small Dill Pickles, finely diced | 3 tbsp Mustard |

Preheat oven to 400F and spray a 24-muffin tin with nonstick cooking spray. Brown the ground beef. While the meat cooks, mix the remaining ingredients in a large mixing bowl. After briefly cooling, add the cooked meat to the remaining ingredients, stirring until even. Spoon the mixture into the mini muffin tin. Bake for 23-25 minutes or until muffin tops are golden brown.

TREE CARE AFTER A STORM

In the aftermath of a storm, property owners often remove damaged trees that could have been saved. Taking the right steps after trees have been damaged can mean the difference between giving your trees a good chance of survival and losing them unnecessarily. The National Arbor Day Foundation urges home and property owners to follow a few simple rules in administering tree first aid after a storm.

1. Don't try to do it all yourself.

If large limbs are broken or hanging, or if high climbing or overhead chainsaw work is needed, it's a job for a professional arborist. They have the necessary equipment and knowledge needed.

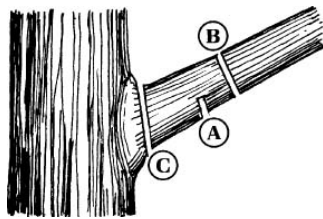
2. Take safety precautions.

Look up and look down. Be on the alert for downed power lines and dangerous hanging branches that look like they're ready to fall. Stay away from any downed utility lines, low-voltage telephone or cable lines. Even fence wires can become electrically charged when there are fallen or broken electrical lines nearby. Don't get under broken limbs that are hanging or caught in other branches overhead. And, unless you really know how to use one, leave chainsaw work to the professionals.

3. Remove any broken branches still attached to the tree.

Removing the jagged remains of smaller-sized broken limbs is one common repair that property owners can make after a storm. If done properly, it will minimize the risk of decay agents entering the wound. Smaller branches should be pruned at the point where they join larger ones. Large branches that are broken should be cut back to the trunk or a main limb by an arborist. For smaller branches, follow the pruning guidelines shown in the illustration so that you make clean cuts in the right places, helping the tree to recover faster. Because of its weight, a branch can tear loose during pruning, stripping the bark and creating jagged edges that invite insects and disease. That won't happen if you follow these steps:

A. Make a partial cut from beneath at a point several inches away from the trunk.

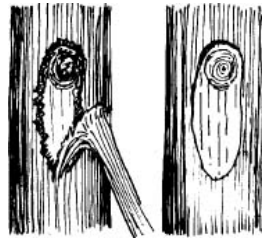


B. Make a second cut from above several inches out from the first cut, to allow the limb to fall safely.

C. Complete the job with a final cut just outside the branch collar, the raised area that surrounds the branch where it joins the trunk.

4. Repair torn bark.

To improve the tree's appearance and eliminate hiding places for insects, carefully use a chisel or sharp knife to smooth the ragged edges of wounds where bark has been torn away. Try not to expose any more of the cambium (greenish inner bark) than is necessary, as these fragile layers contain the tree's food and water lifelines between roots and leaves.



Cutline: Smoothing the ragged edge of torn bark helps the wound heal faster and eliminates hiding places for insects.

5. Resist the urge to over-prune.

Don't worry if the tree's appearance isn't perfect. With branches gone, your trees may look unbalanced. You'll be surprised at how fast they will heal, grow new foliage, and return to their natural beauty.

6. Don't top your trees!

Untrained individuals may urge you to cut back all of the branches, on the mistaken assumption that reducing the length of branches will help avoid breakage in future storms. While storm damage may not always allow for ideal pruning cuts, professional arborists say that "topping" — cutting main branches back to stubs — is one of the worst things you can do for your trees. Stubs will tend to grow back a lot of weakly attached branches that are even more likely to break when a storm strikes. Also, the tree will need all its resources to recover from the stress of storm damage. Topping the tree will reduce the amount of foliage, on which the tree depends for the food and nourishment needed for regrowth. A topped tree that has already sustained major storm damage is more likely to die than repair itself.



Cutline: Never cut the main branches of a tree back to stubs. Ugly, weakly attached limbs will often grow back higher than the original branches and be more likely to break off in a future storm.



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Malcolm Baldrige
National Quality Award

2017 Award Recipient



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YOUR COMMENTS ARE IMPORTANT

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2. _____

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Other comments, story ideas or questions:

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