



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Spring 2010 ~ For Customers of Bristol Tennessee Essential Services

Browder Receives Ned R. McWherter Leadership Award

NASHVILLE, Tenn. - The Tennessee Center for Performance Excellence (TNCPE) is pleased to announce that Dr. R. Michael Browder, CEO of Bristol Tennessee Essential Services, has been named the 2010 Ned R. McWherter Leadership Award winner. Browder earned a B.E.E. from Auburn University in Alabama in 1966, a M.A.S. from the University of Alabama in Huntsville in 1973 and an Ed.D. from East Tennessee State University in 1993.



(L-R) Linda Browder, TNCPE President and CEO Katie Rawls, BTES CEO Dr. Mike Browder and Gov. Ned McWherter celebrate Browder's achievements in exemplifying outstanding leadership and his dedication to the principles of the Criteria for Performance Excellence.

The Ned R. McWherter Leadership Award annually recognizes an individual who exemplifies outstanding leadership in the pursuit of performance excellence. Winners are dedicated to the principles of the Criteria for Performance Excellence, have furthered performance improvement beyond the boundaries of their organizations, and are committed to the core values of the TNCPE program.

An early supporter of the 17-year-old TNCPE, Dr. Browder has deployed the values of the Criteria for Performance Excellence

throughout BTES, culminating in TNCPE's top honor, the Excellence Award, in 1994.

As a member of TNCPE's Board of Directors, Dr. Browder served for a decade as a member of the executive committee and was chair from 2003 through 2004. His leadership steered the non-profit through a myriad of changes, helping it grow from its infancy in the early 1990s into the sustainable and forward-looking organization it is today.

See Award on Page 3

Easiest Way to Pay!

BTES Bank Draft

Download the form from our Web site - www.bttes.net - and click on payment options.

Or call **423.968.1526**

Pay Your Bill

BTES Newsletter

Power Outage Reporting

Payment Options

Electric Rate Information

a check, cash or n

Bank Draft

You may set up an automatic payment about writing a check. Customers bank a date. [Click here](#) for return it to BTES. contributing to He

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Almost four years ago, when we added Telephone to our Internet and Cable Television offerings, we set up a \$99.75 Essentials Package. It included Telephone with several phone features, 100 minutes of long-distance, 1.5 Mbps Internet speed and 77 channels of Cable TV.

We have now upgraded our \$99.75 Essentials Package to include unlimited long-distance, four additional Cable TV channels and 6 Mbps of high-speed Internet service.

When we add features to a package, we go back and add the feature to ALL customers who have that package. You don't have to call us to get these new services. And the price is still \$99.75! What we pay for Cable content has increased for the Television channels each year, but we have managed to hold the price to you by having more customers and being more efficient.

Several days ago, a new BTES customer had called a cable company to stop billing from the previous supplier. The customer was told that the BTES price was just a six-month rate that would take a large increase after six months. Our customer service representative answered, "That is not BTES' practice. We have not raised the Essentials Package price since we have been in business."

With the price of Cable content going up to all cable providers, we will not always be able to hold the price but, in the foreseeable future, it will remain \$99.75 for the Essentials Package. We want you to buy only the services that you want and need. We will make recommendations based on what we have found to be the most valuable for our customers.

All of us at BTES want your experience, service and reliability to be of very high quality. We are your neighbors. All of us live in the area and have been providing service at BTES for almost 65 years.

This year our fiber optic customers will keep almost \$7 million in their pockets because of the price that we sell our fiber services. If you have our fiber services, you get free enhanced electric services, including automatic power outage reporting. And all of these services are on one bill.

Thank you for providing us feedback. We like hearing from you, and we evaluate all suggestions to see how we can continue to improve and serve you better.

Thank you for being our customer and...

Good Luck!

Mike Browder

BTES News

Owned and published by
Bristol Tennessee Essential Services,
serving more than 32,500 customers

Dr. R. Michael Browder
Chief Executive Officer

BTES News is published four times a year.

Address changes, news items and
suggestions should be sent to
P.O. Box 549, Bristol, TN 37621.
BTES Web site: www.btes.net

Our Mission

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

Our Vision

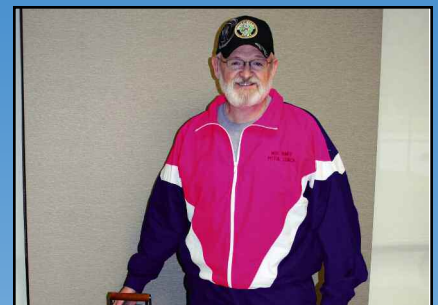
To be the best electric, Internet,
telephone and cable television provider.

Home Show Winners

Congratulations to BTES customers Billy Stone and Harvey Riner who were the winners at the Bristol Area Homebuilders' Home Show in March. If you are interested in an electric grill or an electric smoker, come by or call BTES at 423-968-1526.



Billy Stone - Electric Grill



Harvey Riner - Electric Smoker



Award *Continued from Page 1*

His strength of personality and passion for the program fueled the support he continually developed across the state," says Katie Rawls, TNCPE president and CEO. "He believes in our program, and he has never been shy about talking us up and asking others to get involved. Mike deserves a lot of credit for what this program has become – one of the strongest regional Baldrige-based non-profits in the nation."



Nominations for the Ned R. McWherter Leadership Award are solicited from TNCPE member organizations. The award recipient is selected by the TNCPE executive committee and confirmed by the board of directors.

"I am honored to receive such a high recognition and to join the ranks of the previous recipients of this award," Browder says. "It is

even more special because it is named for Governor McWherter, whose leadership has been such an important influence in the state of Tennessee. I fondly recall the governor presenting BTES with the Excellence Award back in 1994."

TNCPE is an economic development organization that provides regional organizations access to low-cost performance improvement education and services. This is done primarily through the framework of an

awards program based on the Baldrige National Quality Program. In addition, TNCPE provides educational and learning opportunities throughout the year, including the Excellence in Tennessee Conference in February that was attended by several representatives from BTES, including BTES Board Member Scott MacMorran, Business Development Manager April Eads, Network Supervisor Michael Parker and Communications Specialist Leslie Boughers.

10 QUESTIONS MINUTES

TO DEFINE WHO WE ARE AS A NATION

The Census: A Snapshot

- ◆ What: The census is a count of everyone residing in the United States.
- ◆ Who: All U.S. residents must be counted - both citizens and non-citizens.
- ◆ When: You should have received your questionnaire in March either by U.S. mail or hand delivery. Some people in remote areas will be counted in person.
- ◆ Why: The U.S. Constitution requires a national census once every 10 years to count the population and determine the number of seats each state will have in the U.S. House of Representatives.

United States® Census 2010

A Complete Count: The Importance of Census Data

Census data are used to determine locations for retail stores, schools, hospitals and community facilities.

Every year, the federal government allocates more than \$400 billion to states and communities based, in part, on census data.

**We move forward
when you send it back!**

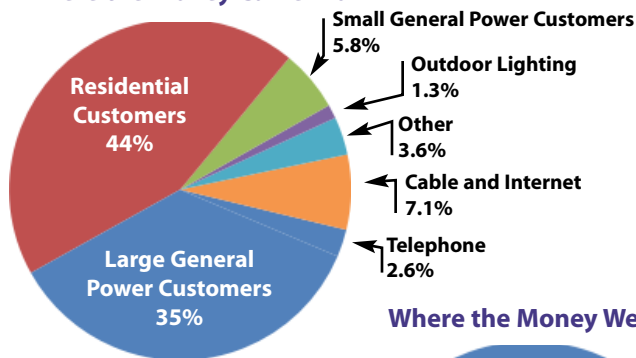
2008-2009 Condensed Financial Report

Balance Sheet

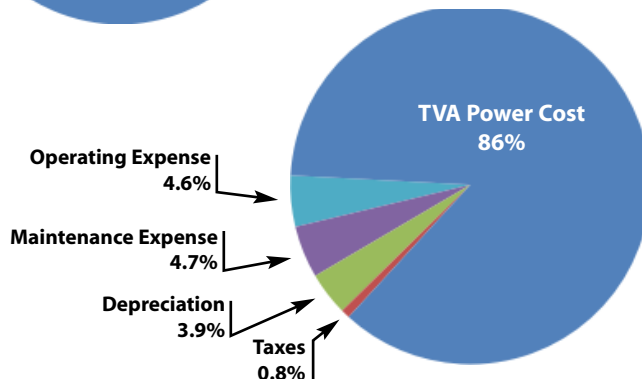
ASSETS	Year Ended June 30	
	2009	2008
Current Assets		
Cash and cash equivalents	7,913.1	10,230.3
Accounts receivable:		
Trade	5,260.6	4,572.6
Other	964.3	448.6
Allowance for bad debt	-533.1	-324.2
Accrual for unbilled revenue	3,498.9	3,943.2
Interest receivable	28.2	99.7
Materials and supplies inventories	1,084.7	1,331.0
Current portion of customer notes receivable	385.0	440.0
Current portion of discounted energy unit	883.7	836.5
Franchise fee overpayment due from City of Bristol, TN	15.2	-
Prepaid expenses and other current assets	112.5	143.5
Total Current Assets	19,613.1	21,721.2
Property, Plant and Equipment		
Property, plant and equipment in service	121,040.1	107,694.8
Less accumulated depreciation	-48,122.9	-45,379.8
Net Plant	72,917.2	62,315.0
Construction in progress	1,733.3	7,056.1
Non-utility property	250.5	775.5
Net Capital Assets	74,901.0	70,146.7
Other Assets		
Customer notes receivable, less current portion	2,191.6	1,929.8
Long-term investments	8,000.0	8,000.0
Prepaid pension cost	508.7	564.2
Discounted energy units, less current portion	2,433.3	3,317.0
Unamortized bond issue costs	312.8	324.3
Other	12.4	93.4
Total Other Assets	13,458.8	14,228.7
Total Assets	107,972.9	106,096.6
LIABILITIES AND CAPITALIZATION		
Current Liabilities		
Trade account liabilities	6,409.1	4,661.5
Unbilled power expense	3,054.4	3,611.2
Customer deposits	1,675.8	1,578.3
Economic development accounts payable	213.7	212.4
Franchise fee due to City of Bristol, TN	-	48.6
Tax equivalents due to City of Bristol, TN	-	577.2
Interest payable	342.6	346.1
Deferred revenue	416.3	270.9
Other accrued liabilities	1,123.7	1,245.5
Current portion of bonds payable	470.0	455.0
Total Current Liabilities	13,705.6	13,006.7
Other Accrued Liabilities	-	1,683.1
Bonds Payable	22,938.6	23,423.1
Earnings invested in system assets	71,328.7	67,983.7
Total Liabilities and Capitalization	107,972.9	106,096.6

Auditing Firm Coulter & Justus P.C. gave BTES an unqualified opinion which states that the financial statements are presented fairly in accordance with generally accepted accounting principles. The complete report is available for review at the BTES office on Volunteer Parkway.

Where the Money Came From



Where the Money Went



Statement of Revenues, Expenses and Changes in Retained Earnings

	Year Ended June 30	
	2009	2008
Operating Revenue	95,302.2	79,655.0
Operating Revenue Deductions		
Cost of sales	78,006.5	66,351.6
Operating expense	4,042.5	3,646.2
Maintenance	4,129.8	3,562.5
Depreciation	3,388.0	2,756.4
Taxes and tax equivalent	407.1*	377.0
Social security taxes	275.3	258.2
Interest expense on customer deposits	11.0	15.2
Total Operating Expense Deductions	90,260.2	76,967.1
Net Operating Income	5,042.0	2,687.9
Other Income		
Interest	816.2	1,402.7
Debt Expense		
Interest expense	-1,013.1	-962.8
Amortization of bond issue costs	-11.6	-11.6
Income before transfers and income taxes	4,833.5	3,116.2
State income tax expense	-44.1	-51.5
Transfers out	-1,444.4	-1,199.6
Net Income	3,345.0	1,865.1
Earnings invested in system assets - Beginning of year	67,983.7	66,118.6
Earnings invested in system assets - End of year	71,328.7	67,983.7

*This figure includes in lieu of taxes paid to these entities as follows: City of Bluff City - \$7,902 ; County of Sullivan - \$421,898 ; and County of Washington, Virginia - \$890.

**\$144,412 paid to City of Bristol for taxes.



Make the Move to Your Hometown Provider!

BTES' state-of-the-art fiber optic system provides the fastest Internet, crystal clear television and most reliable telephone services in our area. In addition...

We are here for you locally. We know you value unsurpassed customer service from individuals who live, work and play in the same town as you. Here at BTES, everyone that you talk to is your neighbor. We pride ourselves on excellent customer service and support any time of the day or night. Our technical support is here 24/7 to assist you with your Internet, cable and telephone service needs.



We are here for you locally! (L-R) Supervisor of Accounting Lola McVey, Supervisor of Engineering David Hacker, Business Development Manager April Eads, Senior Project Coordinator Jessica Waterman, Network Specialist Jesse Adams, General Accountant Ashley Thornsberry and Accounting Assistant Heather Jenkins.

Switching to us is easy and affordable! All you need to do is call us at 423-968-1526 and tell us what services you need. We will schedule an appointment to install your services in a matter of minutes. Whether you need basic Internet, cable or

telephone services or the entire package, we have the most up-to-date fiber optic system to provide you the services you need at an affordable price!

The price is the price. At BTES, we do not believe in giving one customer a better deal than another based on when they signed up. We also do not believe in drastically raising prices after a promotional period expires. Instead, everyone who is a BTES customer will be offered

the same prices so that EVERYONE receives the best price. BTES continues to add services at the lowest price possible.

THE ESSENTIALS \$99⁷⁵

Plus taxes and fees

A complete package of services from BTES

- **Expanded Basic Cable**
(Channels 2-82)
- **6Mbps High-Speed Internet**
- **Basic Telephone Service**

Caller ID w/Name and Number, Call Waiting/Cancel Call Waiting, Caller ID for Call Waiting, Unconditional Call Forwarding, Remote Access to Call Forwarding, Three-Way Calling, Speed Calling (One Digit)

- **Unlimited Long-Distance**



Spring Cleaning Tips

De-clutter first, clean second. Go through closets, cabinets - anywhere junk has accumulated and see what you can do without. This is a good time to get ready for an upcoming yard sale or donate the items to a good cause.

Gather up throw rugs and take them outside for a good shake. Then air them on a clothesline or railing for several hours.

Do a fridge and freezer clear-out and plan to eat any frozen stews or soups.

Take plastic garbage cans outside for hosing out and leave them upside down to dry. Sprinkle the bottoms with baking soda to keep cans odor free.

In the bathroom, see if your loofah or toothbrush needs replacing. You should get a new toothbrush every three months and a new scrubber every 30 days, but toss immediately if the bristles are frayed or the loofah has mildew.

Check the cabinets for expired cold medicines and trash them if necessary.

Let in the light and clean all your windows inside and out. Open the windows when it gets warm enough to allow fresh springtime air to freshen your house.

Work together as a family to complete cleaning projects. It saves you time and teaches your children how to do the chores themselves.

Helpful hints from goodhousekeeping.com

The Lighter Side

Three retirees, each with hearing loss, were playing golf one fine spring day. One remarked to the other, "Windy, isn't it?" "No," the second man replied, "it's Thursday." The third man chimed in, "So am I. Let's go get a drink!"



Favorite Recipes of BTES employees and customers

Cheesy Chicken Enchilada Soup

By Senior Project Coordinator Jessica Waterman

- | | |
|---|--------------------------------|
| 2 cans condensed cream of chicken soup | 2 cups milk |
| 1 cup shredded cheddar cheese | 1 can enchilada sauce |
| 1 package (9 oz) frozen cooked southwestern-flavored chicken strips, chopped (2 cups) | 3/4 cup crushed tortilla chips |

In 3-quart saucepan, mix all ingredients except for tortilla chips. Cook over medium heat, stirring occasionally, until thoroughly heated and cheese is melted. Top individual servings with tortilla chips.

Easy BBQ Chicken

By BTES Customer Bridget Wright

- 3 pounds boneless chicken breast
- 1 bottle of Bull's Eye Barbeque Sauce

Cut chicken into strips. Place chicken in a 9x13 inch pan. Pour barbeque sauce over chicken until completely covered. Bake at 450 degrees for 30 minutes.

For easy clean up, cover the pan with aluminum foil before adding the chicken and barbeque sauce.





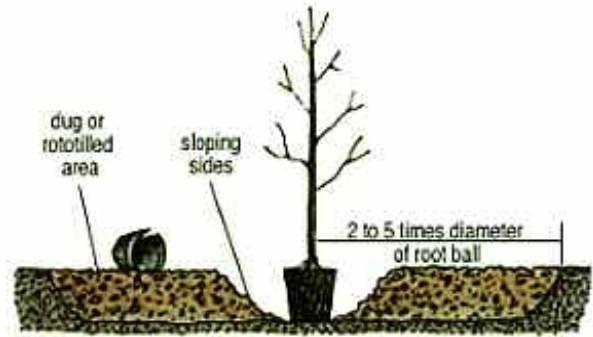
Springtime Tree Planting Tips

As warmer weather rolls around, it is the perfect time to be thinking about re-landscaping your yard. If planting a tree is of interest, then knowing what type of tree to plant and how to plant the tree is of utmost importance.

If a tree is planted correctly, it will grow twice as fast and live at least twice as long as one that is incorrectly planted.

Always pay attention to the area around where the tree will grow. Pay attention to power lines and ensure the tree will not grow near the lines or damage the lines if the tree was to fall. To begin, dig or rototill an area one foot deep and approximately five times the diameter of the root ball. The prepared soil will encourage root growth beyond the root ball and result in a healthier tree.

In transplanting, be sure to keep soil around the roots. Always handle your tree by the ball, not by the trunk or branches.



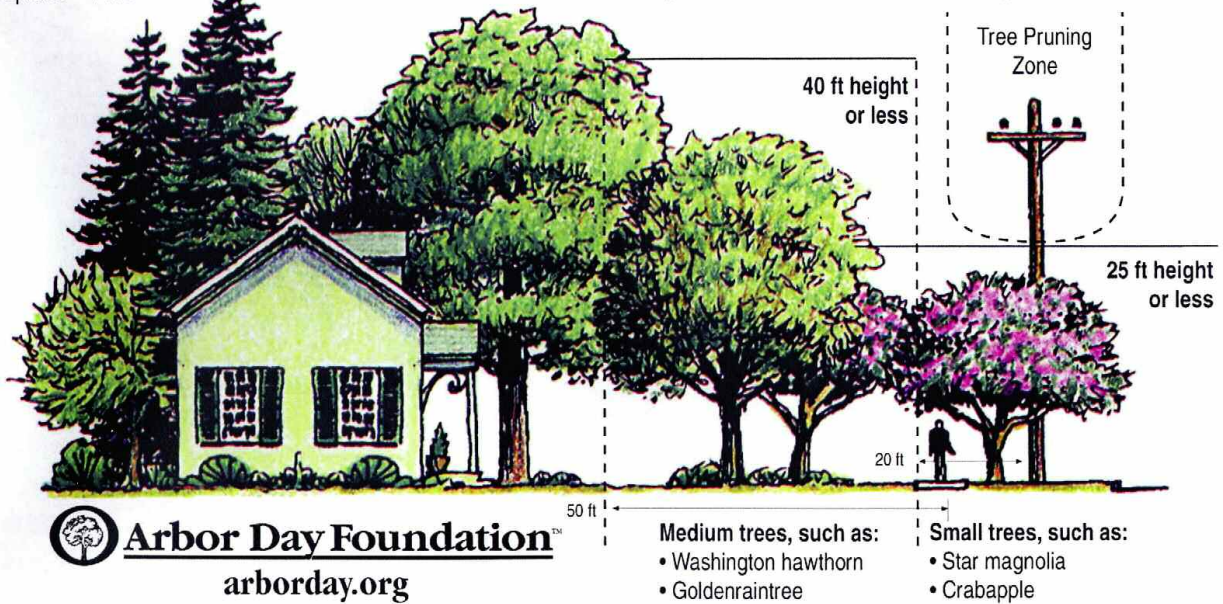
Don't let the root ball dry out. Help prevent root girdling by vertically cutting any roots that show tendencies to circle the root ball.

After placing the tree, pack soil firmly - but not tightly - around the root ball. Water the soil and place a protective three-foot circle of mulch around the tree.

- Tall trees, such as:
- Maple • Oak
 - Spruce • Pine

Plant the right tree in the right place

Plant taller trees away from overhead utility lines



BTES Tree Trimming Program

Our statistics show that the largest individual cause of interrupted electrical service is tree related. We have an ongoing program designed to prudently clear trees, limbs and brush away from power lines. Our 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 our employees.



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. (Spring 2010)

1. _____
2. _____
3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, P.O. Box 549, Bristol, TN 37621
 Phone (423) 793-5511

Name and address (Optional)

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- \$300 cash plus tax or \$15 a month for 26 months
- No down payment
- Payments added to electric bill

FREE

- Installation
- Load management switch
- Full warranty
- Delivery
- Removal of old water heater

For more information, call (423) 968-1526