



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Summer 2010 ~ For Customers of Bristol Tennessee Essential Services

Go Green with BTES!

Everyone knows “going green” is important, but what does it actually mean? According to the **Lifestyles of Health and Sustainability Glossary Online**, it “refers to individual actions that a person can consciously take to curb harmful effects on the environment through consumer habits, behavior, and lifestyle.” So what does this mean? It means making small changes over time to improve your life and the earth as a whole. And what can you do? You can start with BTES.



BTES CEO Mike Browder and Edd Hill stand in front of the first TVA Generation Partners/BTES solar array. Under the right conditions, the renewable energy source can generate power for more than nine hours per day.

BTES has numerous ways to help our customers go green, including a partnership with the Tennessee Valley Authority (TVA) Generation Partners program, our very successful Load-Managed Water Heater Program and Energy Savings Loan Program, as well as our new E-Bill option.

The TVA Generation Partners program promotes solar, wind and other non-traditional electricity sources and provides technical support and incentives for the installation of renewable generation systems. The Harkleroad Road home of Edd Hill and his wife, Becky, was recently unveiled as the area’s first solar-powered home

produced under the Generation Partners partnership between TVA and BTES. During a ceremony at the Hill's home, the solar power system officially went online as a BTES customer. Thirty solar panels, each 3 x 5 feet with a 216-watt capacity, were installed on the garage roof.

"During test runs, the solar panels were producing nearly half of the energy used in our home," says Edd Hill.

Items Eligible for Financing Through the Energy Savings Loan Program



• Insulated exterior doors



• Storm doors



• Inspected electric heat pump



• Insulated garage doors



• Insulated replacement windows

For more information and loan terms, please call 793-5547

See Green on Page 3

In This Issue

- Community Service
- Teacher/Industry Day
- Tree First Aid
- Recipes
- Anniversary Celebration**

65 Years of Service from BTES

Sixty-five years ago, BTES began providing electricity to the people in our community when East Tennessee Light and Power Company was sold. The Tennessee Valley Authority bought it and then sold the electric system serving those living in and around Bristol to the city of Bristol Tennessee. The city, under the laws of Tennessee, set up a board of directors to operate the electric system. The new board sold bonds to pay for the purchase and build onto the system to serve the many citizens who did not enjoy the benefits of having electricity.



The comfort, convenience, entertainment and productivity provided by the many uses of electricity have made our lives much better over the past 65 years. We have continued to expand our facilities and expertise to offer you even better comfort, convenience, entertainment and productivity. We have continually improved reliability and now have one of the most reliable electric systems.

The addition of a fiber optic system that goes all the way to the home, school or workplace not only improves our lives now but will far into the future. At BTES, we are using our 65 years of experience of being committed to always providing better, more reliable, efficient service at reasonable prices while delivering Internet, telephone and cable television over fiber optic cable.

"Going Green" are words that mean many things to many people. They usually all get back to finding ways to conserve and sustain our planet Earth. Many equate "going green" to some grand scale project and depriving ourselves of some product or service. Throughout this newsletter, there are many ideas for "going green." Having us bank draft your bill is an example. BTES gets paid just before your penalty date. No stamp, no gas, no paper, no effort! Each one represents a small step in "going green."

Closing your drapes on the sunny side of your house saves on electricity for air conditioning — a small step in "going green." Using compact florescent light bulbs instead of standard light bulbs — another small step in "going green." You get the idea. Each of us taking many small steps added together can make a giant leap in protecting our planet for future generations.

Join us Saturday, Oct. 16, for our BTES Open House, celebrating our 65 years of service to you! We will enjoy sharing with you many things about how we do business. We will also have hot dogs, birthday cake and entertainment. (See page 7 for more information).

Have a great day and...

Good Luck!

Mike Browder

BTES News

Owned and published by
Bristol Tennessee Essential Services,
serving more than 33,000 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 Website: www.btes.net

Layout: 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.

Call BTES at 968-1526 for these services!

- * **Reliable Electricity**
- * **High-Speed Internet**
- * **Cable TV**
- * **Telephone**
- * **Surge Protection for Appliances and Electronics**
- * **Heat Pump Loan Program (Free Inspection)**
- * **Energy Savings Loan Program up to \$10,000**
- * **Water Heaters for Sale**
- * **Electric Grills for Sale**
- * **Electric Smokers for Sale**
- * **Bank Draft**
- * **Level Monthly Bill**
- * **Text Message/E-Mail Bill Alerts**
- * **Gift Certificates for Electricity**
- * **Help Your Neighbor**
- * **Power Outage System, call 968-BTES**

Thank you for allowing us to serve you!



Green Continued from Page 1

Under the Generation Partners program, TVA is buying back the energy produced by the home's solar power at 12 cents per kilowatt hour, plus the retail rate. BTES contributed by installing a special meter that measures the home's solar output and monitors the overall condition of the system.

BTES CEO Mike Browder said the more people who follow the Hills' lead and use solar power and other renewable energy sources, the lighter the load that power companies face – especially during extremely hot and cold weather – to meet traditional electricity demands from customers, which helps our community go green.

"It's great to participate in this program," said Browder, who also praised Edd Hill for making his home available as a Generation Partners project. "More people here are looking for ways to use energy more efficiently, and Edd is leading the way in what's happening in this region."

The **Load-Managed Water Heater Program** is another initiative that can help our community go green. Through this program, BTES is able to monitor water heater usage and move load to off-peak times of generation. This, in turn, helps reduce generation costs and the amount of capacity needed to generate power. BTES can cycle off water heaters during peak generation times with a reduced chance that customers will run out of hot water.

BTES' **Energy Savings Loan Program** helps customers improve the energy efficiency of their existing home and

provides easy financing terms so that their home can be improved without breaking the bank. Items eligible for financing through this program include an inspected heat pump, attic insulation, floor insulation, insulated replacement windows, insulated exterior doors, insulated garage doors, electrical service upgrades and storm doors. Loan terms are easy! You can borrow as much as \$10,000 up to a 10-year term with no down payment. Payments are added to your electric bill, and you must qualify under the BTES financing plan. It also includes a free inspection by our energy advisor. You will be going green and saving money in no time!

BTES customers can also go green by now selecting the **E-Bill** option. Customers can choose to have their bills delivered to them via e-mail instead of receiving a paper copy each month. Just fill out the form below and mail it in with your next payment. By using our Online Bill Pay option, not only can you save paper, but you can also save stamps or the fuel to drive to our office. Here you can pay using a debit/credit card or an e-check! Even better is our bank draft option, where your payment is automatically drafted out of your account each month on your due date, without the hassle or any additional fees.

BTES is always looking for ways to save energy and help our community.

"By participating in these initiatives, BTES customers can play their part in helping our community go green," Browder says. "If we all play our part and take these small steps, we can make a difference."

Sign Up to Receive an E-Bill

Name: _____ Account # _____

E-mail address: _____

I would like to receive my bill by:

e-mail

e-mail and paper

BTES Receives Two Community Service Awards

BTES received two Community Service Awards for its continual support of its community through numerous efforts each year. BTES received the American Public Power Association's (APPA) Community Service Award at the Association's national conference in Orlando, Florida. This award recognizes "good neighbor" activities that demonstrate the commitment of the utility and its employees to the community.

BTES also received the Tennessee Municipal Electric Power Association's (TMEPA) Community Service Award for participating in community activities that address a community need, providing opportunities for employee involvement, achievement and sustaining performance to serve and enhance the prestige of public power, and improving service to customers.

BTES supports its community in numerous ways, including holding blood drives, helping to clean up South Holston Lake's shores and coves, cooking hot dogs for the city's Fourth of July celebrations, and participating in educational tours for middle school students. The utility runs a Trade-a-Tree program, which removes trees that interfere with power lines and replaces them with dogwood trees. Every year on Earth Day, BTES employees plant a tree at a local elementary school. As a result of BTES' tree-planting activities, the utility has earned the National Arbor Day Foundation Tree Line USA Award for nine years.



The APPA Community Service Award was presented by Marc Gerken, the 2009-2010 chair of APPA's Board of Directors and President/CEO of American Municipal Power in Columbus, Ohio. The award was received by BTES Board Chairman Pat Hickie and BTES CEO Mike Browder. BTES also received this award in 1997.

BTES and TVA Sponsor Teacher/Industry Day



BTES CEO Mike Browder, BTES Business Development Manager April Eads, Vance Middle School teacher Dorothy Reid, Fairmount Elementary School teacher Tina Harris, BTES Director of Operations and Safety Kenneth King, BTES Supervisor of Human Resources Tara Gemmill and BTES Executive Assistant Jennifer Booher participated in the annual Teacher/Industry Day at BTES. Reid and Harris were able to see the requirements for positions at BTES and understand what specific skills are needed for employment at BTES.

BTES and the Tennessee Valley Authority recently sponsored the annual Teacher/Industry Day for the 15th consecutive year. More than 30 teachers from throughout the Bristol Tennessee School System visited the 15 participating industries to see firsthand the requirements for entry-level positions in the job market. More than 700 teachers have participated in the program over the past 15 years.

Participating industries included Bristol Metals, Bristol Tennessee Essential Services, Bristol Herald Courier, Bristol Tennessee Fire Department, Bristol Tennessee Police Department, Chiltern, Daramic, King Pharmaceuticals, Kysor Panels, Royal Mouldings, Ltd., Seaman Corporation, the Robinette Company, Touchstone Wireless, Triad Packaging and Wellmont.

"This is such a great opportunity for teachers in our area to communicate with the industries in our community," said BTES CEO Mike Browder. "We want to continue to provide opportunities so that our students are provided with the best possible education and the teachers have resources available to help prepare their students for the future."



Tree First Aid After a Storm

In the aftermath of a major storm, the initial impulse of property owners can often result in removing trees that could have been saved. Doing the right things after trees have been damaged can make 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 and are generally listed in the telephone directory under "Tree Service."

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 and 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.

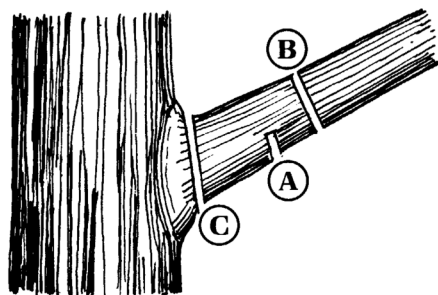
3. Remove any broken branches still attached to the tree.

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.

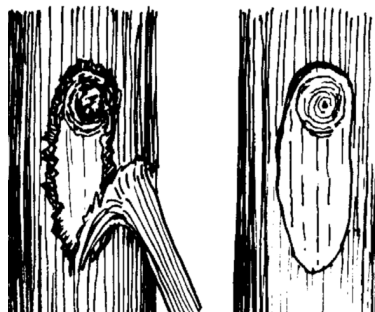
B. Make a second cut from above several inches out from the first cut, to allow the limb to fall safely.



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 or naked. 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. At best, its recovery will be retarded and it will almost never regain its original shape or beauty.

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.





When You Thought I Wasn't Looking...

I saw you hang my first painting on the refrigerator, and I immediately wanted to paint another one.

I saw you feed a stray cat, and I learned that it was good to be kind to animals.

I saw you make my favorite cake for me, and I learned that the little things can be the special things in life.

I heard you say a prayer, and I knew that there is a God I could always talk to and trust.

I saw you make a meal and take it to a friend who was sick, and I learned that we all have to help take care of each other.

I saw you take care of our house and everyone in it, and I learned we have to take care of what we are given.

I saw tears come from your eyes, and I learned that sometimes things hurt, but it's alright to cry.

I saw that you cared, and I wanted to be everything that I could be.

I learned most of life's lessons that I need to know to be a good and productive person when I grow up.

I looked at you and wanted to say thanks for all the things I saw when you thought I wasn't looking.

The Lighter Side

A little boy was in a relative's wedding. As he was coming down the aisle, he would take two steps, stop and turn to the crowd with his hands up like claws and roar. So he went, step, step, "ROAR," step, step, "ROAR," all the way down the aisle. The crowd was nearly in tears from laughing so hard by the time he reached the pulpit. When asked what he was doing, the child sniffed and said, "I was being the Ring Bear."



Favorite Recipes of BTES employees and customers

Key West Chicken

By BTES Supervisor of Customer Service Diane Smith

- 3 tablespoons soy sauce
- 1 tablespoon vegetable oil
- 1 teaspoon chopped garlic
- 4 skinless, boneless chicken breast halves
- 1 tablespoon honey
- 1 teaspoon lime juice

In a shallow container, blend soy sauce, honey, vegetable oil, lime juice and garlic. Place chicken breast halves into the mixture and turn to coat. Cover and marinate in the refrigerator for at least 30 minutes. Preheat an outdoor grill for high heat. Lightly oil the grill grate. Discard marinade and grill chicken for 6 to 8 minutes on each side, until juices run clear.

Italian Baked Chicken

- 4 large chicken breasts, skinned
- 6 carrots, peeled and quartered lengthwise
- 4 medium potatoes, peeled and quartered lengthwise
- 1 cup Italian salad dressing

Bake chicken in 11 x 13 inch pan at 325 degrees for 15 minutes, covered. Then add potatoes, carrots and Italian salad dressing. Cover and cook another 30 minutes, uncovered.





Celebrate BTES' 65th Anniversary and Public Power Week!



You are invited to our 65th Anniversary and Public Power Week Celebration!

Tour of Facilities

Customer Service
Engineering
Dispatch
Fiber Optics
Meter Reading
Construction
Warehouse

Children's Activities

Touch-A-Truck
Lineman's Tools
Voltage Display
Face Painting
Balloons
Popcorn

Demonstrations

Power Line
Construction

How to Read
Your Meter

Power Outage
Reporting

And so much more!

Hot dogs, drinks, cake!

Door prizes!

FREE to the public!

Enter through the front door at 2470 Volunteer Parkway to register for door prizes and pick up your tour and exhibit brochure guide. Tours and exhibits all begin here.
Free parking available.

Entertainment provided by:
Dixieland Jazz Band from 1 p.m. - 3 p.m.
Watts Dance Studio Showcase Dancers from 3 p.m. - 5 p.m.



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. (Summer 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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