



Bristol Tennessee Essential Services

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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 electric bill to the address below. (Special Edition Summer 2014)

- 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)

No Worries About Wires

BTES offers a wire maintenance program to cushion the blow of any expensive inside line repairs to your Internet, telephone or cable wires. Customers can think of it as an insurance policy. Our wire maintenance fee of just \$4.95 per month offers you the peace of mind of knowing BTES will repair the lines inside your home at no extra cost. Call us today at 423-968-1526 and ask to enroll in our wire maintenance program.

**Monthly Wire Maintenance Fee
Just \$4.95**



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Special Edition Summer 2014 ~ For Customers of Bristol Tennessee Essential Services

Bristol and BTES Lead Sullivan County in Becoming a Certified Connected Community

The city of Bristol, Tennessee, and BTES have led Sullivan County in becoming the first Certified Connected Community in the state of Tennessee by Connected Nation. So what does this mean?

This means that BTES' service area has the broadband infrastructure available, there is current residential use of the technology, and improvements have been made to the quality of life in the community through the technology that is available.

In achieving this designation, our community has demonstrated that we meet or exceed benchmarks for broadband access, broadband adoption and broadband use. This signifies that we possess the necessary broadband infrastructure and digitally proficient workforce required to be truly competitive in today's connected global economy.

BTES' high-speed data system played a major role in meeting this criteria.

"In the early 2000s, BTES' board and staff shared a vision of having a highly connected community," said BTES CEO Mike Browder. "Now we provide a super high-speed data system over fiber, offering speeds of a **Gigabit per second**, which is available to every business and every home in our service area. This continues to allow us to be prepared for future technological needs and growth in our community."

Our community is now one of only 17 communities nationwide, and one of only two in the state of Tennessee, designated as a Connected Community. Sullivan County was challenged to be the first in Tennessee, and the city of Bristol, BTES and others worked hard to meet that goal.

"We couldn't be more excited to recognize Sullivan County as Tennessee's

first Certified Connected Community," said Corey Johns, executive director, Connected Tennessee. "Sullivan County now joins a distinguished group of communities from across the country to achieve certification through Connected Nation's nationally recognized 'Connected' community technology program."

To achieve certification, BTES completed a rigorous application and the community received a thorough assessment. Also, at least 100 points out of 120 were required for certification. *Sullivan County earned a score of 118.*

"The Certified Connected Community signifies an important milestone for Sullivan County's evolving technology landscape and establishes an important benchmark for achieving progress through technology," said Alyson Ferine, state operations manager, East Tennessee at Connected Tennessee.

Connected certification affords a community an avenue to discuss its success and resources, as well as pursue opportunities as a recognized, technologically advanced community. Through this program, communities are creating a better business environment, more effective economic development, enhanced education and more efficient government.

For more information, visit www.connectedtn.org.

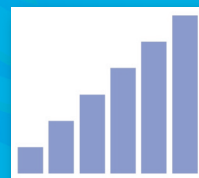


CONNECTED
Tennessee
THE TRAIL TO INNOVATION



CONNECTED
NATION

Internet Speeds Upgraded AGAIN!



Details on
page 3

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Cable Information

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Channel Lineup

Faster Internet and ... at No Additional Cost!



We know you want both fast and reliable Internet. It gives us great pleasure to increase our Internet speeds at **NO** additional cost to our customers (*additional details on the next page*).

We have two main Internet suppliers in both Atlanta, Georgia, and outside of Washington, D.C. With these large-capacity ties, our reliability will be even better. And we have made the vast majority of our customers' speeds faster.

Our experience and record in the electric utility business have made us one of the most reliable and lowest-cost electric distribution systems. We have used all of that valuable knowledge and experience to make our Internet, telephone and cable systems highly reliable and cost-effective. We absolutely know how important electricity, telephone and Internet are to operating a business. We depend on those services every minute, and we know that you do also.

We always want our existing customers, especially our long-time customers, to get our best prices and services — and without having to call us. That is one of the reasons we upgraded our existing customers' speeds before making these speeds available to new customers.

We see other companies offering better deals to new customers instead of their existing customers, and it is only for a limited time. When I am an existing customer, it makes me angry to see others receive a better deal from a supplier. We have heard our customers say the same thing. We don't intend to work that way.

Thank you for being our customer. If there are services of ours that you don't use, and if you want or need those services, we would like to serve you.

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 more than 14,000 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.

Customer Comments

"Everyone at BTES is so helpful
and eager to please!"

Melissa Ranegan

"The installer was one of the
nicest people you could ever
meet! We loved our cable and
Internet so much, we ordered
telephone service, too!"

James Miller

"BTES is the best service in the
Tri-Cities! The installation was
very quick and the services are
very reliable. I would recommend
BTES to everyone!"

Ashley Guinn

"Great customer service! We love
BTES!"

Elizabeth Vest



Upgrading Internet Speeds ... Again!

BTES is upgrading Internet speeds — for free! We base upgrades on our research, the needs of our customers, and whether these enhancements will improve our system's reliability and provide you with comfort, convenience, entertainment and productivity, among other things.

Faster Internet speeds are becoming more important for your Internet connection. As a result, BTES researched the possibility of adding faster speeds, including 60Mbps and 80Mbps, and upgrading those customers who currently subscribe to BTES' Internet service to the next-highest speed.

We implemented the upgrade — without a price increase!

There is no need to call us. We have already upgraded your Internet speed at no additional cost! We chose to implement this speed increase so that customers can enjoy these services as soon as possible.

If you want to sign up for our high-speed Internet service, including BTES' Gigabit Internet service that is available to every business and every home, or any other BTES service, contact us today at 423-968-1526 or at www.btes.net. Don't forget to ask about our cable and telephone services, as well as packages that now include 60Mbps of Internet!

New Residential Internet Speeds

**1 Gigabit / 1 Gigabit
\$299.95**

**80Mb / 20Mb
\$69.95**

**60Mb / 15Mb
\$59.95**

**30Mb / 5Mb
\$49.95**

**10Mb / 2Mb
\$39.95**

**2Mb / 512k
\$16.95**

With our high-speed, fiber-to-the-user network, you'll be in business.



- Telecommute to work
- Expand local businesses into global markets
- Establish a business incubator
- Increase research capabilities

The possibilities are endless.

Contact our Business Fiber Sales Team today for your customized BTES Business Solution!

423-793-5532
aeads@gigabitcommunity.com

If we can help your business grow, we will!



April Eads
Business Development Manager

BTES Fights to Keep Cable Rates Low

Our goal at BTES is to manage monthly bills by fighting excessive TV network fee increases that are imposed by large, powerful media conglomerates.

That is why we are a member of the National Cable Television Cooperative (NCTC), a collective of more than 900 independent cable and broadband companies across the United States. This allows us to negotiate as one larger group to gain the cost benefits enjoyed by larger providers, while still enabling us to provide hometown service to our customers.

“We know our customers want a good value,” said BTES CEO Mike Browder. “When networks demand huge fee increases, we work to get the best offerings at the best price so that we can keep bills as low as possible.”

We know our customers want more choices and control with TV programming. We strive to get networks to offer shows to you on YOUR terms, not theirs.

BTES asks that networks do not hold their channel hostage from our customers while we are negotiating. When networks pull their signal, their goal is for you to negotiate for them — and everyone ends up paying more.

Consolidation among the major network media companies means they have power and programming leverage — and they are not afraid to use it to boost their bottom line at our customers’ expense. They may demand excessive fee increases, package unpopular networks with popular ones, remove their programming during the negotiation process, or any combination of these tactics.

Did you also know that:

- Nine media companies control 95 percent of the paid video content consumed in the U.S.
- The average household watches only 16 channels, yet networks package their channels to force you to buy those you don’t want in order to get those that you do want.
- Programming network fees account for the bulk of your monthly cable bill.
- The cost of cable has risen 3.5 times the rate of inflation over the past 15 years because of demands from networks for higher programming fees.

For BTES to carry your local broadcast TV stations on our cable system, we must first obtain each station’s permission. However, these stations only grant permission when BTES agrees to pay them whatever fee they demand per customer. In addition, these channels must be placed on the tier that has the most customers. This is unfair because you can receive these channels for free by using an antenna.

“This means that our customers pay for the same station that they broadcast free over the air,” Browder said. “We don’t think this is fair, and we are working to keep these costs in check.”

BTES will continue to fight for fair pricing from TV networks. For more information, visit www.tvonmyside.com.

Essentials *plus*

\$109.95



**Basic Telephone
7 Features
Unlimited
Long-Distance**



**Expanded Basic Cable
Over
75 Channels**



**60 Mb
Internet**



BTES Customer Service Department — Here to Serve You!



I have enjoyed making acquaintances over the past 20 years with our BTES customers. I enjoy helping our customers and I appreciate each one of them. — *Debbie*

It is very rewarding being able to resolve a customer's issue before they leave the office. It is our job to help our customers with any issues or concerns that they have. — *Ainslie*



BTES is the most supportive work environment I have ever worked in. Everyone is always willing to help, no matter the situation.

It truly is an environment that fosters goodwill and friendships. — *Britni*



We are not only your customer service representatives, we are your neighbors. We live, work and play in the same community as you! — *Heather*



We really care about our customers and want to provide the best products and services possible. Every employee has a genuine interest in the people we serve, and we are always looking for ways to continuously improve. — *Lara*



I think by not doing promotional pricing for our cable, Internet and phone services, we are treating all of our customers equally. Our prices are consistent and the same for everyone! — *Megan*



I love working at BTES because of the caring, family atmosphere. We work together as a team, which makes our workplace more pleasant. I love my BTES family! — *Brenda*



I would love for our customers to take advantage of the free services that we offer, such as alerts, e-bill and bank draft, which are the easiest, most convenient ways to receive and pay your BTES bill! — *Diane*



I enjoy meeting each customer. I strive to make their time at BTES as pleasant as possible. — *Susie*



Boating Safety Tips

Each year, hundreds of lives are lost and thousands of people are injured because of preventable recreational boating accidents on our nation's waterways. You can enjoy boating and stay safe by following these tips from the U.S. Coast Guard and the National Safe Boating Council:

- Get a list of recommended safety equipment from the Coast Guard and make sure all items are on board and in working condition.
- Make sure everyone on board wears a life jacket that fits properly.
- Avoid alcohol while boating.
- Move around carefully; most small boats capsize because of sudden weight shifts.
- Know and obey navigation rules, operate at a safe speed, and keep a proper lookout.
- Maintain a safe distance from swimmers and skiers.
- Never smoke when fueling.
- Tell someone where you're going and when you'll return.
- Check the weather forecast before getting under way.
- Take a boating safety course.

TVA's Recreational Boating website contains links to important information on safe boating in barge traffic, right-of-way rules on the water and hazardous areas near dams.

The Lighter Side

First child eats dirt — mother calls the doctor.

Second child eats dirt — mother cleans out mouth.

Third child eats dirt — mother wonders if she really needs to feed him lunch.



Favorite Recipes of BTES employees and customers

Best Fruit Salad

Your favorite fruits (strawberries, blueberries, mangos and grapes work well)

1/4 cup confectioners' sugar

2 teaspoons pure vanilla extract

Wash, peel and slice your fruit. Mix together in a large bowl. Add vanilla extract and stir. Add confectioners' sugar and mix well. Enjoy!

Honey Roasted Red Potatoes

1 pound red potatoes, quartered

2 tbsp butter, melted

1 tsp dry mustard

2 tbsp diced onion

1 tbsp honey

pinch of salt and pepper

Preheat oven to 375 degrees. Lightly coat an 11- x 7-inch baking dish with nonstick cooking spray. Place potatoes in a single layer in prepared dish and top with onion. In a small bowl, combine melted butter, honey, mustard, salt and pepper; drizzle over potatoes and onion. Bake for 35 minutes or until tender, stirring halfway through the cooking time.





BTES Channel Lineup

- Expanded Basic Cable**
- 2 PBS WEPT
 - 3 HSN
 - 4 CW4
 - 5 NBC WCYB
 - 6 MYT WAPK
 - 8 TV 68 WLFG
 - 9 ABC WKPT
 - 10 FOX WEMT
 - 11 CBS WJHL
 - 12 QVC
 - 13 BTES Channel
 - 14 Inspirational Network
 - 15 TBN
 - 16 City of Bristol
 - 17 C SPAN
 - 18 C SPAN 2
 - 19 TV Guide
 - 20 Jewelry Television
 - 21 The Weather Channel
 - 22 WGN*
 - 23 Lifetime
 - 24 Oxygen
 - 25 Women's Entertainment
 - 26 E! Entertainment
 - 27 Style
 - 28 Fox Sports South
 - 29 ESPN Classic
 - 30 ESPN
 - 31 ESPN 2
 - 32 The Golf Channel
 - 33 NBC Sports
 - 34 FOX Sports 1
 - 35 Sports South
 - 36 TBS
 - 37 USA
 - 38 TNT
 - 40 FX
 - 41 PEG 2
 - 42 T SPAN
 - 43 TV Land
 - 44 OWN
 - 45 Game Show Network
 - 46 Fox News
 - 47 CNN
 - 48 CNN HLN
 - 49 MSNBC
 - 50 CNBC
 - 51 tru TV
 - 52 National Geographic
 - 53 The Learning Channel
 - 54 HGTV
 - 55 Food Network
 - 56 SyFy
 - 57 Spike TV
 - 58 Comedy Central
 - 59 Esquire
 - 60 MTV
 - 61 VH1
 - 62 CMT
 - 63 BET
 - 64 Travel Channel
 - 65 Disney Jr.

- 66 Discovery Channel
- 67 Animal Planet
- 68 Nickelodeon
- 69 Disney Channel
- 70 Disney XD
- 71 Cartoon Network
- 72 The History Channel
- 73 TCM
- 74 AMC
- 75 Bravo
- 76 A&E
- 77 Hallmark Channel
- 78 ABC Family
- 79 ION
- 80 FXX
- 82 UP

- IPTV Digital Cable**
- 101 Nick Jr.
 - 102 TeeNick
 - 103 Nickelodeon Too
 - 104 Nick Toons
 - 105 The Hub
 - 106 Boomerang
 - 107 The Science Channel
 - 108 Biography
 - 109 History International
 - 110 Investigation Discovery
 - 111 American Heroes
 - 112 diy network
 - 113 Destination America
 - 114 BBC America
 - 115 Sundance TV
 - 116 Independent Film Channel
 - 117 FXM
 - 118 Lifetime Movie Network
 - 119 GAC
 - 120 MTV2
 - 121 MTV Hits
 - 122 MTV Jams
 - 123 CMT Pure Country
 - 124 VH1 Classic
 - 125 VH1 Soul
 - 127 MTV TR3s
 - 128 Lifetime Real Women
 - 130 CNN International
 - 131 The Cooking Channel
 - 132 Fit TV
 - 133 ESPN U
 - 134 NFL Network
 - 135 National Geographic Wild
 - 136 Chiller
 - 137 COZI-TV
 - 138 Bloomberg
 - 139 RFD Television
 - 140 FOX Business News
 - 141 MLB
 - 142 Cloo
 - 143 Hallmark Movie Channel
 - 144 MeTV
 - 145 Heartland
 - 247 WJHL Weather**

- IPTV HD Broadcast**
- 201 NBC WCYB HD
 - 202 FOX WEMT HD
 - 203 ABC WKPT HD
 - 204 CBS WJHL HD

- IPTV HD Channels**
- 801 AXS TV HD
 - 802 HDNET Movies
 - 803 ESPN HD
 - 804 ESPN 2 HD
 - 805 Velocity HD
 - 806 TNT HD
 - 807 Universal HD
 - 808 WETP HD
 - 809 Discovery HD
 - 810 The Learning Channel HD
 - 811 The Science Channel HD
 - 812 Animal Planet HD
 - 813 Food Network HD
 - 814 HGTV HD
 - 815 A&E HD
 - 816 The History Channel HD
 - 817 Biography HD
 - 818 National Geographic HD
 - 819 Lifetime HD
 - 820 LMN HD
 - 821 Hallmark HD
 - 822 Hallmark Movie Channel HD
 - 823 Oxygen HD
 - 824 E! HD
 - 825 Disney HD
 - 826 MSNBC HD
 - 827 CNN HD
 - 828 TBS HD
 - 829 Bravo HD
 - 830 CNBC HD
 - 831 SyFy HD
 - 832 USA HD
 - 833 Speed HD
 - 834 NFL Network HD
 - 835 Planet Green HD
 - 836 MLB HD
 - 837 NBC Sports HD
 - 838 Comedy Central HD
 - 339 Palladia HD
 - 840 FX HD
 - 841 FOX News HD
 - 842 FOX Business HD
 - 843 The Weather Channel HD
 - 844 FOX Sports South HD
 - 845 Sports South HD
 - 846 Golf HD
 - 847 BBC America HD
 - 848 The HUB HD
 - 849 Investigation Discovery HD

- Sports Tier**
- 301 ESPNews
 - 302 FOX College Sports (Atl)
 - 303 FOX College Sports (Gen)
 - 304 FOX College Sports (Pac)
 - 305 FOX Sports 2

- 307 Outdoor Channel
- 309 Sportsman Channel
- 310 Horseracing TV
- 312 CBS Sports Network

- Spanish Tier**
- 401 CNN en Espanol
 - 402 Discovery en Espanol
 - 403 Discovery Familia
 - 404 History en Espanol
 - 405 La Familia

- HBO**
- 501 HBO
 - 502 HBO 2
 - 503 HBO Signature
 - 504 HBO Family
 - 505 HBO Latino
 - 506 HBO Comedy
 - 507 HBO Zone
 - 508 HBO (West)
 - 620 HBO HD (East)
 - 621 HBO HD (West)

- Cinemax**
- 509 Cinemax
 - 510 More Max
 - 511 Action Max
 - 512 Thriller Max
 - 513 Cinemax West
 - 626 Cinemax HD

- Showtime**
- 514 Showtime
 - 515 Showtime 2
 - 516 Showtime Showcase
 - 517 Showtime Extreme
 - 518 Showtime Beyond
 - 519 Showtime Family Zone
 - 520 Showtime Women
 - 521 Movie Channel
 - 522 Movie Channel Xtra
 - 523 Flix
 - 524 Showtime (West)
 - 622 Showtime HD (East)
 - 623 Showtime HD (West)
 - 624 TMC HD

- Starz**
- 525 Starz
 - 526 Encore
 - 527 Encore Action
 - 528 Encore True Stories
 - 529 Encore Westerns
 - 530 Encore Love
 - 531 Encore Mystery
 - 532 Starz Edge
 - 533 Starz In Black
 - 534 Starz Comedy
 - 535 Starz Cinema
 - 536 Starz Kids & Family
 - 537 Encore WAM
 - 538 Starz (West)
 - 625 Starz HD

- Music Choice Channels**
- 901 Hit List
 - 902 Pop Rhythmic
 - 903 Dance/EDM
 - 904 MCU
 - 905 Hip-Hop and R&B
 - 906 Rap
 - 907 Hip-Hop Classics
 - 908 Throwback Jamz
 - 909 R&B Classics
 - 910 R&B Soul
 - 911 Gospel
 - 912 Reggae
 - 913 Rock
 - 914 Metal
 - 915 Alternative
 - 916 Adult Alternative
 - 917 Rock Hits
 - 918 Classic Rock
 - 919 Soft Rock
 - 920 Love Songs
 - 921 Pop Hits
 - 922 Party Favorites
 - 923 Teen MC
 - 924 Kidz Only
 - 925 Toddler Tunes
 - 926 Y2K
 - 927 90s
 - 928 80s
 - 929 70s
 - 930 Solid Gold Oldies
 - 931 Pop Country
 - 932 Today's Country
 - 933 Country Hits
 - 934 Classic Country
 - 935 Contemporary Christian
 - 936 Pop Latino
 - 937 Musica Urbana
 - 938 Mexicana
 - 939 Tropicales
 - 940 Romances
 - 941 Sounds of the Season
 - 942 Stage & Screen
 - 943 Soundscapes
 - 944 Smooth Jazz
 - 945 Jazz
 - 946 Blues
 - 947 Singers & Swing
 - 948 Easy Listening
 - 949 Classical Masterpieces
 - 950 Light Classical

- In Demand Channels**
- 701-708 Pay Per View
 - 720 NFL Red Zone
 - 721-726 ESPN PPV

*2-22 Basic Cable
 **Available to all subscribers