



BTES

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Special Edition Summer 2015 ~ For Customers of Bristol Tennessee Essential Services

YOU ARE INVITED

to attend our

70th Anniversary Celebration

07-09-15

3:00 P.M. - 8:00 P.M.

2470 Volunteer Parkway

Bristol, Tennessee

Hot Dogs

Popcorn

Tour of BTES

Face Painting

Touch-a-Truck

Door Prizes

Lightning Charlie Concert at 4:30 P.M. and 6:30 P.M.

300 Drive-In Movie Tickets

IPTV Essentials Plus Package **\$134.95**

IPTV Cable

60 Mb Internet

Basic Telephone

ordernow.btes.net/ordernow

In This Issue

Remote DVR

HBO GO

Video on Demand

Recipes

Telephone FAQ

My Motorcycle Experience



Almost two years ago, Linda and I attended a fundraising event for Healing Hands Health Center, held at The Olde Farm. On display for the event's live auction was a motorcycle from Black Wolf Harley-Davidson. It had been many years since I had owned or ridden a motorcycle. Whenever I had mentioned to Linda that I would like to have one, she always said that she didn't plan to ride it. As we viewed the Harley, Linda again assured me that she had no plans to ride a motorcycle.

The live auction was the final item on the agenda, with the Harley the last item to be auctioned. As the auction neared its conclusion, many of the guests with no interest in bidding on the Harley were already leaving. Linda asked if I would like to go home now. I said, "No, let's move closer to Lt. Gov. Ramsey." (Lt. Gov. Ron Ramsey was serving as the auctioneer.) We moved up to the table that sat just in front of Lt. Gov. Ramsey. I seated myself at the table, while Linda stood behind me. The auction moved rather fast. Then, all of a sudden, I heard, "Going once, going twice, sold!" I could hear someone ask, "Who bought it?" Lt. Gov. Ramsey said, "Mike, hold up your number so I can see it." Linda, with a surprised look, asked me, "Did you just buy that motorcycle?" I nodded affirmatively.

Later, while reviewing Black Wolf's website, I noticed an announcement for an upcoming skills and safety riding course. I called and signed up for the weekend course, which began on a Friday evening with classroom work, and continued through Saturday and Sunday with riding training.

On Sunday morning, my fellow classmates and I were riding in the training area. I was following the bike in front of me into a curve, when it suddenly went down. The ground was wet and covered with some gravel. My right hand automatically hit the front brake lever. As most people know, the combination of curves, wet gravel and a hard front brake will put the bike down, and it did! The foot peg landed hard on my left leg and had me pinned.

The instructors lifted the bike off me. There was pain — lots of pain! Two fellow students who worked in the medical community examined me. Their diagnosis was that, although nothing was likely broken, I should probably go to the emergency room. I decided to wait. This was the final day of the course, and I wanted to finish. However, two hours later, the pain was still so intense that I had to give up and go to the Bristol Regional Medical Center emergency room. Fortunately, nothing was broken, but the flesh was bruised to the bone where the weight of the bike had driven the foot peg onto my leg.

I have since completed the course and have safely enjoyed the bike. The 10 individuals who took the course along with me had all levels of experience. Some had many years of experience, while two had never driven a bike. The two with no experience had some of the best scores.

I highly recommend the Black Wolf Harley-Davidson New Rider Course to anyone riding. The training helps new riders gain driving experience without developing bad habits, and it also helps experienced riders overcome their bad habits.

Keep learning 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 15,000 fiber 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

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.

**MOVE
OVER**
for utility workers
in Tennessee.
It's the law.



BTES Voted Best Cable and Internet Provider!

Bristol Tennessee Essential Services is proud to have been named the best cable and Internet provider in the 2015 Best of Bristol Awards, sponsored by the Bristol Herald Courier!

This award is one of many for the public utility, but is special for BTES employees because it is voted on by our customers and readers of the Bristol Herald Courier.

BTES and our employees have received many awards over the years, including the American Public Power Association's (APPA) E.F. Scattergood System Achievement Award in 1994 and 2009; the Tennessee Quality Governor's Award, now called the Tennessee Center for Performance Excellence Award, in 1994 and again in 2012; the Tennessee Municipal Electric Power Association's (TMEPA) Community Service Award in 2010; APPA's Community Service Award in 1997 and 2010; and APPA's Reliable Public Power Provider Award, among many others.

"BTES' mission is to exceed expectations, and we strive to do that by expanding products and services, upgrading services at no additional cost to our customers, and by providing reliable, safe and cost-effective services," says BTES CEO Mike Browder. "We strive to provide quality services and offer the best customer service. We are the hometown provider, with local people who live, work and play in the same community as our customers."

BTES employees support their community through numerous efforts, including participating in area lake cleanups, 4th of July celebrations, bi-annual blood drives, and the annual Bristol Christmas parade, among many others. Each employee also donates at least one-and-a-half hours of their pay each month to the United Way of Bristol.

In addition to our electric and fiber-optic services, BTES has developed a number of programs designed to meet the needs of our customers, including a Load Managed Water Heater Program, inspected heat pumps, tree trimming and maintenance, and an Energy Savings Loan Program.

We thank our customers for voting us the best cable and Internet provider in the 2015 Best of Bristol Awards!



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

We thank our customers for voting us best cable and Internet provider!

Essentials Plus \$109.95

**Expanded Basic Cable
60Mb Internet
Basic Telephone
Voicemail
Unlimited Long-Distance**

No extra equipment needed!

**THE
Gigabit
COMMUNITY**

By  **BTES**

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

www.btes.net 423-968-1526

Never Miss Your Favorite Program Again — Get a BTES DVR!

We've all been there. You get busy and forget your favorite show is on. Or, you are away from home when that movie you have been wanting to see begins playing. Or, your kids have a favorite television show that they want to watch around the clock. Eliminate all of these issues and more when you sign up for BTES' IPTV Digital Video Recorder (DVR) service!

Our IPTV DVR service lets you record up to four shows at once — including two in high definition (HD). No one in your home will have to miss their favorite programs and movies again! You can program your DVR to record individual programs or entire seasons of your favorite show.

Our IPTV DVR service is "whole home," meaning that when you are ready to schedule and watch your recordings, you can do it from any room that has an IPTV set-top box. All of our IPTV set-top boxes are HD. If you want to enjoy a recorded show in the

comfort of your bedroom, even though your DVR is in the living room, you can do just that!

You also have the capability to pause and rewind live TV! The DVR stores up to 60 minutes of the live TV channel to which you are tuned. If you paused a program, you may resume the program in the room you were in, or you can pick up where you left off in another room that is equipped with an IPTV set-top box.

BTES also offers Remote DVR Scheduling, which lets you view, schedule and change recordings from your mobile device or computer. So if you are away from home and realize you forgot to schedule a recording, you can easily schedule it without being at home!

To learn more, visit btes.net/dvr. To sign up, call us today at 423-968-1526.





Enjoy Video On Demand with IPTV Cable

With an IPTV cable subscription and a set-top box, BTES customers enjoy Video On Demand (VOD), which allows you to select and watch movies, television shows and other programming options as soon as they are selected.

Your VOD library will consist of channels that are included in your cable package. For example, if you subscribe to HBO, you will have HBO programming in your VOD library. Most programming in the VOD library is free, while there is a small fee for certain movies and programming.



Our customers have numerous VOD choices, all available anytime they want. Enjoy the latest movie releases, thousands of today's hit shows, and your favorite classics with the press of a button. New programming arrives daily!

To sign up for IPTV cable, visit ordernow.btes.net/ordernow or call us at 423-968-1526.

High-speed Internet is just one click away...

1 Gigabit - \$299.95
80Mb/20Mb - \$69.95
60Mb/15Mb - \$59.95
30Mb/5Mb - \$49.95
10Mb/2Mb - \$39.95
2Mb/512k - \$16.95

ordernow.btes.net/ordernow

WHAT LAUGHTER CAN DO FOR YOU

Is a hearty chuckle every day worth a few wrinkles around the mouth? Get your giggle on and check out these potential benefits of laughter!

Improves sleep quality and helps treat insomnia

Raises pain tolerance

Makes you more open-minded

Improves memory

Reduces depression and anxiety

Increases blood flow by improving blood vessel function

Stimulates the release of endorphins and puts you in a positive mood

Boosts immune system

Relieves tension in muscles

Strengthens relationships with others by increasing sense of trust

Boosts problem-solving ability and creativity

Source: greatist.com/happiness/what-laughter-can-do-you

The Lighter Side

What do you call a sad strawberry?

A blue berry!



Crispy Onion Chicken

- 4 boneless, skinless chicken breasts
- 3/4 cup honey mustard
- 2 cups French's French Fried Onions, crushed

Preheat oven to 375 degrees. Dip each chicken breast in honey mustard and coat in crushed french fried onions. Place in a baking dish lined with foil and sprayed with nonstick cooking spray. Cook 30-35 minutes or until cooked through.

Two Too Easy Peach Cobbler

- 1 large (29 ounces) can sliced peaches — drained
- 2 sticks of butter — melted (1 cup)
- 2 cups sugar
- 2 teaspoons baking powder
- 2 cups flour
- 2 cups milk

Preheat oven to 350 degrees. Pour drained peaches into cast iron skillet* or 9x13-inch baking dish. Pour melted butter over the peaches. Mix sugar, flour, milk and baking powder to form batter. Pour batter over peaches and butter. Bake for 30-45 minutes until top is golden brown and edges are crispy.

*May take longer to bake in cast iron skillet.





Frequently Asked Questions About BTES' Telephone Service

What can I do if I have no dial tone?

Make sure you have no phones off the hook.

Test other phones in your house. If they all have a dial tone, then you have a bad outlet or phone.

Sometimes fax machines or computers plugged into the phone wires can cause a shortage. Try unplugging these items from the phone lines.

Old phones can cause shortage issues in the lines. Try disconnecting all phones, except for the newest one, to see if the dial tone is restored.

Household pets or other animals may have chewed the wires, causing them to short out. Inspect any visible wires to see if they are damaged.

If you have a cordless phone, make sure the batteries are not dead.

What can I do if I have static or clicking on my phone line?

Check all phones to see if the static is on every phone. If the static is on every phone, refer to the "no dial tone" instructions.

If the static is only on one phone, then the phone or an outlet has a problem. If the phone is cordless, try a wired phone on the outlet.

What can I do if I cannot receive calls?

Check the phone line and make sure there is a dial tone on the line. If you do not have a dial tone on the line, refer to the "no dial tone" instructions.

If there is a dial tone on the line, check to see if there is a computer modem, answering machine or fax machine that is answering the call before it rings.

Make sure you do not have any phones forwarded to other lines.

How many messages will my voicemail box hold?

Your voicemail box will hold approximately 150 one-minute messages.

How do I keep the phone number that I used with my previous provider?

When signing up for BTES services, let the customer service representative know that you would like to keep your existing number.

Do not cancel your phone service with your previous provider before your BTES telephone is operational. This can cause your existing phone number to be retained by your previous provider, meaning it could not be accessed by BTES.

How do I block unwanted calls?

Visit myphone.btes.tv to set up Selective Call Rejection if you know the number you wish to block, or dial *60 on your phone and follow the prompts.

You can also register your telephone number on the **National Do Not Call Registry** at donotcall.gov to help eliminate unwanted calls from telemarketers.

How can I access my voicemail from another number (ex: from a cell phone)?

Make sure that you have set up your voicemail from your home by dialing *15 and entering your pin code, followed by the # key. You can then access your voicemail from anywhere by dialing 423-573-0191.

Why is my name not showing up on others' caller ID when I call them?

After you have your telephone number transferred to BTES, it takes about one week for all the phone systems to be updated with your caller ID information. Your telephone number will show up to whomever you are calling, but it may take up to a week for your name to start being displayed.

How do I receive calls from a correctional facility, jail or prison?

Calls from these facilities are not simply collect calls, but require an account to be set up before a call can be received from the facility. To set up an account so that calls from the facility will reach you, call 800-844-6591.

How can I access the phone number for the last incoming call to my line?

Dial *69 to hear the number of the last incoming call you received. This is only available when you have the Call Return feature.

How do I block the numbers that do not have a name or caller ID number present?

Dial *77 to reject anonymous calls. This is available to customers who have the Anonymous Call Rejection feature. To begin accepting anonymous calls again, dial *87.

How do I prevent someone with caller ID from seeing my number?

If you do not wish to have your caller ID information displayed for a particular call, simply dial *67 from a dial tone. This is available to customers with the Caller ID Blocking feature.



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

U.S. Postage Paid
Presort Standard
Permit 72
Bristol, TN



TENNESSEE FIBER OPTIC COMMUNITIES



BTES News

Special Edition Summer 2015

Page 8

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 2015)

1. _____
2. _____
3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, PO Box 549, Bristol, TN 37621
Phone (423) 968-1526

Name and address (Optional)

Join over 5,700 BTES customers!



Sign up for text message or email alerts!

- Receive notifications
- Before your **bill is due**
 - When **payment is received**
 - When your **bill goes delinquent**

www.btes.net/alerts