



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Fall 2016 - For Customers of Bristol Tennessee Essential Services

Cootie Brown's Specializes in "Real Food" and Great Service

What do BTES and Cootie Brown's have in common? We both strive to deliver quality products and great service for our customers.

BTES is very proud to assist Cootie Brown's by providing them with reliable electric, Internet, telephone and cable television services.

"I couldn't be here without BTES," explained Cootie Brown's co-owner Tony Vella. "Utilities are essential and BTES employees are super nice. They worked with me throughout the construction process and continue to stop by and check on us. It's been a great experience."

Consolidating all of their BTES services into one bill is also of great benefit to their company.

"It has worked out so well for us," Vella said. "It makes it a lot easier than having several different companies provide those services separately."

Vella and his brother, Johnny, first opened Cootie Brown's in Johnson City in 1999.

"The business itself was formed from an idea about a fictitious character named Cootie Brown," Vella said. "He traveled the world, lived in numerous cities, ate their food, and then returned home to open a restaurant. That restaurant authentically represents the food he experienced without being intimidating. Our food is unique — it's actually gourmet, but we don't market it that way. We use fresh ingredients and stay away from chemicals. Others may call it 'healthy food,' but we see it as 'real food' that tastes like you made it fresh at home."

Cootie Brown's purchases their meat at a local meat house, and obtains their fruit and vegetables from local farms. The restaurant offers an eclectic menu and a fun atmosphere.



Logan White has been managing Cootie Brown's in Bristol since it opened. She takes pride in offering top-notch food that isn't offered at other local restaurants.

They make nearly everything in-house, from burgers to pizza crusts — even crushing their own spices. The Bristol location has more than 50 beers on tap from which to choose.

"Our employees pride themselves on making quality food with full flavors,"

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Getting to Know Our Neighbors Better

I have received many compliments on our new BTES channel 7 (207 in HD). It has been a long time in the making. Our Power Board and staff have wanted a local channel that reports on the positive things happening in our area for a long time. We have considered numerous suggestions and ideas for accomplishing this.



The first four words of our vision are, "To be the best ..." For 10 years, we kept looking and trying. Our search of what and why led us in many different directions.

Tennessee law limits our provision of services to the area where we have electric customers. We know that most of our customers like to be aware of what's happening in the area where we live. We developed the BTES Power 7 television channel as a benefit to our existing cable customers — and as an incentive for potential customers within our service area to sign up for our cable service.

For some time, we have been making our own commercials, using residents of our area — our neighbors, customers and employees. We have received positive feedback from many of you! We air the commercials on our cable service at no additional cost to BTES. We use these commercials to let you know about our services and products. We want you to be able to know what we do, and how to use our services and products more effectively and efficiently. Your comments and our surveys are telling us we are accomplishing these goals.

Our research led to the building of a mobile TV production facility. We have broadcasted live football games from Sullivan East, Sullivan Central and Tennessee High School — each of the public high schools in the BTES service area.

During the Bristol Rhythm and Roots Reunion, we broadcasted many live shows from the Paramount Stage and Sixth Street Stage. We have been quickly getting more of these broadcasts to play on our Video on Demand. We are continuing to develop more programs that showcase the good things that are happening in our community.

I want to give special thanks to Jackson Tennessee Energy Authority for sharing their 10 years of television production experience.

Thanks for staying positive about all the great things that you are helping make happen in our area of the world 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 16,000 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:
PO 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.

**Go paperless
with e-bill!**



Have a question?

Contact us:

customerservice@btes.net

www.btes.net

423-968-1526



Cootie Brown's, continued

Vella said, "You can't find a Cootie Brown's just anywhere, and we are proud that our employees and community like to show us off to their families when they're in town."

Cootie Brown's expanded in 2009 by opening a sister restaurant in Johnson City called Jack's City Grill. In 2015, the Bristol, Tennessee, location opened near the downtown area.

"Bristol is a great place," Vella said. "This piece of property was an eyesore for a long time and people didn't know what to do with it. The stars lined up for me and we couldn't be happier with our location. We want to be **the** restaurant for our community."

The Bristol location employs approximately 60 full- and part-time employees. More than half are part-time, with most being King University or local high school students.

"Bristol is a growing community," Vella said. "The downtown is thriving with festivals and events, and our area keeps bringing people in. We have so much to offer, from fly fishing to NASCAR to the mountains, plus everything you would find in a large city."

Listening to their customers is extremely important to Cootie Brown's.

"We know our customers want a relaxed environment with plenty of views when they visit our location," Vella said. "We designed our building with plenty of glass so that every customer has a view from their table. We wanted to make sure that our patio also had a great view, which is why the parking lot is to the side of our building."



Cootie Brown's is located at 118 Volunteer Parkway, next to the Bristol Chamber of Commerce.

This posed a small problem with disability parking that Cootie Brown's employees immediately recognized and for which a solution was quickly found.

"The engineers wouldn't allow us to put disability parking in front of our building because of the slope of the property," Vella said. "We quickly saw that this was an issue for our customers, so we redesigned our sidewalk to add a ramp out front so that customers can easily be dropped off at the front door and come straight in."

Cootie Brown's continues to look for ways to exceed their customers' expectations.

"We will soon be launching an online store for some of our most popular products," Vella said. "Our out-of-town customers have asked us for years to provide a way to ship key lime pies, our special sauces and even tamales. We are really close to making this happen!"

You don't have to wait to enjoy these items! Cootie Brown's in Bristol is open seven days a week: Monday - Thursday and Sunday from 11 a.m. - 10 p.m. and Friday - Saturday from 11 a.m. - 11 p.m.

"We welcome everyone to come out and try our wide variety of food and beer selections," Vella said. "Sit on our patio or inside our beautiful facility, watch your favorite football team on one of our many televisions, or spend an evening relaxing with your friends."



Cootie Brown's partners with many local breweries to bring a wide selection of craft beer to our area.

BTES Launches New Community Television Channel

Bristol Tennessee Essential Services recently launched a new television channel — BTES Power 7! The local station airs on BTES cable channel 7 and on HD channel 207 for customers subscribing to IPTV. The purpose of this channel is to highlight our community and BTES products and services.

“There are a lot of positive things going on in our community,” explained BTES CEO Mike Browder. “We wanted to launch a channel that could showcase many of these positive things.”

BTES Power 7 has partnered with area organizations, including the Birthplace of Country Music Museum, to showcase Bristol’s history and heritage; Sullivan County industries to promote continued job growth and economic development; and Bristol Tennessee City Schools and Sullivan County Schools in our service area to highlight academics, athletics, career development and job opportunities.

“Paul Harvey once said that if you talk negatively about something, the outcomes will reflect that,” Browder said. “On the flip side, if you talk positively about something, the results will be positive. That’s our goal with this channel. We want to talk positively about the great things in our community, the elements within our school systems that are working well, and the organizations and people that are working hard to make our area the best place to live, work and play.”

Current shows include **Made in Sullivan County**, which provides behind-the-scenes features of area industries to show how their products are made.



Local sports are just one of the many broadcasts you can find on BTES Power 7!

“A very popular program this fall has been our **Gridiron Gameday** show, which broadcasts area high school football games live,” Browder said. “We have some great athletes and students in our schools, and we are proud to be able to showcase them.”



Additional high school sports that are showcased include volleyball, soccer, swimming, track, basketball and others. If you happened to miss your favorite sport, most sporting events that have aired on the channel are available for IPTV cable customers through Video on Demand.

“In addition, we are also highlighting community events and some nonprofit agencies,” Browder said. “Our employees have even created a do-it-yourself show called **Design Time**, which showcases their talents, and teaches viewers crocheting, furniture building and crafts.”

Other shows include **In the Fight**, which offers a rare insight into military life on the frontlines, reported directly by U.S. military service members deployed around the globe; **Dr. Energy**, which is an educational program filmed at local elementary schools that explores energy and energy-related topics; and **BTES Corner**, which highlights our employees, products and services.

“Thank you to the city of Bristol, our board of directors and our customers for their continued support over the years as we have strived to be the best electric, Internet, telephone and cable television provider,” Browder said.

The BTES Power 7 team is always looking for show ideas and feedback. Visit www.power7.tv to submit your questions and ideas or email us at power7@btes.net.

Don’t miss out on all the exciting shows we have planned for the channel! If you don’t have BTES cable, call 423-968-1526 or visit us at www.btes.net to sign up! If you already subscribe to BTES’ cable television services, don’t forget to set your DVRs!




Understanding Your BTES Bill

As requested by our customers, and to provide better understanding in reading your bill, BTES has recently made some changes in how the information is presented. Below is a quick reference guide of where important information is located and how to read your bill.

Use your BTES account number and password to visit our customer portal website to view your bill, make changes to your account, and sign up for our free bank draft program, alerts, e-bill and more! Once you change your password, it will no longer be displayed on your bill. The password is case sensitive.

Please be sure that you have your account number readily available when conducting business with BTES.

All payment transactions require your account number. If you choose to use our drive-thru lane or inside window to pay your BTES bill, please provide your bill stub or account number to the cashier with your payment.



Bristol Tennessee Essential Service

Your online bill password is: PASS0000

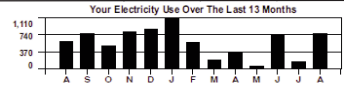
Mailing Address: PO Box 549, Bristol TN 37621-0549
 Physical Location: 2470 Volunteer Pkwy, Bristol TN 37620
 Office Hours: 8:30 am to 5:00 pm, Monday through Friday
 Customer Service: (423) 968-1526
 To Report an Outage: (423) 968-BTES (2837)
 24/7 Technical Support: (423) 793-5555
 Website: www.btes.net

ACCOUNT NUMBER	ACCOUNT NAME	RATE	SERVICE ADDRESS	METER NUMBER	CYCLE NUMBER
9999999-001	TEST	22	VOLUNTEER PKWY 2470	99999	99
				9999999	423-968-1526

FROM	TO	NO. DAYS	RDG CODE	PREVIOUS READING	PRESENT READING	KWH USAGE	BILLED
07/27/16	09/25/16	29	R	25684	27332	1648	162.78

CURRENT ELECTRIC CHARGES	162.78
FIBER	
TOTAL AMOUNT DUE	319.28

PAYMENT SINCE LAST BILLING	DATE RECEIVED	07/11/16	AMOUNT	189.24
COMPARISONS		DAYS SERVICE	TOTAL KWH	AVG. TEMP
CURRENT BILLING PERIOD	33	770	79	23
PREVIOUS BILLING PERIOD	29	160	74	6
SAME PERIOD LAST YEAR	33	600	77	18



BTES is helping you stay connected by offering reliable, blazing fast Internet service with some of the fastest speeds available in the United States!

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R = READ	P = PRORATED
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- Local Banks

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ACCOUNT NUMBER	9999999-001
service location Phone	423-968-1526

For outage reporting purposes, please revise your phone number if it is different from our records

AMOUNT DUE	\$319.28
TO PREVENT LATE FEES, PAY ON OR BEFORE	09/15/16
AMOUNT DUE WITH LATE FEES	\$327.41
TO PREVENT DISCONNECT, PAY ON OR BEFORE	09/26/16

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 PO Box 549
 Bristol, TN 37621-0549
 ADDRESS SERVICE REQUESTED

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 BRISTOL TN 37620

BTES
 PO BOX 549
 BRISTOL TN 37621-0549

This area displays the amount you owe and when payment needs to be received.

To be on time and avoid late fees, pay the "AMOUNT DUE" on or before the first date.

To prevent disconnection of services, pay the "AMOUNT DUE WITH LATE FEES" on or before the second date.

For power outage reporting purposes, it is very important that we have an accurate telephone number on file for our customers.

If your phone number field is blank or different than the number listed, please fill out this section and return it to BTES.

Sign up for our free BANK DRAFT program!

Bank Draft is a free program that relieves you from the worry of writing a check, possible mailing delays and postage costs. You will also avoid any risk of paying late fees! The draft is processed the day before your due date.

Good Manners

for kids
(and adults!)

In the Home

1. Say "please" when asking.
2. Say "thank you" when receiving.
- 3 Show respect for others.
4. Let others finish before you speak.
5. Don't use bad language.
6. Ask permission before touching or taking things.
7. Respect your own and other people's property.
8. Return things you have borrowed from others.
9. Consider other people's privacy.
10. Clean up after yourself. Help your family out by keeping your room, bathroom and general areas as tidy as possible.
11. Use polite phone protocol.
12. Write thank-you notes.

The Lighter Side

Two goldfish are in a tank. One looks at the other and says, "Do you know how to drive this thing?!"



Cream Cheese Salsa

- 1 - 8 oz. package of cream cheese
- 1 cup salsa

To serve cool, use a mixer to combine ingredients.

To serve warm, place ingredients in a glass bowl and microwave for one minute at a time until hot and melted.

Serve with vegetables or your favorite chips!

Blender Salsa

- 2 - 14.5 oz. cans of Mexican-style stewed tomatoes
- 1 - 10 oz. can of Original RO*TEL
- 1 clove of garlic, crushed
- 1/2 small white onion, chopped
- 2 tbsp. cilantro
- 3 green onions, chopped

Combine all ingredients except for the RO*TEL in a food processor or blender. Pulse until well blended. Transfer mixture into a medium bowl and stir in the RO*TEL.

Grab some chips and dig in!





Tree Care and Maintenance

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.

BTES' tree-trimming policy is in place to ensure the reliability of our services while considering the safety of the general public, BTES employees and contractors. This policy also helps control costs associated with emergency repairs to downed lines.

Our customers can view the full policy online at www.btes.net/trees. A few very important factors include:

BTES uses the lateral pruning method in all trimming operations to provide a minimum of 10 feet of unobstructed space from BTES' overhead conductors. This trimming method directs growth away from the power lines and is healthier for the tree than "rounding-over" or "topping."

We place an emphasis on tree removal in lieu of periodic maintenance and recurring trimming operations. If our customers prefer, BTES may offer a

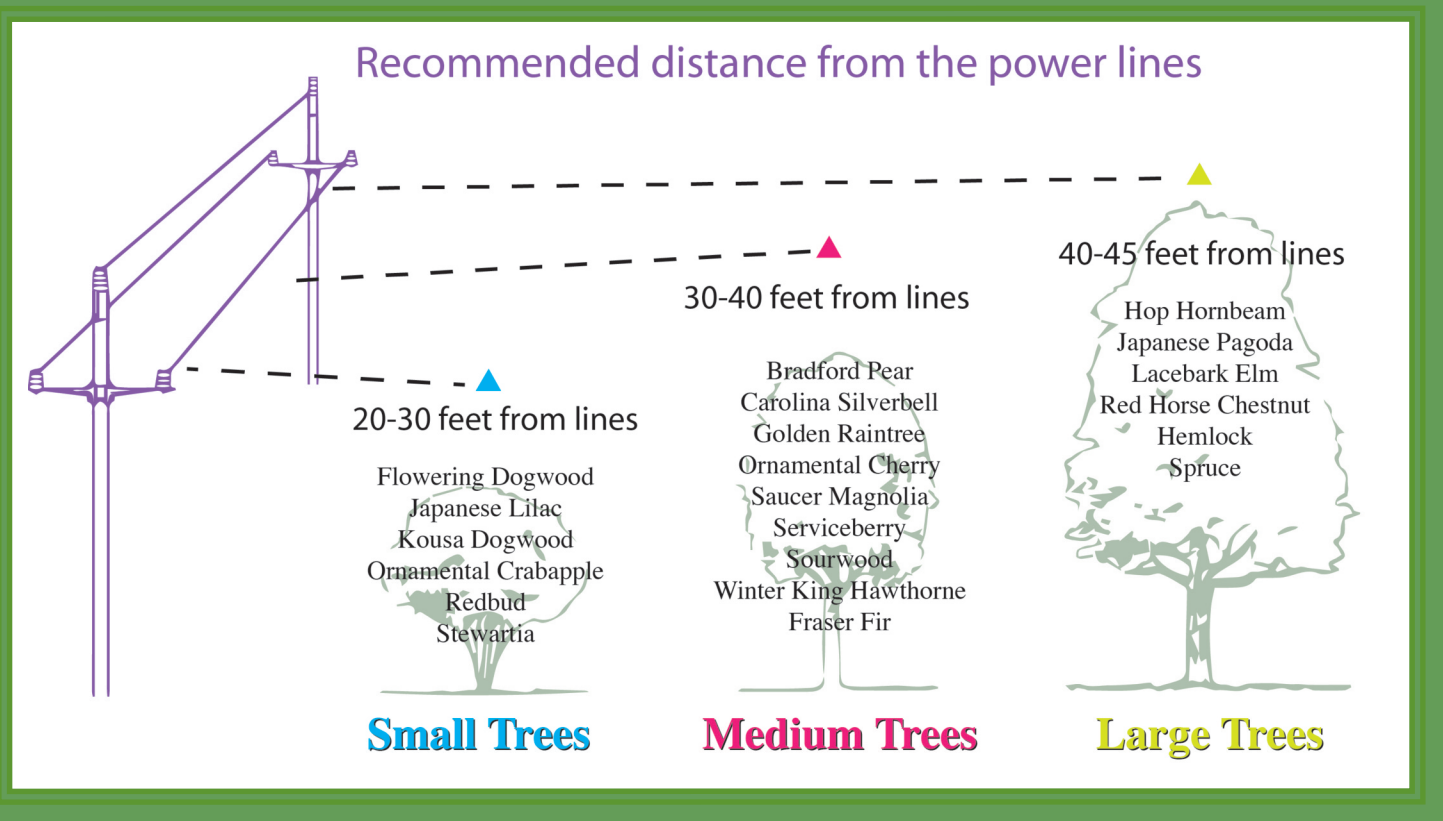
low-growing replacement tree in exchange for the removal of a fast-growing existing tree that is endangering a BTES overhead power line.

BTES does not trim trees near low-voltage service lines leading to a customer's residence or place of business. However, in the case of endangered, low-voltage lines, BTES may, with prior arrangement, lower these lines to allow the customer to perform these trimming operations. These trees usually affect those customers whose service reliability is at risk.

Our customers can continue to help BTES in these tree care and maintenance efforts by planting trees away from power lines and never directly under them. It's best to plant trees a sufficient distance away so that branches do not tangle in the lines.

To prevent damage caused by root growth, avoid planting trees too close to driveways, walkways, sewer and water lines, septic systems and underground utilities.

If you receive your electricity or fiber-optic services from underground lines and are not sure of their location, call the Underground Cable Locating Service at 1-800-351-1111 to locate all underground utilities before you begin digging to avoid costly — and potentially dangerous — accidents.





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 BTES bill to the address below. (Fall 2016)

- 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)

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