



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Special Edition Winter 2017 - For Customers of Bristol Tennessee Essential Services

Modern Forge Tennessee - Business Excellence in Piney Flats



Known throughout our community as “that noisy place in Piney Flats,” Modern Forge Tennessee is a fourth-generation, family-run manufacturing company that supplies a range of industries. Own a Harley-Davidson? You could be cruising along with the help of their expertise.

The BTES Power 7 crew caught up with Modern Forge Tennessee’s General Manager, Mark Schwartz, to film an upcoming episode of Made in Sullivan County, which airs exclusively on BTES cable channel 7 or in HD on channel 207. The half-hour program offers viewers a sneak peek behind the forge’s doors and provides an overview of how their products are made.

More than a century ago, the company began as Modern Die & Tool Company. Started as a part-time business by Melvin and Sadie Farmer in Sadie’s father’s garage, the couple provided tools for local customers in Blue Island, Illinois. Since then, the company has grown into a leader in the forging industry, known for its engineering and excellence in customer service. Modern Forge began operating in Piney Flats, Tennessee, in 1978.

Forging is an exacting manufacturing process where metal is preheated and deformed under great pressure into high-strength parts. The results, called forgings, are very reliable and often incorporated into machinery or vehicles where human safety is a concern, including cars and airplanes.

“Forging is a rather unique manufacturing process,” Schwartz says. “Here at Modern Forge Tennessee, we don’t exactly make products of our own, but we work with our customers to engineer and manufacture parts for their products. If people have ever seen blacksmithing, it’s very similar, just on a larger scale.”



Modern Forge Tennessee provides a broad spectrum of products to a number of



Modern Forge Tennessee General Manager Mark Schwartz has been with the company for more than 20 years.

markets, including the aerospace, aftermarket auto, railroad and agriculture industries, as well as materials for defense organizations, among others.

“Some of the parts we produce here in Tennessee are used for products like motorcycles, mining equipment, automotive chassis, and heavy equipment suspensions, among many others,” Schwartz says. “One customer that we are very proud to work with is Harley-Davidson. We are considered their longest continuous supplier, and very much value that relationship.”

Having a skilled employee base in Northeast Tennessee and Southwest Virginia has helped Modern Forge Tennessee succeed.

“The skill sets involved in making forgings are complex,” Schwartz says. “We have 220 employees here, some of whom deal with extremely hot temperatures — again, think of blacksmithing on a larger scale. Because of the skill requirement and the labor-

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The Cat or the Lady



When Linda and I married 19 years ago, we had three cats. I had an orange domestic short-hair male named Punkin. Linda's two cats were from the same litter. Jinx looked to be a black Persian. Sheba looked like a grey Siamese. They were all 1988 model cats. All went through tough end-of-life experiences. This made Linda not want to have another cat to care for. So, no more cats for a while.

Linda's mother, Thelma, had a white Siamese kitten show up at her house. It had been very badly hurt, and was scared and hungry. Thelma was not going to have a cat! She would nurse it to health and turn it loose. By the time healing was complete, bonding had taken place and Sheba became a permanent fixture. When Thelma's health was failing, she moved in with us, but Linda didn't move Sheba into our home. She didn't want the cat! Linda continued to take care of Sheba, just not at our house. I decided that Thelma needed the companionship of Sheba. The cat moved in with us, and after Thelma passed away, Sheba and Linda bonded. When Sheba passed away, I suggested that we get another cat. Again, Linda said no. Occasionally I would bring up the subject of another cat. Always another no!

After a few months, Linda showed me a picture from the newspaper. It was a kitten for adoption at the SBK Animal Center in Blountville. She said to me, "I would like to have this kitten, but if it is not there, don't get another one."

The next day, April Eads and I were going to a Regional Industrial Development Association meeting. I told April about the kitten. On the way back from our meeting, April suggested we go by the Animal Center and get the kitten. We went, and the Center personnel said that they no longer had the kitten that was pictured in the newspaper, but that they had another one. We visited with the other cat. It was about eight months old. It looked pretty to me and it was really friendly. April took a picture of it and e-mailed it to Linda. I called her and she said no again. I asked her to just look at the picture. She asked, "How?" I replied that April had e-mailed it. Linda opened the e-mail and her response led me to say, "We will get the cat."

I signed the contract, paid the fees and found out his name was Charger. Upon arriving at home, April got Charger out of the cat carrier and I opened the front door. Linda was sitting in a large chair across the room. April put Charger on the floor. He ran across the room and jumped up on Linda's lap. So much for bonding!

That evening Linda discovered fleas ... lots of fleas! We put Charger in the cat carrier, placed it in the garage, and left for Wal-Mart to see if we could find flea fixes. We found many remedies and purchased several, including a flea shampoo we used that night. Linda took Charger to the vet the next day and I ordered an eight-month flea collar from Amazon. We were happy to quickly be rid of the fleas! Linda was okay with overkill on flea protection as long as there were NO MORE FLEAS!

They really love each other, but it is fun to watch who is in charge ... **the cat or the lady?** I think all is well. Have a great day and ...

Good Luck!

Mike Browder

BTES News

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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

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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 Comment

In all of my years, I've never been more pleased. I want to thank BTES for having the Water Heater Program and allowing customers to add financing payments to their BTES bill. With my fixed income, it would have been nearly impossible for me to purchase a new water heater outright. BTES' employees were very professional, efficient, polite, accommodating and informative.

- Ms. A. S.



Modern Forge, cont.

intensive nature of forging, automating our systems would be very difficult. It's a lot of hard work."

Modern Forge Tennessee is an all-electric facility, which is almost unheard of in the industry.

"In our area, it is more cost-effective to preheat our metals with electricity rather than an alternative energy source," Schwartz says. "This means that we depend on BTES' highly reliable electric services to stay in business. We use more than two million kilowatt hours a month, so stable, reliable electric service is key to what we do."

Having BTES' telephone and high-speed Internet services is also very important to the company.

"Modern Forge has facilities in Chicago, Illinois, and Dallas, Texas, whose employees scratch their heads at the fast and reliable Internet speeds we receive from BTES," Schwartz says. "Our services far surpass what they are able to get in those large cities, and we are here in a small town in East Tennessee."

Their outlook on the future is one of continuous growth and expanding partnerships.



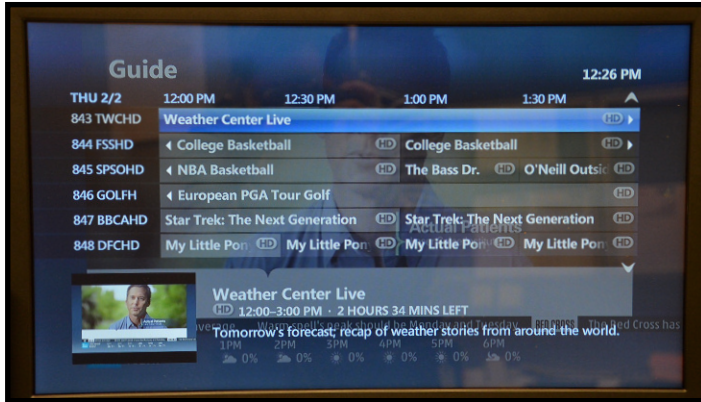
The BTES Power 7 Crew interviewed several employees and went through the step-by-step process for making forgings.

"We want to continue being a good community partner and a stable employment base for all of our employees for many years to come," Schwartz says.

You can learn more about Modern Forge Tennessee by watching Made in Sullivan County, which airs on BTES Power 7 on channel 7 or in HD on channel 207.

Your new community television channel.

Interactive TV Guide with BTES IPTV Cable



With BTES' IPTV cable, customers gain the benefit of an advanced menu system with many dynamic options and settings, all of which can be easily accessed via a remote control.

The guide can be viewed through the main menu, or by simply pressing the Guide button on the remote. Up to two weeks of advance programming may be available via the guide, but customers should note that content scheduled more than two weeks in advance can be subject to change.

"One convenient feature for our customers is being able to search for a specific program or actor," says Supervisor of Networks Mike Parker. "This can dramatically speed up the process of locating what customers want to watch or record on their DVR."

Through the interactive guide, customers also gain multiple

options to block specific programming. This includes specific channels, TV shows or movies, based on assigned US TV Ratings, blocking rentals, and other options.

"We wanted to create a system that provides our customers with control," Parker says. "Our customers get to choose the level of appropriate programming for little ones and others in their household."

Additional IPTV cable features include the ability to create a list of favorite channels for easy access, TV Caller ID (with your BTES telephone), and Video on Demand — one of our most popular features.

More information about BTES' IPTV cable can be found in our complete feature guide, available on our website at www.btes.net/index.php/cable/iptv/.

watchTVeverywhere.com

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What are BTES' employees favorite things about our fiber services?



"I love my DVR. My family and I are constantly on the go, and my DVR has allowed me to stay up-to-date on all of my favorite shows and movies!"
- Heather Sheets

"BTES' Internet service is second to none! I also love my whole-home DVR service."
- Heather Jenkins



"Having BTES' fiber services gives me the comfort of knowing that if the power goes off while I'm out of town, BTES knows automatically — without anyone having to call to report it! I really like that the fiber system has so many capabilities for helping the reliability of our electric system."
- George Williams



"If I need to exchange a set top box or router, I have a local office with local people whom I can talk to. With most other providers, you have to wait to have a box shipped to you. I like knowing that I'm talking to people located here in Bristol who live in the same community as I do."
- Jessica Waterman



"Remote DVR is my absolute favorite. I can schedule recordings at any time! If I'm visiting family out of town and see a preview for something I want to watch, just a few clicks and I'm able to set it up to record."
- Diane Smith



"My favorite is the Caller ID on TV! I also really appreciate the fast Internet speeds. It has been really helpful with being back in school."
- Aaron Maxwell

"One of my favorite things is the speed and reliability of our Internet service. I can work seamlessly from home without interruption, even during the busiest times of the day. My second favorite is our telephone service. I have limited cellular coverage at home, and depend on a clear and reliable home phone for communication. The included web tools allow me to manage my voicemail, call forwarding and other features from anywhere, at any time."
- Clayton Dowell



"I love all the high-definition channels that are available and the super-fast Internet speed!"
- Kevin Frederick

"My favorite is my lightning-fast Internet. When my children have homework that requires research, I know that I can always count on my BTES Internet service to come through for us. I also love the telephone feature that allows my voicemails to come through to my email. That is my favorite way to retrieve voicemail messages."
- Jennifer Booher



"I love our fiber services because I am served by a local provider who delivers quick personal help right here in our community. The helpful experts who provide assistance and information live in our community and use the same services I do."
- Kenneth King

"My favorite thing, besides my DVR, is our Video on Demand (VOD) services! I love being able to rent the newest releases from the comfort of my couch. VOD also allows us to try new TV shows whenever we want."
- Britni Whitted



"One of my favorite features is Caller ID on TV. I can see who is calling without having to check the display on my phone because it comes up on my TV screen!"
- Chris Gass



"Having all three fiber services (telephone, Internet and cable) installed on one line was a huge help when I needed to repaint my house. I was able to remove the old equipment from the previous provider, which included numerous lines and boxes. This makes everything much neater. It is easy to see the pride that BTES installers take when connecting services to a customer's home."
- Jordan Carrier

Indoor Activities to Enjoy With Your Kids

- Build a fort
- Read together
- Play tag
- Have a pillow fight
- Go to the library
- Visit a museum
- Go bowling
- Play hide-and-seek
- Play board games
- Color
- Finger paint
- Bake
- Make ice cream
- Try origami
- Play dress-up
- Visit an animal shelter
- Act out a play
- Sing Karaoke
- Dance
- Write a story together
- Play with clay
- Blow up balloons



Favorite Recipes of BTES employees and customers

Simple Taco Seasoning

- | | |
|-----------------------|-----------------------|
| 1/2 tbsp chili powder | 1/4 tsp garlic powder |
| 1/4 tsp oregano | 1/2 tsp paprika |
| 1-1/2 tsp cumin | 1 tsp black pepper |

Mix all ingredients together in a small bowl.

This recipe is equivalent to one packet of store-bought taco seasoning and only includes ingredients that you can pronounce!

Chili Seasoning

- | | |
|----------------------------|-----------------------|
| 4 tsp chili powder | 1 tbsp cayenne pepper |
| 1 tbsp onion powder | 1 tbsp garlic powder |
| 2 tsp white sugar | 2 tsp cumin |
| 2 tsp dried parsley flakes | 2 tsp salt* |
| 1/4 tsp black pepper | |

Thoroughly mix all ingredients and store in an airtight container. Use two tablespoons per pound of meat.

*For a healthier version, use Himalayan salt.

The Lighter Side

What is the tallest building in the world?

The library! It has the most stories!





BTES Channel Line Up

Expanded Basic Cable

2	PBS WETP	64	Travel Channel
3	HSN	65	Disney Jr.
4	CW4	66	Discovery Channel
5	NBC WCYB	67	Animal Planet
6	COZI TV	68	Nickelodeon
7	BTES Power 7	69	Disney Channel
8	TV 68 WLFG	70	Disney XD
9	ABC WJHL	71	Cartoon Network
10	FOX WEMT	72	The History Channel
11	CBS WJHL	73	TCM
12	QVC	74	AMC
13	BTES Channel	75	Bravo
14	Inspirational Network	76	A&E
15	TBN	77	Hallmark Channel
16	City of Bristol	78	Freeform
17	C SPAN	79	ION
18	C SPAN 2	80	FXX
19	TV Guide	81	SEC Network Overflow
20	Jewelry Television	82	UP
21	The Weather Channel		
22	WGN*		
23	Lifetime		
24	Oxygen		
25	Women's Entertainment		
26	E! Entertainment		
28	Fox Sports South		
29	ESPN Classic		
30	ESPN		
31	ESPN 2		
32	The Golf Channel		
33	NBC Sports		
34	FOX Sports 1		
35	FOX Sports Southeast		
36	TBS		
37	USA		
38	TNT		
39	SEC Network		
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	Investigation Discovery		
60	MTV		
61	VH1		
62	CMT		
63	BET		

IPTV Digital Cable

101	Nick Jr.
102	TeenNick
103	Nickelodeon Too
104	Nicktoons
105	Discovery Family
106	Boomerang
107	The Science Channel
108	FYI
109	Viceland
110	BBC World News
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 Music
124	VH1 Classic
125	VH1 Soul
127	MTV TR3s
128	Lifetime Real Women
130	CNN International
131	The Cooking Channel
132	Discovery Life
133	ESPN U
134	NFL Network
135	National Geographic Wild
136	Chiller
139	RFD Television
140	FOX Business News
141	MLB
143	Hallmark Movies
144	MeTV
145	Heartland
146	Fusion
147	Fox Sports 2

IPTV HD Broadcast

201	NBC WCYB HD
202	FOX WEMT HD
203	ABC WJHL HD
204	CBS WJHL HD
207	BTES Power 7 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 Movies 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	Fox Sports 1 HD
834	NFL Network HD
835	Destination America 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	Discovery Family HD
849	Investigation Discovery HD
850	SEC Network HD
851	SEC Network Overflow HD
852	FXX HD

Sports Tier

301	ESPNews
302	FOX College Atl
303	FOX College Cen
304	FOX Sports Pac
307	Outdoor Channel
309	Sportsman Channel
310	Horsereading TV

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 Black
529	Encore Westerns
530	Encore Classic
531	Encore Suspense
532	Starz Edge
533	Starz In Black

534	Starz Comedy
535	Starz Cinema
536	Starz Kids & Family
537	Encore Family
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

701-703, 708	Pay Per View
720	NFL Red Zone

**2-22 basic cable
**available to all subscribers
lineup as of Feb. 2017*



Bristol Tennessee Essential Services

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Your Comments are Important

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1. _____

2. _____

3. _____

Other comments, story ideas or questions.

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