



# BTES NEWS

**Bristol Tennessee Essential Services**

*Electric • Internet • Telephone • Cable*

*Winter 2021 - For customers of Bristol Tennessee Essential Services*

## BTES HELPS CHICKEN SALAD CHICK SPREAD JOY

Chicken Salad Chick opened its Bristol, Tennessee location at the Pinnacle at 212 Stevens Trail in September 2020. BTES helped assist Chicken Salad Chick in opening their Bristol location by providing them with reliable electric and telephone services.

When determining what telephone services the Bristol location would need and what company to use for those services, they turned to recommendations of others in the Bristol community.

"We chose BTES for our telephone services because they are local, they came highly recommended by other businesses in town, and because their services and prices are the best," said James Denham, owner and operator of the Bristol Chicken Salad Chick.

James and his wife, Jessica, are first-time Chicken Salad Chick franchise owners. The Denhams first experienced the brand's unique chicken salad flavors at Auburn University, where they were studying for their master's in business administration. After learning more about Chicken Salad Chick's culture and growth opportunities, the Denhams decided to open a location of their own, with business partners Andy Tolley and Chip and Beth Backus.

"BTES has been exceptional to work with," explained James. "Utilities are essential and BTES

has worked with us during the construction process through opening day and beyond."

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

"It has worked out really well for us," Denham said. "It makes it a lot easier to have one bill than having multiple companies provide those services separately."

The couple is thrilled about the Bristol location.

"Jessica and I have always had an entrepreneurial spirit, but we wanted to make sure that when we opened our own business, it was something truly special," explained James. "Chicken Salad Chick's unique culture and purpose of serving others is the exact representation of something special."

From humble beginnings selling chicken salad from a home kitchen to franchising to over 200 restaurants across the United States, Chicken Salad Chick continues to grow.

"I had always been on a quest to find the perfect chicken salad," said Stacy



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## Be a Winning Member of a Winning Team



I had heard the hype of the new 5-star card (the new freshman) that was going to start on the Auburn basketball team, Sharife Cooper. It was the 12th game of the season and he had missed the first 11 games. He had not been able to even practice with the team until he was cleared to play. In his first game with Auburn, he made most of his shots and most of his passes. I saw it and all I could say was, "Wow!!"

Near the end of the game, the announcer gave some of Cooper's stats which included 23 points and eight assists. That made me remember a statement from Michael Jordan, who is probably the best all-time NBA player. He said, "I never won an NBA Championship until I had led the team in assists."

In 1991, near the end of the Chicago Bulls versus the LA Lakers playoff game #5, Magic Johnson of the Lakers was assisting on defense by helping double-team the Bulls' Michael Jordan. The Bulls lost most of their lead.

Phil Jackson, head coach for the Bulls, had never won an NBA championship as a coach. He called a time out. As the team gathered around, he looked straight into Michael Jordan's eyes and said, "MJ, who's open?"

Jordan said nothing. So, Coach Jackson asked again, "Who's open?"

This time Jordan replied, "Paxson."

Coach Jackson said, "Okay, so get him the damn ball."

Back out on the court, Jordan passed Paxson the ball. He scored. And he scored several more times. They won their first NBA Championship as a coach (Jackson) and as a player (Jordan), and they won several more Championships after that one.

By gaining more skills in all areas of our job, the more we can help our teams be more successful. I remember a college basketball player that scored a lot of points and a coach of a competing team being asked by a reporter, "Wouldn't you like to have him on your team?"

His answer, "Yes, but he would score a lot fewer points and we would win more games."

Knowing what your team's goals are can help you be a winning member of a winning team. And...

Good luck!

*Mike Browder*

## BTES News

Owned and published by Bristol Tennessee Essential Services, serving more than 33,000 electric customers and over 18,000 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 for the benefit of our customers.



"With students at home streaming classes and gaming at night, it's great to have BTES' incredible service. It's reliable, fast and affordable."

SCOTT E.



## CHICKEN SALAD, CONT.

Brown, founder of Chicken Salad Chick. "One day I had an epiphany: Everyone's idea of the perfect chicken salad is completely different! I set to work perfecting my own recipe, recruiting my family and neighbors to taste-test, before arriving at the one."

Once Stacy had the chicken salad that her family and friends enjoyed, she started dropping off samples of her creation in teachers' lounges and hair salons, and then began selling door-to-door. Orders poured in; Chicken Salad Chick was born.

Stacy continued, "One day I received a call from Stan with the Lee County Health Department, who told me that my home business was illegal. My chicken salad was still in high demand, so me and my husband, Kevin, were motivated to open a carry-out only restaurant where we could spread joy, enrich lives, and serve others. The rest, as they say, is history."

The named flavors on the menu are named for real people in Stacy's life. She chose to create new spins on classic flavors in their honor, to reflect their personalities and connections.



James Denham talks to BTES Power 7 about the Bristol location of Chicken Salad Chick.

James continued, "You are welcome to join us in Bristol to dine in, or order online or on our app and pick up at our drive thru window."

The Denhams plan to develop two additional Chicken Salad Chick locations in the Tri-Cities area over the next few years.

For more information about the restaurant, visit [chickensaladchick.com](http://chickensaladchick.com)



# Payment Options

[www.btes.net/paymentoptions](http://www.btes.net/paymentoptions)

 <p style="margin-top: 10px;">Bank Draft</p>	 <p style="margin-top: 10px;">Drop Boxes at BTES &amp; Bristol Courthouse</p>
 <p style="margin-top: 10px;">CheckOut at Local Retailers</p>	 <p style="margin-top: 10px;">Credit Card or Check by Phone 423-574-1729</p>
 <p style="margin-top: 10px;">Credit Card or Check online at <a href="http://www.btes.net" style="color: white;">www.btes.net</a></p>	 <p style="margin-top: 10px;">Credit Card or Check by Mobile App</p>
 <p style="margin-top: 10px;">By Mail PO Box 549 Bristol, TN 37621</p>	 <p style="margin-top: 10px;">Local Banks</p>
 <p style="margin-top: 10px;">Cash, Check, or Money Order in BTES Drive Thru</p>	

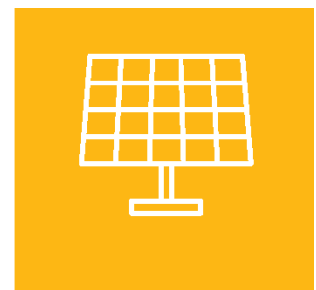
## INTERESTED IN INSTALLING SOLAR PANELS? READ THIS FIRST.

BTES has become aware of some misleading information being shared to our customers and others concerning renewable energy projects and solar installation opportunities. Our customers have reported that these contractors may be sharing potentially inaccurate information causing BTES customers to be misled about the potential cost savings that may occur after the installation of solar panels.

BTES urges our customers to listen closely to any renewable offer and contact BTES to confirm the rules and guidelines that solar projects must follow prior to signing any contract.

Read below for information on how to choose a qualified and credible company to install solar equipment. We want to help our customers understand the benefits of renewable energy while also protecting our customers from potential scams.

## HOW DO I CHOOSE A QUALIFIED SOLAR INSTALLER?



Are you considering installing solar panels? This guide will help you select a qualified and credible company.



### RESEARCH

- **Get quotes** from multiple installers to make sure that you are getting a good price.
- **Read the terms of the proposal** closely and ask questions if you don't understand the process or the contract isn't clear.

### EXPERIENCE

- **Ask the installer for references** from previous projects and call them to learn more about the installer.
- **Look at customer reviews** through services like the Better Business Bureau to make sure the installer has a good track record.

### LICENSES

- **Check that the installer has up-to-date** business and insurance licenses as required by state and local governments.

### EXPERTISE

- Confirm the installer has a **Solar PV Installation Professional Certification** from the **North American Board of Certified Energy Practitioners**.

*This certification is the gold standard for the industry.*



**IS SOLAR RIGHT FOR YOU?**  
Explore TVA's Solar Calculator at [edt.tva.gov](http://edt.tva.gov).



Sources: Energy Sage: <https://www.energysage.com/solar/section-guide/how-to-choose-a-solar-installer/>  
Solar Energy Industries Association: <http://www.seia.org/sites/default/files/2018-06/SBA-Consumer-Guide-Solar-Power-v4-2018-June.pdf>

## WHAT IS THE BALANCE OF MY BILL AGAIN?

Did you know that BTES tracks the reason of every customer communication that comes into BTES? Each week, BTES looks at all the ways and reasons that customers contacted the utility – whether in person, over the phone, or via one of our digital platforms – and turns that into a discussion about the top five opportunities for improvement.

"One of the top reasons that customers contact us is to ask how much their bill is," said Diane Smith, Supervisor of Customer Service. "We have developed many programs to help our customers have this information readily available."

BTES' Automated Account Manager (AAM) is one of many programs that was developed based on that weekly review.

Smith explained, "Our Automated Account Manager is an easy self-service tool to access a lot of your account information. You can check the balance of your bill and due date. You can find out the last day to make payment before service interruption. You can request payment arrangements. And, the best part, the AAM is available 24/7!"

Maybe you receive a late notice in your mail but think you've already made a payment. That notice

could have been mailed before your payment was received. To see if that is the case, simply call the AAM at any time and you can hear the date and amount of your last payment.

"Another great benefit of this system is that our customers can pay by electronic check with an established e-check profile, or with a debit or credit card," Smith continued. "E-check payments have a \$1 transaction fee. Debit/credit card payments have a 2.45 percent transaction fee (as set by the processing agency), so \$2.45 for every \$100 you're paying."

BTES also has other programs in place so that customers can retrieve information about their bill including an online customer portal that is available at [www.btes.net](http://www.btes.net).

"Everything that can be done over the phone through the AAM can also be done online, plus more!" said Smith.

To access the AAM, call BTES' main line at 423-968-1526 and select option 6. If the phone number you are calling from is set up on your BTES account, the system will automatically identify your account. Otherwise, simply input your account number.

TEXT MESSAGE OR EMAIL

# BILL ALERTS

SIGN UP TO RECEIVE ALERTS ABOUT YOUR BTES BILL!

[WWW.BTES.NET/ALERTS](http://WWW.BTES.NET/ALERTS)



# POSITIVITY INSPIRATION

THE ONLY  
PERSON I NEED  
TO COMPARE  
MYSELF TO IS  
MY YESTERDAY  
SELF.

WORK HARD IN  
SILENCE. LET YOUR  
SUCCESS BE YOUR  
NOISE.

WHEN YOU  
FOCUS ON THE  
GOOD, THE  
GOOD  
INCREASES.

## The Lighter Side

What do you call a story  
about a broken pencil?

Pointless.

# Favorite Recipes

## Hawaiian Pizza Sliders

- |                                 |                            |
|---------------------------------|----------------------------|
| 1/2 cup Pineapple, fresh, diced | 1/2 cup Pizza sauce        |
| 1/4 tsp Italian seasoning       | 1 pinch Pepper             |
| 1 tbsp butter, unsalted, melted | 1 Pinch Salt               |
| 12 hawaiian bread rolls         | 6 slices Mozzarella cheese |
| 1 pound thinly sliced honey ham |                            |

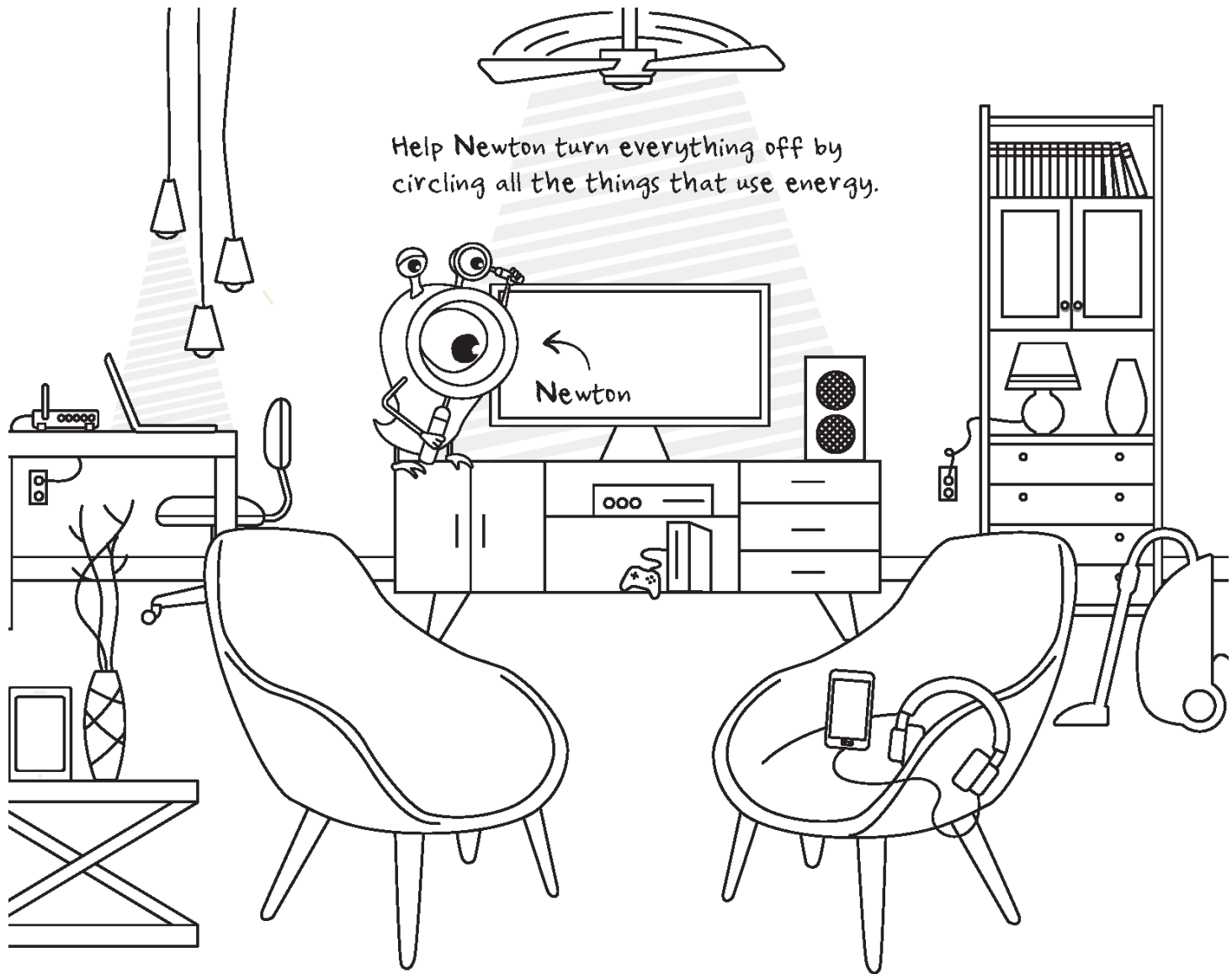
Keeping the top and bottom of the rolls intact, cut rolls in half. Place the bottom half of the rolls in a greased pan. Add pizza sauce and top with Italian seasoning. Cover entire bottom half with ham, top with cheese, and then top with diced pineapple. Cover with top half of rolls. Using a brush, spread melted butter on top of the rolls. Sprinkle with salt and pepper. Cover pan with foil and bake at 350 degrees for 20 minutes.

## Herbed Chicken

- 1.5 tbsp Vegetable oil
- 1 tbsp Dijon Mustard
- 1 tsp Ground Thyme
- 1 tsp Ground Rosemary
- 1 tsp Lemon Pepper
- 3-4 chicken breasts

Mix all ingredients and coat chicken. Pan sear or oven bake chicken until internal temperature reaches 165 degrees.

# Fun for the kids!



# SAVE ENERGY



## Fun (and savings) for the whole family!

Hey, parents! Looking for easy ways to save energy and money around the house? Check out one of our upcoming FREE, virtual Eye Spy Energy Kids' Workshops or Home Energy Workshops.

The whole family can tune in to learn easy, low-cost tips and tricks for making your home more energy efficient - and savings like that can really add up, up and away!

Become an energy hero, check out upcoming workshops, and learn energy savings tips by visiting [EnergyRight.com](https://www.energyright.com).





**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 to the address below. (Winter 2021)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

Other comments, story ideas or questions:

Please return to:  
BTES News, PO Box 549, Bristol, TN 37621

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Name and address (optional)



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