



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Fall 2022 - For customers of Bristol Tennessee Essential Services

SO, YOU WANT TO BE A...

LINE WORKER

Being a line worker isn't your typical job.

It takes dedication and hard work, and someone that enjoys serving others, even if it's working in extreme weather or working for multiple days in a row.

Line workers are passionate about what they do...and, ultimately, they will do whatever it takes - in any condition - to keep the power on.

Requirements

Associate degree in Electrical Technology

Able to perform heavy outside work

Not afraid of heights

Valid driver's license

Learn more and apply online at www.btes.net

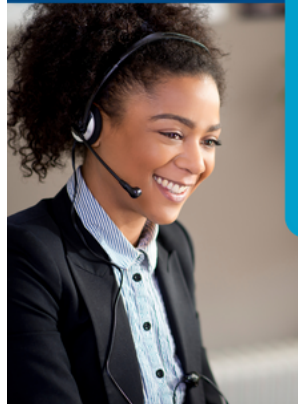
Customer Experience Professionals impact our customers' full experience with BTES - from setting up new service to answering questions and beyond. They work closely with all BTES employees and lead the organization in maintaining a positive customer experience.

CUSTOMER EXPERIENCE PROFESSIONAL



Employees dispatch and provide support to technicians installing fiber services and water heater devices. They promote BTES' water heater maintenance program, schedule installations promptly, and answer inquiries from customers politely and accurately.

FIBER SERVICES REPRESENTATIVE



This position helps produce and operate BTES Power 7 and creates content and programs. Applicants should have knowledge of TV and audio production equipment such as cameras, switches, editing systems, graphics systems, microphones, audio mixers, lighting, and other production equipment.

TELEVISION PRODUCTION SPECIALIST



A LIFETIME OF CONTINUOUS IMPROVEMENT



As my tenure at BTES grows to a close, I have been asked what parts of my career I am most proud of. Pictures pass through my mind...I see substations, transmission lines, large capacity distribution lines, underground facilities, large well-kept equipment, world class Internet, 10 Gigabit fiber optic cables on a 100 Gigabit system, television shows about our community, new jobs for our citizens, and much more. All of these things (and many more) happened because of our employees.

We have been able to hire great, wise, smart, well-educated, driven, caring, and energetic employees, and then train them even more. Each day is a continuous improvement day. Employees are asked to bring their brains to work and to serve our customers and fellow employees better today than they did the day before.

We go to great lengths to hire individuals that have the attributes to be very successful at BTES. We have an incredibly successful line worker apprenticeship program that has been in place for more than 50 years. This training program includes book work as well as extensive on-the-job training. At the present time, the candidate is required to have an associate degree in electrical technology and to enter and complete the Tennessee Valley Public Power Association (TVPPA) Apprentice Line Worker Training Program. As apprentices gain experience, they help train newer apprentices. They are training to do the line work while watching after themselves and fellow coworkers all while remembering to "keep your brains in the game" and to be able to "go home tonight with all the working body parts that you brought to work this morning."

Training continues with our in-house training program called SMART (System Management and Resource Training). These computerized training modules each have a 20-question test at the end to ensure our employees know the necessary processes to successfully do their job. To move on to the next module, the employee has to have 100% correct answers. This nationally recognized training system was developed by Pals Sudden Service and then shared with us through our Malcolm Baldrige best practice sharing. Pals Sudden Service uses this system to teach their employees how to make hot dogs, hamburgers, sweet teas, etc. while we use this system to teach our employees how to set power poles, answer the phone, splice fiber, etc.

We highlighted this training system within our Malcolm Baldrige National Quality Award application and site visit. We received this prestigious award in 2017 and were the first utility to receive the honor. During our site visit, nine examiners from across the country came to Bristol. They arrived on a Saturday and left over a week later on Sunday. They spent months reviewing our written application before spending a week on site to verify what we wrote in the application. The site visit involved interviewing every single one of our employees.

During the site visit, I had the privilege of taking two examiners to a work site so that they could interview several crew members. An Apprentice Lineman was asked a question regarding our employee training program. Our enthusiastic employee answered the question, gave a lot of information about the program, and wanted to tell more but the examiner had to move on. I love how our employees are enthusiastic about what we do!

I could go on and on about things I am most proud of. It is with a BIG smile that I say thank you to all of our customers and to all of our employees that serve you – THANK YOU!! And...good luck!

Mike Browder

BTES News

Owned and published by Bristol Tennessee Essential Services, serving more than 34,000 electric customers and over 19,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

Address changes, news items and suggestions should be sent to:
PO Box 549, Bristol, TN 37621

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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.

TVA'S EMERGENCY LOAD CURTAILMENT PROGRAM

While uncommon, the Tennessee Valley Authority (TVA) may call for the use of its Emergency Load Curtailment Program (ELCP) during extreme weather conditions.

BTES CEO Mike Browder explains, "This program helps to balance available generation with higher energy loads that occur during extremely high or extremely low temperatures across the Tennessee Valley."

TVA is required to shed load in an emergency to avoid power system disturbances and prevent cascading blackouts. The TVA ELCP consists of six steps:

- Step 10: In-house reductions made by TVA and local power companies
- Step 20: Public appeal for voluntary reductions
- Step 30: Last appeals to avoid load curtailment
- Step 40: Partial load curtailment of large industries
- Step 50: Temporary interruption of load for a percentage of customers at varying times
- Step 60: TVA emergency tripping (rolling blackouts)

TVA will only use the ELCP steps to help avoid an emergency. During these times, you may hear information regarding TVA and BTES requesting power reductions on local news outlets.

"When we get to the point of asking our customers to reduce power in Step 20, BTES has already made in-house reductions within our facilities as part of Step 10 including turning off lights, adjusting the HVAC temperature, and other reductions," explains Browder. "During these events, making small changes can make a big difference."

During Step 20, you can help reduce energy loads by doing the following:

SUMMER:

- Turn your thermostat up (even by just one degree) and use fans to circulate air.
- Close window coverings on the sunny side of your home or office.
- Avoid using ovens, dishwashers, clothes dryers, and other appliances that generate heat in your home until late in the evening or early in the morning.

WINTER:

- Turn your thermostat down (even by just one degree).
- Avoid using ovens, dishwashers, and other appliances.
- Turn off lights and appliances when not in use.

"If we all work together during Step 20, we can help reduce the chance of TVA calling for the additional steps which could include temporary interruptions in service," Browder continues. "While periods of unusually high demand are something TVA plans for and has processes in place to adjust generation and transmission resources to meet expected demand, we want our customers to be informed."

When extreme weather events happen, we are all impacted and, by helping conserve electricity where possible, we all can contribute to maintaining safe and reliable power for everyone at the lowest feasible cost. We appreciate your help and understanding!



community events



local happenings



high school sports



BTES INTERNET CUSTOMERS:
Stream Power 7
LIVE online at
www.btes.net

POWER OUTAGES: FREQUENTLY ASKED QUESTIONS

Trees, animals, storms, wind, ice...all of these cause power outages in our area. While we do our best to minimize the opportunity for outages to occur, outages are inevitable - especially during the increased storms we had this past summer. Here are some frequently asked questions that we receive when outages occur:

WHY DID MY LIGHTS BLINK?

BTES has protective devices installed throughout our electric system that isolate faults. What you are seeing when your lights blink are those devices working. They may also test the line to see if the power can be automatically restored. If the fault is momentary (like a squirrel touching a power line), it is likely that an automatic device may restore power in a matter of seconds and a crew may not be needed to restore power. If the fault is permanent (like a tree falling across the power lines), the power may blink a few times before ultimately staying off. In this case, a crew must be dispatched to locate, isolate, and resolve the fault before power can be safely restored.

A BTES TRUCK JUST DROVE BY MY HOUSE AND DIDN'T STOP...WHY?

Before we can begin restoring services, we must first determine the cause of the outage. This sometimes means that employees will first "ride the line" to find the specific location of the outage and assess the damage to determine the plan of action and materials needed.

If there are multiple outages across our system, the person in this vehicle is more than likely not a lineman but another BTES employee such as an Engineer or Utility Services Technician so that the line crews can focus on actively restoring services while damage is being assessed by others.

MY POWER STAYED ON DURING THE STORM, BUT IT JUST WENT OFF TWO HOURS LATER...WHY?

It could be that a tree was damaged during the storm and didn't fall until hours later. Or, the outage could be completely unrelated like a car accident or animal interference.

THERE IS A DOWNED POWER LINE IN FRONT OF MY HOUSE, WHAT SHOULD I DO?

Any line could be energized, so never go near downed power lines. Electrocution is a real danger. Tell your children about the potential hazards and stay away from all wires and cables. See "Downed Power Line" on next page.



When outages occur, BTES crews work continuously until all customers' electric service has been restored.

MY POWER HAS BEEN OFF FOR TWO HOURS, WHEN WILL IT BE BACK ON?

There are many variables that could effect the length of time it takes to restore an outage including the number of outages across our service area, the amount of damage incurred, the number of customers without power, and more. So, we just cannot comfortably set a restoration expectation since several factors have the potential to change the time frame rapidly.

WHY DOES MY NEIGHBOR HAVE POWER BUT I DON'T?

A single street can be served by different power lines and/or substations, which explains why your neighbors may have power restored before you do. You and your neighbor might not share the same power line or circuit. The power line feeding electricity to your home may be damaged, your individual connection might require repair, or your home might need internal electrical repairs.

MY POWER JUST WENT OUT. WHAT DO I DO?

Report your outage to our automated outage reporting system by calling 423-968-BTES (2837). This automated system tracks outages and helps us quickly pinpoint where the problem is located. It uses caller ID technology, making it very important that we have your correct phone number on file. To ensure your power outage is reported correctly, please verify that the phone number listed on your next electric bill is correct and then call to report an outage using that phone.

POWER OUTAGE QUESTIONS, CONTINUED

DO BUSINESSES GET RESTORATION PRIORITY OVER RESIDENTIAL HOMES?

Our crews work around the clock until everyone has power again. BTES follows a three-step process recognized as an industry best practice. Hospitals, police departments, fire stations, and other public health and safety facilities are priority one. Outages are then prioritized by the number of customers affected.

- Step 1 – Repairs are made on sub-transmission lines to substations and on main distribution lines that leave the substations.
- Step 2 – Crews fix damage to tap lines that branch off into groups of homes or neighborhoods.
- Step 3 – Power is restored to pockets of customers and then to individual homes.

WHAT SHOULD I DO TO PREPARE FOR A POWER OUTAGE?

The website www.ready.gov/power-outages is full of information to help you prepare for a power outage. While BTES strives to provide reliable electric services, it is always best to be prepared in case of emergencies. Here are some tips from ready.gov:

- Take an inventory of the items you need that rely on electricity. Plan for batteries and other alternative power sources to meet your needs when the power goes out, such as a portable charger or power bank. Have flashlights for every household member.
- Talk to your medical provider about a plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.
- Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Throw out food if the temperature is 40 degrees or higher.

WHERE DO I FIND MORE INFORMATION?

Visit www.btcs.net/outages to read about other frequently asked questions and more information about outages.

DOWNED POWER LINE - IS IT HOT?

Always assume that a downed or low-hanging wire is an energized – or **HOT** – electric wire. It may look like something as simple as a fallen phone cable, but why take the chance that the wire could be in contact with a “hot” power line still on the pole?

Here are some additional tips to help keep you and your family safe in the event you come across a fallen or low-hanging wire:

- Report it immediately to BTES and to the local authorities.
- Stay away from wires and anything that may be touching them. Keep others away from them, too.
- Do not touch someone who is in contact with a fallen or low-hanging wire. If you do, you could become the next victim.
- Do not try to move a fallen wire or anything in contact with it by using a pole, broom stick, or any other object. Even materials that don't normally conduct electricity will do so if even slightly wet.
- Be careful that you do not walk on wet ground or step into water where a downed wire is located.
- If you are in a vehicle that is in contact with a wire, stay inside until a BTES employee tells you the wire is dead and it is okay to leave the vehicle. If you must leave the vehicle in the event of a fire, use a “kangaroo” type leap, with your feet together, so you do not have one foot in the vehicle and one foot on the ground at the same time.
- Never drive over or under fallen wires or low-hanging wires.

Always remember to ask yourself, “Is it hot, or is it not?” And always answer with **“HOT!”** It is better to play it safe than take the risk of being seriously injured.

#1 Rule for the Classroom

If what you are doing:

Interferes with learning,

Hurts someone's heart,

or

Prevents you from being
your best...

Then, you shouldn't
be doing it.



The Lighter Side

What goes up but never comes
down?

Your age!

Favorite Recipes

Jalapeño Bites

- 8 oz cream cheese, softened
- 3 to 4 green onions, thinly sliced
- 2 jalapeños, seeded and diced
- 8 slices bacon, cooked and crumbled
- 8 oz pepper jack cheese, shredded
- 4 oz sharp cheddar cheese, shredded
- 48 tortilla scoops chips

Preheat oven to 350 degrees. Line two large baking sheets with parchment paper and set aside. In a medium bowl, stir together cream cheese, green onions, jalapeños, bacon, pepper jack, and sharp cheddar cheese. Spoon a rounded teaspoon of the filling into scoop chips. Top with additional bacon and cheese, if desired. Bake for 8 to 10 minutes or until filling is bubbly and cheese is melted. Serve immediately.

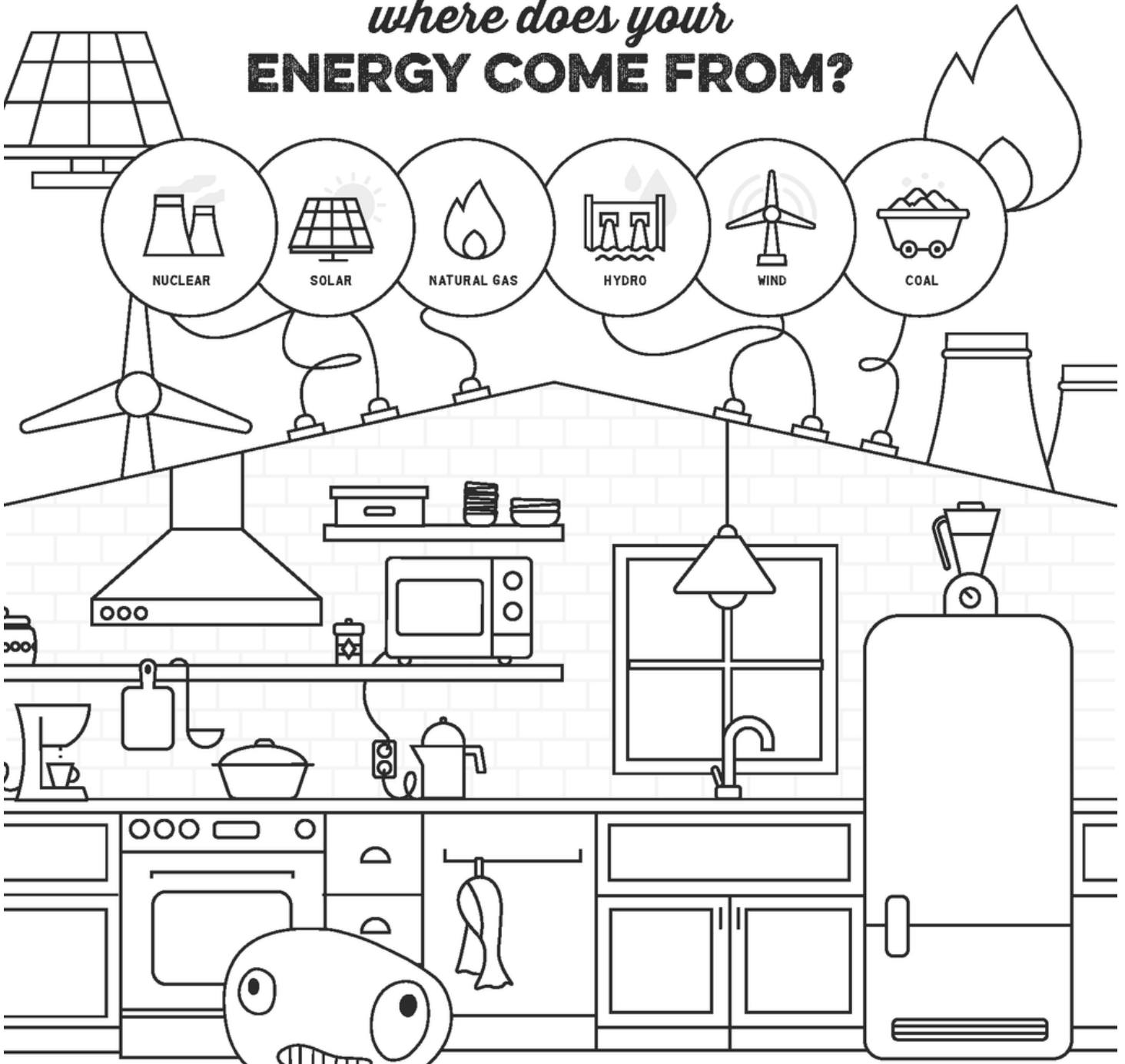
Pimento Cheese Sausage Balls

- 1 lb sausage, uncooked
- 4 oz of cream cheese, softened
- 1½ cups Bisquick
- 1 (12-oz) container pimento cheese

Preheat oven to 400 degrees. Mix all ingredients until well combined. Roll into 1-inch balls and place on a rimmed baking sheet. Bake for 18 - 22 minutes, or until brown.

COLORING PAGE

where does your
ENERGY COME FROM?



Watt

Watt uses energy at home just like you.
Energy is made in different ways.
Color the things that use energy.



Bristol Tennessee Essential Services

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Malcolm Baldrige
National Quality Award

2017 Award Recipient

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. (Fall 2022)

1. _____

2. _____

3. _____

Other comments, story ideas or questions:

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