



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Spring Special 2022 - For customers of Bristol Tennessee Essential Services

BTES RECEIVES NATIONAL RECOGNITION

BTES earned a Reliable Public Power Provider (RP3) Diamond Level designation from the American Public Power Association (APPA) for providing reliable and safe electric service and also achieved first place in Group E of the APPA Safety Awards of Excellence!

RP3

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a commitment to safe and reliable delivery of electricity.

"I think over the last year or so, we've seen the vital importance of running a reliable and safe utility," says Aaron Haderle, Chair of APPA's RP3 Review Panel and Manager of Transmission and Distribution Operations at Kissimmee Utility Authority, Florida. "The utilities receiving the RP3 designation have proven that they are committed to running a top-notch public power utility by implementing industry best practices."

Of the 2,000 public power utilities nationwide, only 276 have achieved the RP3 designation. BTES has held the diamond level (the top level) since 2015.

"We are proud to be honored with this designation," said Mike Browder, CEO of BTES. "This is the culmination of a lot of work from a lot of people who really care about powering our community. We are committed to continuing to look for ways to improve our operations and service to our customers."

SAFETY AWARD

Of the 2,000 public power utilities across the country, 318 utilities entered the annual Safety Awards.



BTES Vice President of Engineering Clayton Dowell (center) accepts the RP3 Award from APPA VP of Technical and Operations Services Alex Hofmann (L) and Chair of APPA's RP3 Review Panel and Manager of Transmission and Distribution Operations at Kissimmee Utility Authority, Florida, Aaron Haderle (R).

"BTES values safety above all else," said Browder. "We all recognize the importance of going home to our families each day; this is what drives our dedication to safety."

Entrants were placed in categories according to their number of worker-hours and ranked based on the most incident-free records during 2021.

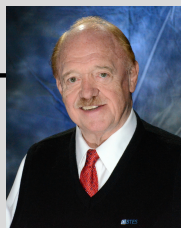
"In our industry, safety is the top priority," said Bob Scudder, Chair of APPA's Safety Committee and Industrial Hygiene and Corporate Risk Manager at Grand River Dam Authority. "This is a commitment that needs to permeate every aspect of operations. These awarded utilities have embraced this priority, and they deserve to be celebrated."

The Safety Awards have been held annually for more than 65 years.

IN THIS ISSUE

- Streaming
- Tree Line USA
- Best Gig

A CARETAKER FOR A TIME



When I was a young teenager, I remember an older Baptist preacher saying, "You don't own anything. Not your house, your farm, your car...not even your bank account. You are only the caretaker of those items for a time."

I had a small bank account and the money in my account had been earned from several different sources. The money felt like mine to me.

A significant amount of the small sum had been earned by the sale of Border Collie puppies and stud fees. The male, Lucky, had been given to me when I was a baby and the female, Lady, was given to me by my uncle when I was five. From this pair, I sold several puppies.

Lucky was hit by a car and died when I was fourteen. That was a traumatic event for me. He had been a close companion all my life and a great protector. I am sure he would have given his life for me.

One day, my dad stopped to get gas on the way to work at a gas station near Rome, Georgia where he worked. The gas station also sold fishing equipment and the station owner was complaining about not having a reliable source for minnows. Dad knew that I caught minnows in a minnow basket / trap for fishing. He told the station owner that I might be interested in supplying his minnows if the price was right.

Building a place to store the minnows and a device to haul them in the trunk of the car, and keep them alive, was not too hard. Sales were good and I bought three more minnow baskets / traps. Things were going well and I was adding a little more to my bank account.

One morning as I was getting ready for school, Mother told me that Dad had a scare with a cottonmouth water moccasin and used a shot gun to kill it. Dad had quite the scare that morning. I knew that he was even more afraid of poisonous snakes than me...and that's pretty bad. That was my last day in the minnow business.

When we get our heads around the fact that we are all caretakers for a time and that we are not taking anything with us when we leave this life, we can be better caretakers to the things we are entrusted with for our short amount of time. Be a good caretaker, have fun, 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

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 for the benefit of our customers.



LOOKING FOR THE FASTEST INTERNET?
Look no further.

RESIDENTIAL INTERNET

Stream 4K content on multiple devices, play online games, & download large files

1 GIG / 100 Mb
\$99.95

Stream 4K content on multiple devices & play online games

100 Mb / 50 Mb
\$59.95

Stream HD content & play online games

60 Mb / 15 Mb
\$49.95

Check email and browse the web

4 Mb / 768k
\$16.95

MYBUNDLE FINDS BEST STREAMING SERVICES FOR YOU!

WHAT IS STREAMING?

As Smart TVs and streaming services such as Netflix have exploded in popularity, more and more content is available outside of the traditional cable service. All you need is an Internet connection and a streaming device to get the Live TV channels you love, reruns On-Demand, and even brand-new content from streaming service providers! Some streaming providers or using a digital antenna can be used to pick up broadcast networks such as ABC, CBS, NBC, and FOX.

WHAT'S A SMART TV OR DEVICE? DO I HAVE ONE?

Newer TVs most likely have the ability to stream many of the services available. If you are interested in having access to a broader set of streaming services, or have an older TV, then Roku, Amazon, Google and others all sell affordable Streaming Devices that turn almost any TV into a Smart TV. Streaming Devices offer an easy and simple-to-use interface that allows you to watch your favorite shows and movies. You can connect your TV or streaming device to your BTES Wi-Fi network. Once connected, you're ready to stream!

WHY IS STREAMING A GOOD OPTION?

We want our customers to have and pay for the channels they want and watch the most - and streaming services using a BTES Internet connection is a great option. Ninety percent of traditional cable networks are owned or controlled by just eight multi-billion-dollar corporations - which includes those channels you want, as well as many channels you don't. The networks won't let us provide you with just the most-popular channels unless we take their less-popular ones, too - and pay a high price. As they continue to use their size and power to demand more money, we work hard to keep costs under control - and this is becoming harder and harder. Just one example is the Local Broadcast Retransmission Fee which is the fee we are charged by the local broadcast network affiliates of ABC, CBS, CW, FOX, and NBC in exchange for consent to rebroadcast the same channels and programming that are available for free with an antenna. When BTES started providing cable service in 2005, the retransmission fees charged by local broadcasters amounted to .75 cents per customer per month. These fees have continued to rise and drastically increase. The entire amount collected for Local Retransmission Fees (as shown on your bill) is remitted directly to the local broadcast networks.

STEP 1 - SIGN UP FOR BTES INTERNET

Review Internet options at www.btes.net/ordernow. The best Internet speed for streaming TV programs on multiple devices is 60Mb or more. To sign up, fill out the online form or call us at 423-968-1526.

STEP 2 - VISIT MYBUNDLE.TV/BTES/HOME

MyBundle helps you find the streaming services that have the content you actually want. Whether it's finding Live TV streaming with the channels you need, discovering new streaming services that match your interests, or deciding what to watch next - this tool is here to help!

STEP 3 - SIGN UP FOR A STREAMING SERVICE AND ENJOY!

When looking at a suggested streaming service in your Find My Bundle Results on MyBundle.tv/btes/home, simply click the buttons that say "Visit Site," "Learn More," or "Free Trial." Next, choose the plan you want and sign-up for an account with the service. Then, sign in to the streaming account on your smart device and enjoy all the available programming!

WWW.BTES.NET/STREAM

THANK YOU!

BTES is proud to have been named the Best Internet and Cable Provider in the Best of Bristol Awards! This award is one of many for the public utility but is special for BTES employees because it is voted on by their customers and community.

"Our employees work hard every day to exceed our customers' expectations in the services we provide, and we feel this award is a reflection of that," said BTES CEO Mike Browder.

At BTES, continuous improvement and performance excellence are part of the culture.

"We are always looking for ways to improve our services and succeed in our vision of being the best," explained Browder. "This award signifies that we are heading in the right direction. We continue to improve our Internet service and strive to provide reliable, safe and cost-effective services."

BTES' fiber system is not only responsible for providing its customers with reliable Internet, telephone, and cable television services, it does so much more! Serving its original purpose in enhancing the BTES electric system, the fiber system provides power outage reporting, theft detection, and monitoring of the Water Heater Maintenance Program. The fiber system has also allowed the utility to automate its electric system.

"We will continue to look for ways to enhance our services for the benefit of our customers," Browder continued. "We want to say a special thank you to our customers for voting us Best Internet and Cable Provider! We appreciate each of you!"

BTES thanks our
customers for
voting us

**BEST
INTERNET
& CABLE
PROVIDER!**

BRISTOL  TENNESSEE

10 Gigabit
COMMUNITY



By



BTES

Bristol Tennessee Essential Services

www.btes.net

423.968.1526

BTES RECEIVES NATIONAL RECOGNITION FOR TREE PROGRAM

The Arbor Day Foundation named Bristol Tennessee Essential Services a Tree Line USA recipient for the 22nd time in honor of its commitment to proper tree pruning, planting and care in its service area.

Tree Line USA, a partnership between the Foundation and the National Association of State Foresters, recognizes public and private utilities for pursuing practices that protect and enhance America's urban trees. Tree Line USA promotes the dual goals of delivering safe and reliable electricity while maintaining healthy community forests.

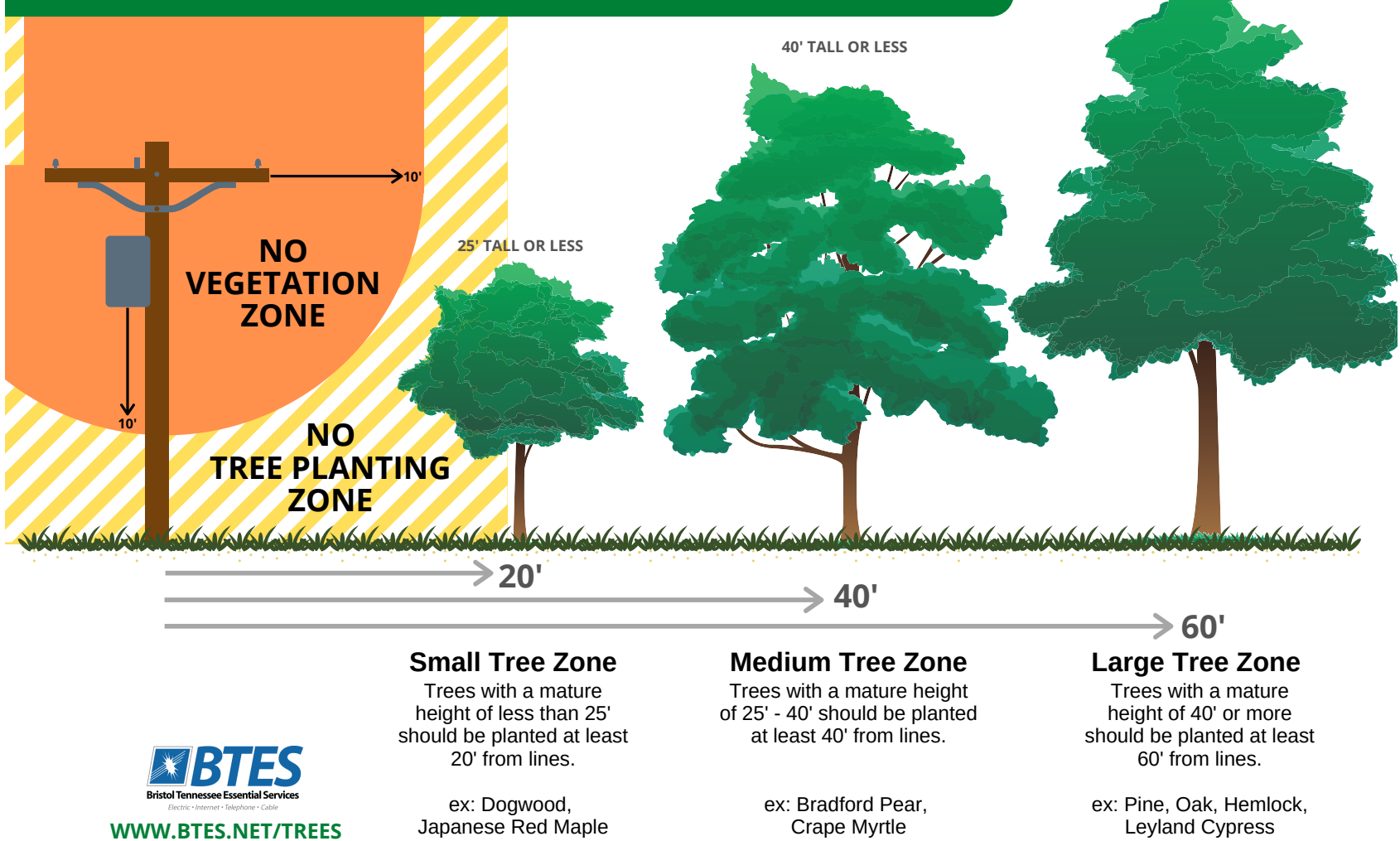
"Trees are a critical part of urban landscapes all across the United States," said Dan Lambe, president of the Arbor Day Foundation. "They provide important

benefits to residents, including clean air, clean water and a tolerable climate. Service providers like Bristol Tennessee Essential Services demonstrate that it's possible for trees and utilities to co-exist for the benefit of communities and citizens."

BTES achieved Tree Line USA by meeting five program standards. Utilities must follow industry standards for quality tree care, provide annual worker training in best tree care practices, sponsor a tree planting and public education program, maintain a tree-based energy conservation program, and participate in an Arbor Day celebration.

More information about Tree Line USA can be found at www.arborday.org/TreeLineUSA.

TREE PLANTING GUIDE



WWW.BTES.NET/TREES

STAY- cation IDEAS

GET OUTSIDE!

- Take a hike at Steele Creek Park
- Rent a boat on South Holston Lake or Boone Lake
- Explore Appalachian Caverns and Bristol Caverns
- Rent an e-bike and explore downtown Bristol
- Enjoy a stroll and picnic at Osceola Island
- Ride your mountain bike on the South Holston TVA Biking Trails

RAINY DAY FUN

- Enjoy the Birthplace of Country Music Museum
- Visit an escape game, trampoline park, skating rink, or movie theatre
- Go bowling
- Watch a live show at the Paramount, Theatre Bristol, or the Cameo

AT HOME

- Plan a backyard campout
- Have a scavenger hunt
- Create your own drive-in movie theatre
- Watch an online class and learn a new skill

The Lighter Side

Why did the deer get braces?

Because he had buck teeth.

Favorite Recipes

Crockpot Taco Chicken

- 3-4 boneless, skinless chicken breasts
- 1/2 cup water
- 1 packet ranch seasoning
- 1 packet taco seasoning

Mix together ranch and taco seasonings. Place chicken and water in crockpot. Cover with seasoning mixture. Cook on low for 6 hours. Shred and enjoy in your favorite taco shell or tortilla with your favorite toppings!

Taco Noodle Skillet

- 1 pound ground beef
- 1 can sweet corn, drained
- 1 packet taco seasoning
- 1 cup shredded cheddar cheese
- 3/4 cup water
- 8 ounces cream cheese
- 1 package egg noodles (12 ounces)
- 4 ounces black olives, optional

Cook egg noodles according to package. In a large skillet, brown beef; drain. Add water, taco seasoning, corn, and cream cheese to beef. Stir until well combined and simmer for 3 minutes. Remove from heat. Add egg noodles and stir to combine. Top with shredded cheddar and olives.



BTES IS THE BEST GIG IN TOWN

Bristol Tennessee Essential Services provides the fastest Internet available anywhere in the United States. So, why is the BTES Gigabit Internet service the best in town? Read below!



CONTINUOUS IMPROVEMENT

BTES is always looking for ways to improve. We've recently added more Internet circuits to increase reliability and redundancy while planning for future growth.



FIBER TO THE HOME

BTES' all fiber network provides the fastest speeds directly to your home. Fiber optic lines are made of glass, so data is sent at the speed of light to your home.



WE ARE LOCAL

BTES employees are your neighbors. Employees live, work, and play in the same community you do. Our office is located on Volunteer Parkway in Bristol, TN.



NO PROMOTIONAL PRICING

BTES does not offer promotional pricing (meaning pricing that significantly increases after a number of months/years). The price is the price, and we work hard to keep it that way.



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. (Spring Special 2022)

- 1. _____
- 2. _____
- 3. _____

Other comments, story ideas or questions:

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

Name and address (optional)



**GIGABIT
INTERNET**
\$99.95 FOR YOUR HOME


Bristol Tennessee Essential Services
Electric • Internet • Telephone • Cable

www.btes.net