

BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Summer 2023 - For customers of Bristol Tennessee Essential Services

NEW CABLE PLATFORM - BTES TV+

BTES has launched a new cable platform called BTES TV+ so that our customers can enjoy a live TV experience using their BTES Internet service! Much like other streaming services, BTES TV+ offers live and on-demand cable content. Our customers will be able to watch their favorite channels through the BTES TV+ app on any supported BTES Internet-connected device while also having the familiarity of a live TV experience including local news and sports!



So, what is BTES TV+?

Simply put, it takes your traditional viewing experience to the next level. Our customers can choose from two channel lineup options:

BTES TV+ (175+ channels including locals, SEC, ESPN, Disney, and more) or BTES TV+ Lite (20+ channels including locals).

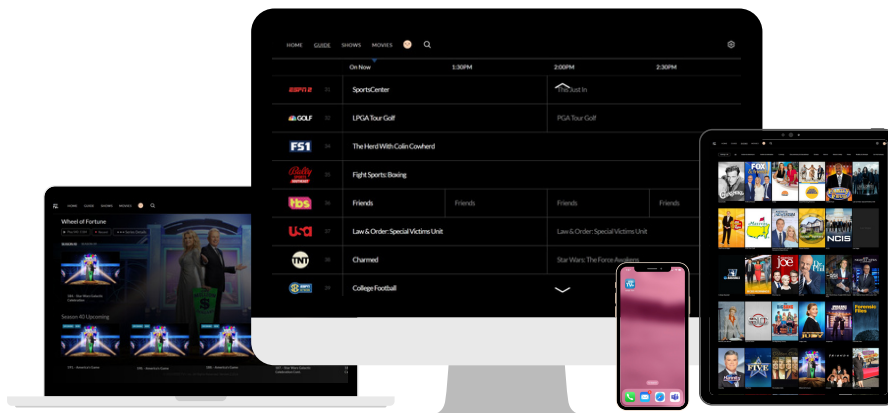
You may be asking – how is this any different from my current cable service I receive from BTES?

- For starters, many more channels are available in high definition – and without the need for a set-top box!
- Second, in addition to watching BTES TV+ on a compatible television, our customers can also watch BTES TV+ on their smartphone, tablet, or other smart device!
- Third, BTES TV+ includes 100 hours of cloud DVR automatically without the need for a DVR set-top box! And, if you happen to miss recording your favorite show, the replay feature allows you to watch programs that aired within the previous 24 hours!
- And lastly, while all content is available while connected to BTES' Internet service, some content and DVR recordings are available even outside of the home on the go!

To sign up or to learn more, give us a call at 423-968-1526 or visit us online at www.btes.net/tvplus



**SCAN TO
ORDER NOW**



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MUTUAL AID: PROVIDE HELP, RECEIVE HELP



Recently, my family and I were out of town for a weekend camping trip. We've come to enjoy our "weekend warrior" camping excursions as a unifying activity for our family. On this occasion, however, a storm came through Bristol on Saturday afternoon and our camping plans were cut short so we could get back home to help with outage restorations.

Our community was hit hard by tornado-like winds that ripped through parts of our service area. Though the damage was significant, most of it was contained to a concentrated part of our service area. Our employees did a fantastic job responding to this event, but soon realized that there was a significant amount of work ahead of us. It would likely take several days of work to restore power to all customers, and several more days of additional repairs to get the system back to normal.

I received a call from our Supervisor of Transmission and Distribution, Steve Craddock, with an update a few hours into the restoration efforts. He indicated we might need some help to get power restored to more of our customers quicker. While my family and I prepared to come back to Bristol, we were in contact with other utilities in our region checking on their status and asking if they had any crews available to help. Thankfully, several were able to provide mutual aid crews and quickly responded.

Our crews worked through the night Saturday and into Sunday evening. By mid-day Sunday, crews from Erwin Utilities, Greenville Energy Authority, Bristol Virginia Utilities, and Morristown Utilities began arriving and nearly doubled our workforce. Some crews continued to work through Sunday night while others rested and returned early Monday morning to restore service to the remaining customers.

About a week later, another storm hit East Tennessee. This time, our community was spared, but Knoxville and other communities took a direct hit. We immediately had crews volunteering to go help if needed. We ended up sending two crews including eight lineworkers and six trucks to provide assistance. Our folks are grateful for the help we have received and jumped at the opportunity to help someone else.

Our focus is to serve our customers and communities, first and foremost, with the safest, most reliable, and cost-effective service available. One of the great benefits of the public power model is having a network of utilities that can provide support if needed, even on a moment's notice.

Blessings to you,



BTES News

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

Clayton Dowell, P.E.
Chief Executive Officer

Address changes, news items and suggestions should be sent to:
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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.

Do we have your current phone number?



To ensure you can quickly report an outage, please verify that the phone number listed on your BTES bill is correct.



WHAT DOES "PUBLIC POWER" MEAN?

BTES is a public power utility - but what does this mean and how is this different than other utility types? Keep reading to learn more!

Public power utilities are community-owned, not-for-profit electric utilities that safely provide reliable, low-cost electricity to more than 49 million Americans. Homes and businesses in 2,000 communities across the United States get electricity from a public power utility.

BTES CEO Clayton Dowell explains further, "Simply put, public power is community power. That means the decisions about how the electric utility is run are made by people who live and work in our community, not corporations. Public power utilities, like BTES, are rooted in and committed to the communities they serve, and we invest revenues directly back into the community."

Public power utilities are one of the primary types of electric utilities in the United States. Public power is distinguished by a few of the following key traits.

LOCALLY CONTROLLED

Like public schools and libraries, public power utilities are owned by the community and run as a division of local government. These utilities are governed by a local city council or an elected or appointed board. Community citizens have a direct voice in utility decisions, including the rates it charges and its sources of electricity.

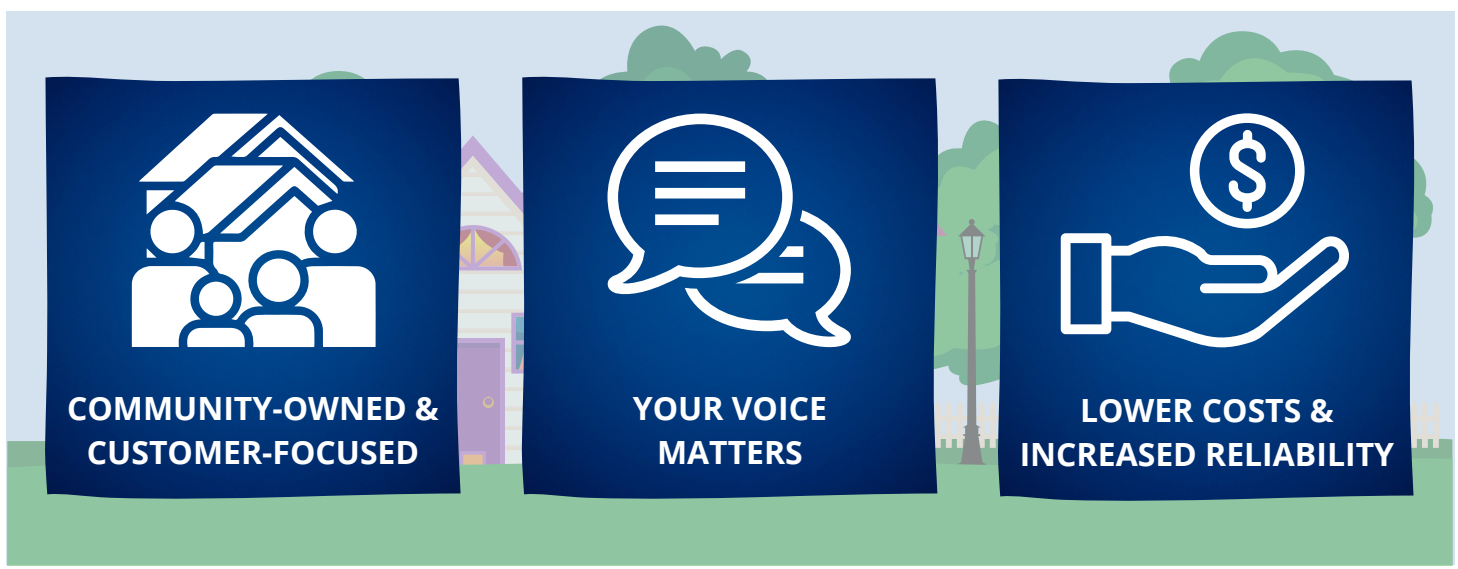


AFFORDABLE

Public power utilities are not-for-profit entities that provide electricity to customers at the lowest rates. Residential customers of public power utilities pay monthly bills that are on average 4% less than customers of investor-owned utilities.

INVESTED IN THE COMMUNITY

Public power utilities are embedded into the fabric of their communities and support a range of community programs including charitable, educational, and beautification programs. For example, in fiscal year 2023, BTES paid more than \$2 million in lieu of taxes to our local communities. This includes more than \$1.8 million to the City of Bristol, Tennessee and over \$560,000 to Sullivan County, Tennessee; Bluff City, Tennessee; and Washington County, Virginia. Public power utilities also invest in their communities through providing hometown jobs and supporting local causes and charities.



DRIVING ELECTRIC IN TENNESSEE JUST GOT EASIER

BRISTOL TENNESSEE IS NOW CONNECTED TO FAST CHARGE TN AND REGIONAL FAST CHARGE NETWORK

As automakers retool their factories to build electric vehicles (EVs), many more EVs will be on the roadways in the next decade. BTES is helping to make sure that our community is ready with charging infrastructure.

On June 15, BTES cut the ribbon on its newly installed fast chargers at the Pinnacle Shopping Center as part of Fast Charge TN, a partnership between the Tennessee Valley Authority (TVA), the Tennessee Department of Environment and Conservation (TDEC), and Seven States Power Corporation. This Fast Charge TN installation is part of the regional Fast Charge Network that covers major travel corridors across TVA's seven-state service area and complements the broader efforts of the National Electric Highway Coalition, which seeks to enable long-distance EV travel by placing fast chargers along interstates and major highways throughout the United States.

"Just like some want a pickup truck, SUV, or minivan, some want an electric vehicle. We want to help eliminate range anxiety for people who want to own and drive electric vehicles," said BTES CEO Clayton Dowell. "The funding from TVA and TDEC makes it possible to add fast chargers in our community by providing 80% of the project cost."

"This charging location does more than charge cars - it connects Bristol to the Fast Charge Network and puts our region on the leading edge of the new electric economy," said BTES Board Chair Erin Downs.

TVA and TDEC have brought together local power companies, state and local government partners, and others to pave the way for over 200,000 EVs on Tennessee Valley roads by 2028.

"Taking a leadership role with our local power company partners and TDEC to create charging infrastructure ensures that we are ready to power these new cars with clean, low-cost, reliable electricity and in turn save drivers money and attract good jobs and tourism - all powered by electricity from TVA and your local power company," said Ray Knotts, TVA Senior Manager, Energy Services and Programs. "Transportation is the region's largest source of air pollution, so using TVA's ever-cleaner power to fuel cars is our biggest opportunity for better air quality. Plus, our region is able to capitalize on



(L-R): Seven States Power Corporation Vice President of Partnerships & Project Development Lance Irwin, BTES CEO Clayton Dowell, City of Bristol TN Mayor Vince Turner, BTES Board Chair Erin Downs, Sullivan County TN Mayor Richard Venable, and TVA Senior Manager of Energy Services and Programs Ray Knotts.

this new technology and has become one of the nation's leading areas for EV manufacturing."

"Tennessee's air is cleaner as measured by federal air quality standards than it has been in generations, and a clean environment helps drive economic development," TDEC Deputy Commissioner Greg Young. "TDEC is partnering with TVA and BTES on these charging stations to continue Tennessee's environmental and economic momentum while further entrenching our state as the epicenter of the electric vehicle transition."

"As the go-to technology partner for local power companies across the Tennessee Valley, Seven States is proud to support the growing demand for EV charging infrastructure," said Betsey Kirk McCall, President and CEO of Seven States Power Corporation. "This project is the latest example of how partnerships between private, public, and nonprofit entities can produce lasting real-world impacts on our economy and environment."

To learn more about the Fast Charge Network, check out energyright.com/ev/

Learn more about Fast Charge TN here: tn.gov/EVFastCharge.



CABLE TV PRICING INFORMATION



WHAT YOU SHOULD KNOW

The cost for us to provide cable content to our customers continues to increase (and we've been told will continue in the future). We are working hard to negotiate the best rates possible and are members of the National Cable Television Cooperative which helps in these negotiations. When networks demand huge fee increases, we work to get the best offerings at the best price. The television landscape is changing faster than ever. Media giants, who already control over 90% of available networks and TV stations, are using their size and power to demand more money, with little regard to how it impacts your wallet.

CHANNEL LINE UP STRUCTURE

We know there are many channels within your channel lineup that you may never watch, and you may ask if there is a way to only receive and pay for the channels you want without all the others. We would love for this to be an option; however, the reason so many channels are forced on consumers is because most cable channels are owned by major media conglomerates. If cable providers (like BTES) want to provide one channel, we are forced to also provide their whole bundle of channels. For example, for us to carry ESPN, we must also carry ESPN2, EPSNU, FreeForm, Nat Geo WILD, and more. This means that BTES pays per customer for each of these channels, whether our customers watch them or not. This cost is what comprises most of the monthly rate you pay for your cable service.

LOCAL BROADCAST RETRANSMISSION FEE

This is the fee we are charged by the local broadcast network affiliates of ABC, CBS, CW, FOX, NBC, and the other required affiliated networks 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 all local broadcasters (combined) amounted to .75 cents per customer per month. These fees have continued to drastically increase.

While we would prefer to broadcast the local stations through our cable system (if the cost was reasonable), these channels can be viewed FOR FREE on your own antenna or their mobile app, whether these channels are carried by BTES or not.



YOUR VIDEO ENTERTAINMENT OPTIONS

1

FIND THE BEST LIVE TV ALTERNATIVE USING YOUR BTES INTERNET SERVICE

We understand that not all customers want traditional cable for their in-home video entertainment, and we will continue to provide the fastest Internet to help meet those needs. We've partnered with MyBundle.TV to give you a personalized TV package recommendation that may include other streaming services.

Learn more at mybundle.tv/btes

2

GET A TRADITIONAL TV EXPERIENCE WITH THE BTES TV+ APP

BTES TV+ offers live and on-demand cable content using an app-based experience. Customers can watch their favorite channels through the BTES TV+ app on any BTES Internet-connected supported device. Customers will still have the familiarity of the live TV experience including local news and sports and cloud DVR, all without the need for a set top box.

Sign up at www.btes.net/ordernow

BENEFITS of eating STRAWBERRIES

Strawberries
can boost
heart health.

Strawberries
are a great
source of
vitamin C.

Strawberries
contain an
antioxidant that
has anti-
inflammatory
effects.

The Lighter Side

WHAT IS IT CALLED WHEN STRAWBERRIES
PLAY MUSIC TOGETHER?

A Jam session!



Favorite Recipes

Strawberry Smoothie

3 cups frozen strawberries
1 1/2 cups milk
1/2 cup strawberry jam

Place all ingredients in a blender and puree until smooth.
Enjoy!

Strawberry Cobbler

Sauce Ingredients:

1/2 cup white sugar
1/4 cup lemon juice
3 cups fresh strawberries, hulled and sliced

2 tbsp. cornstarch

2 tbsp. cold butter, diced

Crumble Ingredients:

1 cup all purpose flour
1 1/2 tsp. baking powder
3 tbsp. cold butter, cubed

1 tbsp. white sugar

1/2 tsp. salt

1/2 cup heavy cream

Preheat your oven to 400 degrees. Butter a 9 inch round or square baking pan.

For the sauce: Place cornstarch, lemon juice, and sugar in a heavy duty saucepan. Cook on medium heat until the mixture thickens. Remove from the heat and add the strawberries, fold gently to mix. Place the strawberry mixture into the buttered baking dish and dot with butter.

For the crumble: Place the flour, sugar, baking powder, and salt in a large bowl. Cut cubed cold butter into the flour mixture until you have crumbs. Stir in the cream. Sprinkle the mixture evenly over the strawberries. Bake for 25 minutes until biscuit topping is golden brown and filling is bubbly.

BTES CELEBRATED ARBOR DAY WITH HOLSTON VIEW ELEMENTARY SCHOOL

Back in April, BTES, the City of Bristol Tennessee, and others joined a class of fifth graders from Holston View Elementary School to celebrate Arbor Day. Several students helped plant a tree (donated by BTES) on the front lawn of the school after learning about the importance of trees from Steele Creek Park Nature Center Manager Jeremy Stout.



Students plant a tree in celebration of Arbor Day.

Also during the celebration, BTES was recognized as a 2023 Tree Line USA by the Arbor Day Foundation to acknowledge its dedication to proper urban forest management in the provider's service area. Tree Line USA, a partnership between the Arbor Day Foundation and the National Association of State Foresters, recognizes public and private utilities for pursuing best practices that protect and cultivate America's urban tree canopy. In addition, Tree Line USA promotes delivering safe and reliable electricity while maintaining healthy community forests.



Cody Buck (C) from the Tennessee Department of Agriculture Division of Forestry presented the 2023 Tree Line USA Award to BTES Vice President of Engineering **David Hacker** (L) and BTES CEO **Clayton Dowell** (R).

BTES achieved the Tree Line USA recognition by meeting five program standards: quality tree care, annual worker training, tree planting and public education, a formal tree-based energy conservation, and participating in an Arbor Day celebration.

INTRODUCING NUTTY THE SQUIRREL!

To continue to share the message of planting the right tree in the right place (away from power lines), Nutty the Squirrel has joined our team as our mascot! Nutty will be reminding his squirrel friends about the dangers of power lines and other equipment by sharing the following messages (that he heard from the American Public Power Association):



- Obey warning signs. Don't touch, hang out near, or hover above transformers. And while you're at it, keep away from substations, too.
- Don't build your nest on electrical equipment: This environment is no place to live.
- Avoid using conduits or going inside insulated pipes/wires. These may look like sheltered routes from the weather, but they are actually there to protect you from high voltage.
- Be flexible and ready for change: If you find that your carefully built nest is gone, it might be because you built it somewhere unsafe.
- Think before you chew: Gnawing on lines might be soothing on your teeth but poses a significant danger to you. You don't want a power line to be your last meal!
- Only hang out in trees that aren't near power lines: We know trees are our friends, but some are better than others. Be on the lookout before you leap to a new area and stay away from power lines.

While Nutty will be working hard to educate his squirrel friends, he will also be reminding our customers that they can help save the squirrels from getting on the power lines and other equipment by keeping trees and other vegetation trimmed back.



Bristol Tennessee Essential Services

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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. (Summer 2023)

1. _____

2. _____

3. _____

Other comments, story ideas or questions:

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

Name and address (optional)



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