

BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Fall 2024 - For customers of Bristol Tennessee Essential Services

BTES EMPLOYEES RISE TO THE CHALLENGE: HURRICANE HELENE

On Friday, September 27, Hurricane Helene swept through our region, leaving a lasting impact. The storm brought heavy rains and powerful winds for hours, toppling trees and causing significant damage. At the height of the storm, around 16,000 BTES customers were without power. We want to reflect on the incredible efforts made by our employees to restore services to our community.

RESILIENCE AND TEAMWORK

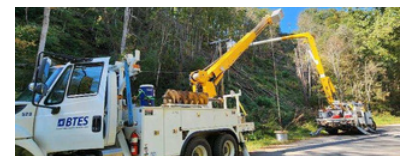
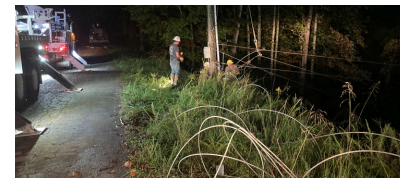
From the moment the storm hit, our employees worked tirelessly around the clock. With the support of additional crews from the City of Alcoa Electric Department, Florence Alabama Electricity Department, Huntsville Utilities, Jackson Energy Authority, Loudon Utilities, and Russellville Utilities, we mobilized more than 130 personnel to tackle the extensive damage and support our linemen.

Throughout the restoration process, our team faced numerous challenges. Our crews replaced or made significant repairs to over 80 damaged power poles and dealt with complex terrain, fallen trees, and damaged infrastructure. In fact, the scale of this event was unprecedented, with more poles needing repaired or replaced than in any event in recent memory. Although all power outages were restored by Thursday, October 3, employees continued to work throughout the weekend and into the following week to make repairs to our fiber optic network which also sustained significant damage due to the storm.

COMMUNITY SUPPORT

We appreciate the understanding and patience shown by our customers during this challenging time. We utilized the BTES Facebook page and website to keep our customers updated on a daily basis and our employees are forever grateful for the kind words and support. These encouraging words kept them going, even at the hardest times.

The support we received from our community was incredible. There were many local organizations and businesses that generously donated meals or snacks, employee family members who helped cook and deliver food, and retired BTES employees who came back to lend a hand. This outpouring of kindness and generosity made a significant impact on our recovery efforts, and we are forever grateful to our community for their unwavering support! To see a list of these organizations and businesses, visit our Facebook page.



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THANKFULNESS



Our region was hit hard by the aftereffects of Hurricane Helene. The steady rains and winds brought much destruction to our service area and had catastrophic impacts on our neighboring communities. Tragically, several lives were lost, and homes were destroyed. However difficult, in the midst of great tragedy there is often an opportunity for great thankfulness.

A few weeks prior to the hurricane, I experienced firsthand how our Tennessee Air National Guard executes training to stay at-the-ready for missions both domestic and abroad. This experience was hosted by the Employer Support of the Guard and Reserve (ESGR) organization. We had the opportunity to join the 134th Air Refueling Wing of the Tennessee Air National Guard in a KC-134R aircraft and participate in the unique air-refueling mission of a B-2 Spirit bomber. Beyond the sheer magnitude of the experience, I had the opportunity to learn about these service men and women who are part of the National Guard and stand ready to serve our country, and our community, at a moment's notice.

The 134th Air Refueling Wing operates from Joint Base McGhee-Tyson near Knoxville, TN. This base is also home to the 1-230th Assault Helicopter Battalion that provided rescue operations for the 50 staff members and patients at the Unicoi County Hospital during the flood on September 27, by airlifting them from the rooftop with three Blackhawk helicopters. Their training and preparedness saved many lives that day.

Our own team at BTES stays in a constant state of readiness. When the impact of Hurricane Helene hit our area, all of our crews and staff were here and ready to respond. They safely executed their mission with precision and excellence over many days of challenging work. I am honored to be a part of such an amazing team that puts service to our community above their own comfort and convenience so that we can be a trusted resource for our customers. For that, I am very thankful.

I am thankful for the many peers in our industry who came to our aid by providing crews that nearly quadrupled our workforce in restoring electric services to our community. Their willingness to provide assistance reduced what would have otherwise been weeks of outages to only seven days. I am also incredibly thankful to the men and women in our armed services, who stay at-the-ready to serve and protect our freedoms nationally, and protect life and property locally, during emergency response operations.

May we all be reminded of things we can be thankful for this season.

Blessings to you,



Clayton Dowell
Chief Executive Officer

BTES News

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

Clayton Dowell, P.E.
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 essential services that enrich our community while striving to make tomorrow better than today.

Our Vision

To be our community's trusted resource for energy and connectivity.



YOUR
LOCAL
INTERNET PROVIDER!

1 GIGABIT PER SECOND
SYMMETRICAL

\$79.95
per month



www.btes.net/ordernow

UNDERSTANDING YOUR BTES BILL

This area shows your ACCOUNT NUMBER which is required for making payments.

This area shows the date range and number of days this bill covers, the reading code, and kWh usage.

This is all of the ways to contact BTES including how to report a power or fiber outage. Our Customer Experience Department can also be reached via email at customerexperience@bt.es.net.

BTES
Bristol Tennessee Essential Services
Electric • Internet • Telephone • Cable

Mailing Address: PO Box 549, Bristol, TN 37621-0549
Physical Location: 2470 Volunteer Pkwy, Bristol, TN 37620
Office Hours: 8:30 am to 5:00 pm Monday through Friday
Customer Service: 423-968-1526
To Report An Outage: 423-968-BTES (2837)
24/7 Technical Support: (423) 793-5555
Website: www.bt.es.net

2843

ACCOUNT NUMBER	ACCOUNT NAME	RATE	SERVICE ADDRESS	LOCATION NUMBER	TELEPHONE
0000000-001	DOE JOHN	22	ELECTRIC WAY 1234	00000000	000-000-0000

SERVICE	FROM	TO	NO. DAYS	RDG CODE	PREVIOUS READING	PRESENT READING	U L T	KWH USAGE	BILL
	07/16/24	08/15/24	30	L	65508	66042	1	534	65.40
CURRENT ELECTRIC CHARGES									65.40
CURRENT LEVELIZED ELECTRIC CHARGES									82.00
FIBER SERVICES - INTERNET (SEE ATTACHED)									49.95
ROUND UP									0.05
TOTAL AMOUNT DUE									132.00

PAYMENTS SINCE LAST BILLING	DATE RECEIVED	08/02/24	AMOUNT	132.00
COMPARISONS				
DAYS SERVICE	TOTAL KWH	AVG. TEMP	AVG. KWH/DAY	COST PER DAY
CURRENT BILLING PERIOD	30	534	77	18
PREVIOUS BILLING PERIOD	33	958	78	29
SAME PERIOD LAST YEAR	32	568	76	18

Your Electricity Use Over The Last 13 Months

BTES is helping you stay connected by offering reliable, blazing fast Internet service with some of the fastest speeds available in the United States!

READING CODES

R = READ
E = ESTIMATED
M = MINIMUM
F = FINAL

P = PRORATED
C = CONTRACT
L = LEVELIZED
O = OTHER

Payment Methods Available
Full list at bt.es.net/paymentoptions

- Bank Draft -- FREE!
- Credit card or e-check
 - via BTES mobile app or at bt.es.net
 - via phone (855) 575-9998
- CheckOut at local retailers (bt.es.net/checkout)
- Auto-pay by check or credit card (bt.es.net/customerportal)
- Local dropbox locations
- Local Banks

RETAIN THIS COPY FOR YOUR RECORDS
PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

Bristol Tennessee Essential Services
PO Box 549
Bristol, TN 37621-0549

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0000000-001	09/02/24	\$132.00
Service location phone	AFTER DUE DATE PAY	LAST DAY TO PAY
000-000-0000	\$136.60	09/10/24

For outage reporting purposes, please revise your phone number if it is different from our records.

DOE JOHN
1234 ELECTRIC WAY
BRISTOL, TN 37620-0000

0 96

BTES
PO Box 549
BRISTOL TN 37621-0549

HELP YOUR NEIGHBOR

Round-up Monthly One time donation Monthly recurring donation
Find out more online at www.bt.es.net/helpyourneighbor Donation Amount \$

This is your CURRENT ELECTRIC CHARGES. If you are on LEVELIZED MONTHLY BILLING, the adjusted charges are shown below.

These are the line items of your bill including any fiber services, outdoor lights, equipment rental, etc. This column will calculate your AMOUNT DUE.

These areas display the amount you owe and when payment needs to be received.

To avoid late fees, pay the AMOUNT DUE on or before the DUE DATE.

To prevent disconnection of services, pay the amount listed in the AFTER DUE DATE PAY field on or before the LAST DAY TO PAY.

For outage reporting purposes, it is very important that we have an accurate telephone number on file. If your SERVICE LOCATION PHONE is blank or different than listed, please fill out this section and return it to BTES.

If you would like to donate to our HELP YOUR NEIGHBOR Program or enroll in the Round Up Program, please fill out this section or visit bt.es.net/helpyourneighbor.

CYBERSECURITY TIPS TO GUARD YOUR DIGITAL WORLD

USE STRONG PASSWORDS

Create complex passwords that combine letters, numbers, and special characters. Avoid using the same password across multiple accounts.

Enable Two-Factor Authentication

Whenever possible, enable Two Factor Authentication for your online accounts. This adds an extra layer of security by requiring a second form of verification in addition to your password.

Keep Software Updated

Regularly update your operating system, browsers, and applications. Software updates often include security patches that address vulnerabilities and protect against new threats.

Be Wary of Phishing Scams

Be cautious with emails or messages that request personal information or contain suspicious links. Always verify the source before clicking on any links or providing sensitive information.

USE A PASSWORD MANAGER

Ditch the notebook and post-it notes to keep your passwords. The most secure way to manage unique passwords is through a password manager application. Password managers store your passwords in an encrypted database.



SHARE WITH CARE ON SOCIAL MEDIA

Think Before Posting

Consider what a post reveals, who might see it, and how it might affect you or others. Think twice before sharing posts such as “20 Facts About Me” or posts answering a long list of questions about yourself and family.

Review Privacy Settings Regularly

Social media platforms often update their privacy policies and settings. Regularly review and adjust your privacy settings to control who can see your posts, send you messages, and access your profile information. Ensure that only trusted friends and contacts have access to personal details.

Be Wary of Suspicious Links and Messages

Cybercriminals often use social media to distribute phishing links and malicious software. Be cautious when clicking on links, especially if they come from unknown or unexpected sources. If you receive a suspicious message, even from a friend, verify its authenticity before taking any action.

JASON BOOHER JOINS BTES BOARD OF DIRECTORS

Jason Booher has been appointed to the BTES Board of Directors by the Bristol Tennessee City Council. A lifelong Sullivan County resident, Booher lives in Bristol with his wife, Christine, and son, Cooper. He graduated from East Tennessee State University and has been a licensed insurance agent and small business owner since 1996, highlighting his commitment to public service.



Booher has served as the Sullivan County Administrator of Elections since 2009 and currently holds several leadership roles, including Chairman of the Bristol, TN Regional Planning Commission and the Sullivan County Ethics Committee, Assistant Secretary of the Bristol, TN Industrial Development Board, Chairman of the Sullivan County Redistricting Committee, and Legislative Director for the Tennessee Association of County Election Officials.

He is also a graduate of the Bristol and Kingsport Chamber of Commerce Leadership Programs and has held various community positions, such as Chairman of the Bristol, TN Parks and Recreation Commission and Beer Board, Secretary of the Tennessee Association of County Election Officials, Walk Chairman for the March of Dimes, President of the Northeast Tennessee Collegiate and Tri-Cities Soccer Referee Associations, and Board Member of the Boone Lake Association. In 2009, he was honored as Statesman of the Year by Congressman Phil Roe.

The BTES Board also includes Chair Erin Downs, Vice Chair John Vann, Secretary Doug Harmon, and Bristol Tennessee Mayor Vince Turner.

GRIDIRON GAMEDAY IN ITS 9TH SEASON

BTES' Gridiron Gameday kicked off its 9th season in August 2024 with a thrilling lineup of high school football action. Recognized for its dynamic live broadcasts, the show covers games from Sullivan East High School, Tennessee High School, and West Ridge High School, bringing the excitement of high school football directly to local viewers. Fans can catch all the action on BTES Power 7, a channel exclusive to BTES cable subscribers. For BTES' Internet customers, a live stream of each is available for free at www.btes.net. Gridiron Gameday continues to be a cornerstone of high school sports entertainment in the region, showcasing the talent and passion of local athletes and fostering community spirit.



BTES Power 7's commitment to high-quality production and comprehensive coverage has made it a staple for football enthusiasts in the region. Each week, Gridiron Gameday not only delivers live game action but also features in-depth game analyses, player and coach interviews, instant replays, student highlights, and more. This extensive coverage ensures that fans are kept informed and engaged throughout the season. By highlighting the skills and stories of local high schools, Gridiron Gameday fosters a deep connection between the community and schools, celebrating the hard work and dedication of students on and off the field.

Gridiron Gameday continues to innovate, enhancing its broadcast capabilities and expanding its reach. A few special games were streamed on YouTube this year and Blu-Rays of the games are available for purchase in BTES' store at power7.tv. As the 9th season comes to a close on November 1, the BTES Power 7 team is already looking forward to its 10th season of thrilling games, memorable moments, and the excitement of high school football.

GRATITUDE CHALLENGE

SOMEONE YOU'RE THANKFUL FOR:

SOMETHING THAT MAKES YOU SMILE:

SOMEONE THAT GOES UNNOTICED:

SOMETHING UNIQUE ABOUT YOU:

SOMETHING HAPPY:

SOMEONE THAT'S HELPED YOU:

A GOOD FRIEND:

A FAVORITE SMELL:

SOMEONE YOU HAVE HELPED:

The Lighter Side

WHAT KIND OF KEY CAN'T OPEN DOORS?

A TUR-KEY!



Favorite Recipes

Turkey Cranberry Meatballs

- 1½ pounds ground turkey
- 1 egg
- ½ cup breadcrumbs
- ¼ cup buttermilk
- 1 tablespoon orange zest
- ½ teaspoon garlic salt
- ½ teaspoon pepper
- ½ teaspoon oregano
- ½ teaspoon basil
- 14 ounce can cranberry sauce
- ½ cup BBQ sauce

Preheat oven to 400 degrees and line a baking sheet with foil. Place a wire rack on top of baking sheet. Whisk together 1 cup of cranberry sauce and BBQ sauce in a microwave safe bowl. Cover with plastic wrap and microwave for 1 minute. Stir and microwave for another minute. Remove, stir, and set aside. In a large bowl, combine buttermilk and breadcrumbs. Add ½ cup cranberry sauce, turkey, oregano, basil, egg, orange zest, garlic salt, and pepper. Mix and set aside. Form into 1-inch balls and place on the wire rack. Bake for 15-18 minutes or until browned. Remove from oven and add meatballs to the cranberry BBQ sauce mixture, then serve.

Turkey Meatloaf

- 2 pounds lean ground turkey
- 6 ounces Stove Top stuffing mix
- 3 eggs, large
- 1 ¼ cup whole berry cranberry sauce
- ½ tsp salt
- ½ tsp pepper
- ½ tsp ground sage

Preheat oven to 350 degrees. Place turkey, stuffing mix, eggs, salt, pepper, sage, and ¼ cup of the cranberry sauce into a large mixing bowl. Use hands to combine thoroughly. Line a loaf pan with foil and spray with cooking spray. Press mixture evenly into the pan. Spread the remaining cranberry sauce on top. Bake for 50-55 minutes or until the meatloaf reaches an internal temperature of 165 degrees. Allow it to rest in the pan for a few minutes after removing it from the oven. Serve and enjoy!

BRIGHT IDEAS FOR THIS HOLIDAY SEASON: 8 TIPS TO SAVE ENERGY

As the holiday season approaches, we're looking forward to festive decorations, cozy gatherings, and joyous celebrations. But amidst the holiday cheer, it's important to keep energy efficiency in mind. Here are some practical tips to help you save energy while still enjoying a wonderfully festive season.

Leave air vents open and unobstructed.

Shutting off the flow of heat to a room that isn't being used might seem like it would save energy by redistributing the heat to other rooms, but that's not quite how it works. Too many closed registers (HVAC lingo for air vents) can cause damage to your HVAC compressor, allowing pressure to build in your air ducts, which can turn tiny leaks into a big, big problem.

Also, holiday decorations can often mean furniture and rugs get temporarily rearranged. Double check that you don't have anything blocking your air vent like a couch, drapes, an entertainment center, or Christmas tree skirt to ensure maximum air flow and energy efficiency.

Unplug Space Heaters

Space heaters are energy eaters. If you have space heaters, make sure someone is always home when they're on. Unattended space heaters are a big-time fire hazard. Make sure you remind your guests to turn them off or unplug them when they're not in use. Even when a space heater is off, it may continue to use energy because it is plugged into an outlet.

Optimize Your Thermostat Settings

During the colder months, it's tempting to crank up the thermostat to stay warm. Adjusting the thermostat up and down numerous times during the day makes your HVAC system work harder so take a "set it and forget it" approach, aiming for 68°F or cooler. Body heat goes a long way, and with more people in the house, you can probably go a few degrees lower than your normal setting. For every degree below 72°F, you can save up to 3% on your energy bill.

Wash Clothes in Cold Water

Your washer and dryer may be working overtime, but a gentle request to guests can help manage energy use. It takes electricity to create hot water, so encouraging guests to wash on cold will not only keep more hot water available for showers and hand washing, but it'll get clothes just as clean.

Opt for LED Christmas Lights

Traditional incandescent lights consume significantly more energy than LED lights. LED lights use up to 75% less energy and lasts longer. This small switch can lead to savings on your electric bill and reduce the frequency of replacing bulbs.

Use a Timer for Your Holiday Lights

To avoid leaving your Christmas lights on all night, use a timer to control when they are turned on and off. Setting your lights to operate for a few hours in the evening can create a festive atmosphere without unnecessarily wasting energy.

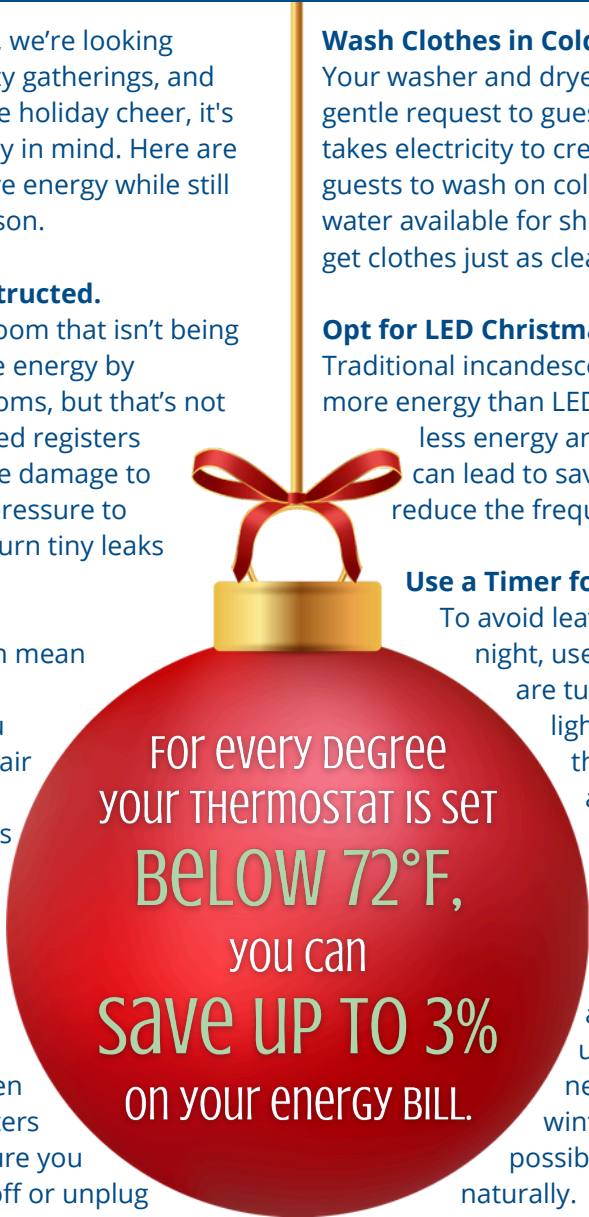
Embrace Natural Light

During the day, take advantage of natural light by opening curtains and blinds. This not only brightens up your space but also reduces the need for artificial lighting. On sunny winter days, let in as much light as possible to help warm your home naturally.

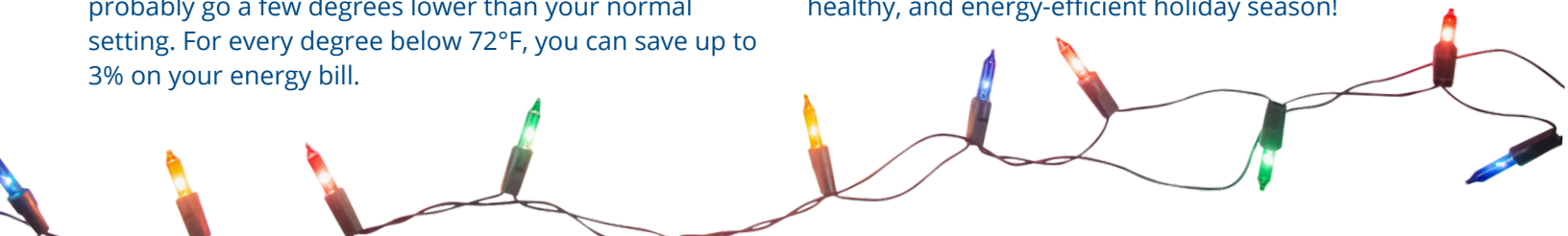
Unplug Unused Devices

Many holiday gadgets and electronics continue to draw power even when they're not in use. Unplug chargers, appliances, and electronics when they're not needed or use a power strip to make unplugging easier. This helps to reduce "phantom" energy consumption.

By incorporating these energy-saving tips into your holiday routine, you can enjoy a festive season that's both joyful and energy-conscious. We wish you a happy, healthy, and energy-efficient holiday season!



For every degree
your THERMOSTAT IS SET
BELOW 72°F,
you can
save UP TO 3%
on your energy BILL.





Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

U.S. Postage Paid
Presort Standard
Permit 72
Bristol, TN



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 2024)

1. _____

2. _____

3. _____

Other comments, story ideas or questions:

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

Name and address (optional)

BTES
Bristol Tennessee Essential Services
Electric • Internet • Telephone • Cable

YOUR TRUSTED RESOURCE FOR ENERGY & CONNECTIVITY

A group of six BTES employees (three men and three women) are smiling in front of a blue background. A small cartoon squirrel mascot is visible in the bottom left corner of the group photo.