



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Fall 2012 ~ For Customers of Bristol Tennessee Essential Services

So...just what is the FOUNDATION Event Facility?

In 1899 in downtown Bristol, Tennessee, Mr. H.P. King built the largest department store within a 200-mile radius of Bristol. The H.P. King Department Store was considered the jewel of the Appalachian region. That jewel has now been transformed into Allen Hurley's FOUNDATION Event Facility and 620 State Restaurant, owned and operated by Vision, LLC, which is part of the Allen Hurley companies.

Hurley, who was the president and co-founder of Touchstone wireless, truly believes in the Bristol community and in the statement, "Build it and they will come."

"I want people to get the full experience of Bristol, which includes bringing different ideas together to attract people to the things that are already here," he says. "We are the Birthplace of Country Music, and no one else can say that! I don't want to just build a destination. I want Bristol to be an experience for all who live here and all who visit our great city."

Hurley continues, "I believe that in order to build our downtown, we've got to have the infrastructure in place for people to visit, including nice buildings and key restaurants. It's a pretty simple business model. You build relationships, keep your word and believe that internal processes deliver external promises. If you strive for those things and have the infrastructure available, things will keep moving forward."

"Having BTES' one-gigabit-per-second Internet services available to every business and every home in the BTES service area is one infrastructure that is helping Bristol move forward. To be able to call BTES — which is a local company with local employees — and quickly have that fast service available is almost unheard of in the United States. Having that fast bandwidth available opens many doors for our community," Hurley adds.



Allen Hurley, owner and operator of the newly renovated H.P. King building, which houses the FOUNDATION Event Facility and 620 State Restaurant, says, "No matter the size of the event, we have the setting, amenities and expertise to make your next event a hit!"

BTES provides state-of-the-art fiber optic services to the FOUNDATION Event Facility, which provides high-definition television, crystal-clear telephone service and ultra-high-speed Internet connections to the building.

"Internet is what the world is today," Hurley says. "BTES understands that and provides excellent ultra-high-speed Internet connections."

These ultra-high-speed Internet connections recently allowed the facility to host a worldwide meeting from downtown Bristol. The meeting host required Internet speeds of a true, continuous 1 Mbps. Many suppliers say "up to" a certain speed, but it is not continuous at this speed. BTES' Internet speeds are actual "true" speeds, meaning that the speed provided is continuous.

Hurley explains, "Since BTES already had the FOUNDATION Event Facility set up with 30 times the required minimum speed with their 30 Mbps Internet

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A Letter to Answer Our Customers' Questions



Every week, almost 2,000 customers communicate with us, mostly by telephone calls. This figure also includes visits to our office and e-mails. This does not include the 33,000 bill payment events per month.

Communication is one of the best skills a person can develop. I believe good communication exists when one person has a picture in his/her head. He/she uses a set of words to describe it, and the other person hears those words and the exact same picture pops up in his head. Seldom does this happen where the picture is the same. Many times it is not even close.

We all have had different life experiences. Every profession has its own specialized language. BTES has a lot of specialized language. Therefore, the same words often give us vastly different pictures. We know that it is our duty to make the picture in your head match ours and the picture in our head match yours. This means we have to carefully use words to draw the picture so that we see the same thing.

Good communications is necessary to successfully resolve the issue at hand. We then review these 2,000 communication events per week to find ways to prevent those communications from having to happen.

Why is it important for us to answer your questions without you even having to call us or come by? This could save you time and inconvenience.

For instance, we may have 50 people call us within a week to find out if we received their payment. We now can e-mail you and/or send you a text message when a payment is made on your account. **See Page 5 for details.**

I use our convenient bank draft and receive only an e-bill. It comes one to three days earlier than a bill through the U.S. Postal Service. Later an e-mail and text message tell me when it is due. The payment will be deducted from my bank account on the due date. I receive an e-mail and a text message telling me the payment has been posted to my account. Questions are answered without my asking or taking any additional actions.

You don't have to use bank draft to use the e-mail and text message system. It just saves you and BTES more time and money.

Our goal is to answer your questions if possible before you even ask. This can make your life more hassle free and save money in the process.

Thank you for letting us serve you and...

Good luck!

Mike Browder

BTES News

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Bristol Tennessee Essential Services,
serving more than 33,000 electric customers
and over 14,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

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BTES website: **www.btes.net**

Editor: Leslie Boughers

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.

REMINDER

Please be sure that you have your account number readily available when conducting business at BTES. This will ensure the quickest and most reliable service for you!

All payment transactions require your account number. If you choose to use our drive-thru lane or inside window to pay your BTES bill, please provide your bill payment stub or your account number to the cashier with your payment.

Your account number is located on the upper left-hand side of your bill.

Thanks for allowing
us to serve you!



FOUNDATION Continued from Page 1

connection, we had no problem meeting the host requirements!"

"BTES strives to provide our customers with the best possible service, and Bristol now has one of the fastest networks in the United States," says BTES CEO Mike Browder. "For our business customers, it opens the way for transporting and accessing 'big data,' which is critical for economic development in our area."

For those who don't know, Hurley's FOUNDATION Event Facility has everything you need for your special event, regardless of the size...from lunch meetings and board meetings to private parties, class reunions, weddings and receptions, and much more. For example, the Caramel Mezzanine can accommodate up to 50 guests in an atmosphere unlike anything in the Tri-Cities. The H.P. King Room will seat 50, the Monroe Room 20, the Mandolin Room 40, the Baldwin Room 109 and the FOUNDATION Room will accommodate 400 to 500 standing.

"We offer bands and DJs, catering, bar service, linens, center pieces, podiums, quality sound music, HD video system, high-tech lighting system, DVD/Blueray, projectors, microphones, house audio, board audio and coat check, if needed," Hurley says.

FOUNDATION events include live music and public events, such as the first Halloween Social in October and the first Annual Pancake Breakfast with Santa in December, with an on-site Santa's Workshop.



The FOUNDATION Event Facility provides catering for events at the facility, quality sound systems, high-tech lighting and HD television provided by BTES.

The FOUNDATION Event Facility was recently honored with "The Heritage Alliance Award for Adaptive Reuse," which is based on restoration excellence and adaptive reuse.

For more information, visit www.FoundationEventFacility.com or stop at the downtown Bristol location for a tour!

With our high-speed, fiber-to-the-user network you'll be in business.



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- Expand local businesses into global markets
- Business Incubator
- Research

The possibilities are endless.

Contact our Business Fiber Sales Team today for your customized BTES Business Solution!

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aeads@gigabitcommunity.com

If we can help your business grow, we will!



April Eads
 Business Development Manager

BTES Offers Free Mobile App!

BTES is now offering a mobile app for our customers. A Mobile App is a term used to describe Internet applications that run on smartphones and other mobile devices such as iPads, etc. Mobile apps help users by connecting them to Internet services more commonly accessed on computers as a quick way to access information that is easy to view and use on the mobile device. (See ad "Connecting to BTES just got easier!" showing the BTES button app).

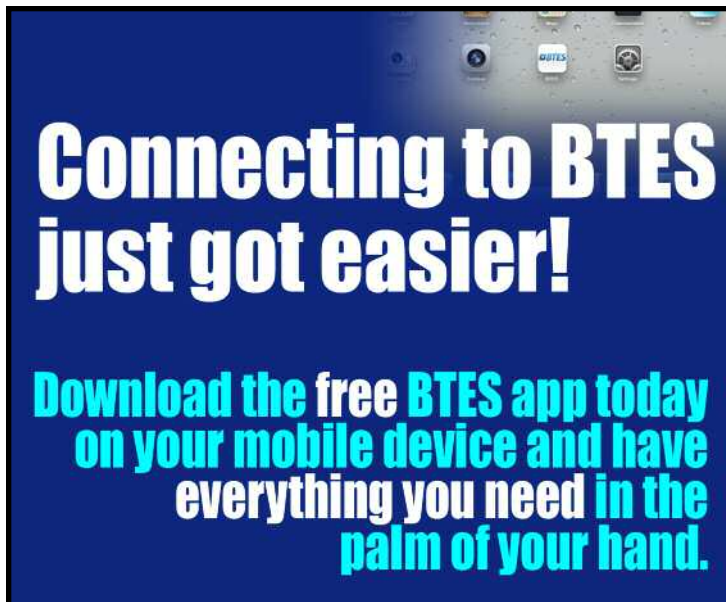
The app is available on either the Apple App Store or the Android Market on your smartphone or device by searching for "BTES."

"BTES strives to provide the best customer service and offers numerous ways for our customers to pay their bills," says BTES CEO Mike Browder. "We want our customers to have the choice of paying using a method that works best for them and meets their needs."

Using the new mobile app, BTES customers are able to view the balance of their account information, bill and due date, make payments using a credit card or echeck, manage bill alerts, find BTES payment locations and access general information about BTES, including contact information — all from their mobile device.

"I like the option to sign up for bill alerts through the mobile app," says BTES customer Kari Mullins. "Now, I get a text message on my phone letting me know when my bill is due, and I can immediately go to the BTES mobile app and make my payment. No need to wait for the mail to arrive with my bill and no need to write a check. I'm happy with anything that makes my life easier!"

In addition to the mobile app, BTES customers can also sign up for e-bill, which sends an electronic version of their bill to the email address they provide. For more information about these programs, visit our website at www.btes.net.



Help Your Neighbor

At BTES, our customers are our number one priority, and we believe that it is our responsibility to help you whenever we can. This is why we implemented the *Help Your Neighbor* Program. This program is designed to help less-fortunate customers pay their winter electric bills.

Help Your Neighbor donations are collected from our customers throughout the year. The Salvation Army certifies the eligibility of the recipients, and the United Way of Bristol disburses the funds. The money goes directly toward helping less-fortunate residential customers. You can add \$1, \$2, \$5, \$10 or more each month to your electric bill or write a separate check to *Help Your Neighbor* and mail it to BTES, P.O. Box 549, Bristol, TN 37621.

If you have signed up for automatic bank draft, it is still easy to donate. Either visit the *Help Your Neighbor* page on our website or just fill out the form below and indicate if you would like to give a one-time donation or monthly gift, and the amount of your contribution and mail the form to BTES.

The number of people who can be helped depends on how much the rest of us are willing to give. BTES will match up to \$15,000 in customer contributions.

Help Your Neighbor Donation Form for Automatic Bank Draft Customers

Name: _____

Account Number: _____

Choose donation level:

One-time donation:

OR

Monthly donation:

Amount: _____

Signature: _____



BTES Receives Top State Award!

BTES has earned the prestigious Excellence Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE).

This is the second time BTES has claimed the top award. Since the program was founded in 1993, only 22 organizations have attained the Excellence designation. The Metropolitan Nashville Airport Authority will also receive the Excellence Award this year.

TNCPE is Tennessee's only statewide quality program patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. TNCPE will officially present BTES with the award at the 20th Anniversary Excellence in Tennessee Awards Banquet on Feb. 20, 2013.

"BTES has been using the TNCPE and Baldrige framework for continuous improvement for more than 20 years," says BTES CEO Mike Browder. "We are very proud to be recognized as an Excellence Award winner."

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. The TNCPE Award program is open to companies and nonprofit organizations throughout Tennessee.

"I want to thank Bristol Tennessee Essential Services for its commitment to improvement and excellence," says Tennessee Gov. Bill Haslam. "For 20 years, TNCPE has been helping organizations become more efficient and effective; and BTES, in partnership with TNCPE, is doing its part to help build a stronger, better Tennessee."

Organizations like BTES apply to the TNCPE program at one of four levels. As the levels increase, so do the depth and complexity of the application, which is based on the Baldrige Criteria for



Performance Excellence. Organizations submit a self-assessment based on questions posed in the criteria and can range from five to 55 pages, depending on the award level sought. BTES submitted a 55-page application to be considered for the level 4 Excellence Award and then hosted a three-day site visit for a team of examiners. If there is not an organization that meets the depth and complexity of a level 4 Excellence Award recipient, no award is given at that level for that year.

In addition to BTES and the Metropolitan Nashville Airport Authority receiving the level 4 Excellence Award, nine organizations will be honored with the level 3 Achievement Award; 22 will receive a level 2 Commitment Award; and, to date, two will receive the level 1 Interest Recognition. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

"This program helps organizations look at the big picture," says TNCPE President Katie Rawls. "But it's not easy — if it were, every organization in the state would be participating."

"Organizations like BTES are truly passionate about performance excellence and have chosen TNCPE and the Baldrige framework to help them become the best run organization they can be."

A full list of winners can be found on the TNCPE website, www.tncpe.org.

Sign Up for Text Message or E-mail Bill Alerts!

BTES is now offering Bill Alerts! Once you sign up, you will still receive your monthly paper bill but will also receive monthly reminders notifying you of your bill amount and due date, when your payment has been received and if your due date passes without BTES receiving your payment. You can receive these alerts via text message, e-mail or both! Sign up today by visiting www.btes.net or by completing the form below and mailing it in with your next payment.

Name: _____ **Account #** _____

I would like to receive bill alerts by:

text message **Cell phone #** _____

Cell phone provider: _____

e-mail **E-mail address:** _____

both (Please fill out all information above)

Craving This?

If you crave this...	What you really need is...	Healthy foods that have it:
Sweets	Chromium, Carbon Phosphorus, Sulfur, Tryptophan	Broccoli, grapes, cheese, dried beans, chicken, fresh fruit, beef, liver, fish, eggs, dairy, nuts, cranberries, horseradish, cruciferous vegetables, sweet potatoes, spinach
Bread	Nitrogen	High protein foods: fish, meat, nuts, beans
Oily Snacks, Fatty Foods	Calcium	Mustard and turnip greens, broccoli, kale, cheese, sesame
Coffee or tea	Phosphorous, Sulfur, Salt, Iron	Chicken, beef, liver, fish, eggs, dairy, nuts, red peppers, garlic, onion, cruciferous vegetables, sea salt, apple cider vinegar, black cherries
Chewing Ice	Iron	Meat, fish, poultry, greens, black cherries
Soda and other carbonated drinks	Calcium	Mustard and turnip greens, broccoli, kale, cheese, sesame



Chicken Apple Hash

By Personal Trainer Tyler Minton

- 2 large chicken breasts, chopped into small pieces
- 1 Gala apple, peeled and chopped
- 1/3 cup chopped yellow onion
- 1 tablespoon fresh chopped sage
- 1 tablespoon coconut oil
- 1/4 teaspoon allspice
- 1 tablespoon maple syrup

Combine the apple, sage, allspice, onion and coconut oil in a pan and heat on stove on high. Cook until onions are translucent. Add the maple syrup and mix well. Add chicken to mixture and cook until chicken is fully cooked, stirring regularly. Serve over a baked sweet potato or mashed butternut squash.

Taco Soup

- 2 24-ounce jars of mild Pace picante sauce
- 1 10-ounce can Rotel diced tomatoes and green chilies
- 1 8-ounce can of corn
- 1 pound of hamburger

Brown and drain hamburger. Add remaining ingredients and bring to a boil. Serve with sour cream and cheddar cheese.

The Lighter Side

A four-year-old boy was saying his nightly prayers and told his dad that he wanted to pray for the missionaries he learned about in church.

"I'm going to pray that they have food to eat because they are hungry," the little boy explained.

After praising his son for his thoughtfulness and laughing to himself, the dad explained that the missionaries are actually in the country Hungary and not necessarily hungry.





Tree Care and Maintenance

Trees have many practical benefits. They are natural air filters — removing dust and greenhouse gases. They can trim your energy bills as much as 20 percent! They improve the value of your property and provide wildlife habitats and shelter, reduce soil erosion, promote a healthy environment and enhance quality of life.

There are many different types and shapes of trees. They grow at different rates and need different types of soil and nutrients.

It is very important to take power lines into consideration when planting a tree. Always ensure that the future size of the tree will never interfere with power lines. Trees can retain their natural beauty if they don't have to be trimmed

to protect the safety and reliability of the power lines.

Tree trimming is one of BTES' major expenses. Help us reduce this cost that must be borne by all our customers. Choose the right tree and the right location — which is not under or near the power lines.

BTES' tree-trimming policy is in place to ensure the reliability of our services while considering the safety of the general public, BTES employees and contractors. This policy also helps control costs associated with emergency repairs to downed lines.

BTES' tree-trimming policy is listed below. For further information, please visit www.btes.net.

BTES Tree-Trimming Policy

- 1. The lateral pruning method shall be employed by BTES and its contractors in all trimming operations performed on BTES right-of-ways.**
- 2. Final trimming and right-of-way clearing shall provide a minimum of 10 feet of unobstructed space (any direction) from BTES overhead conductors, including the system neutral.**
- 3. BTES shall place an emphasis on tree removal(s) in lieu of periodic maintenance and recurring trimming operations.**
- 4. BTES does not remove the stump when removing a tree. BTES will cut the stump at a height to allow removal of the stump by the customer or will cut the stump as low as possible.**
- 5. BTES may offer customers a low-growing replacement tree in exchange for the removal of a fast-growing existing tree that is obstructing or otherwise endangering a BTES overhead power line. In such case, BTES shall make suitable arrangements with an approved tree nursery to provide and professionally install a three- to four-foot dogwood tree at a location satisfactory to both BTES and the affected property owner.**
- 6. Customers may, at their own expense, elect to arrange for a professional independent contractor to trim or remove trees on their property, in lieu of BTES or its contractor(s) performing the same services where said trees will pose a threat to BTES' overhead power lines if neither trimmed nor removed. Contractors need to be insured and certified to work near high-voltage lines.**
- 7. BTES' Tree-Trimming Program does not include provisions for trimming trees which overhang or are otherwise growing near low-voltage service wires. However, in the interest of safety, BTES may, with prior arrangement, de-energize these lines and temporarily lower them to the ground to allow the customer to trim or remove the trees. Once the customer has finished, BTES will reconnect the customer's service line.**



TENNESSEE FIBER OPTIC COMMUNITIES



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 with your electric bill to the address below. (Fall 2012)

1. _____
2. _____
3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, P.O. Box 549, Bristol, TN 37621
 Phone (423) 793-5511

Name and address (Optional)



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Simply call ...
968-BTES
(968-2837)

Our automated outage system helps us respond to power outages quicker to restore your power.

For other BTES business, call 423-968-1526