



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Winter 2016 ~ For Customers of Bristol Tennessee Essential Services

BTES' Reliability Helps Teleperformance Succeed

Bristol Tennessee Essential Services (BTES) understands the importance of providing reliable services to our community, including the businesses and industries in our community to keep them up and running. For one global company with a branch in Bristol, Tennessee, the reliable electric, Internet and cable service provided by BTES helps them achieve their mission of delivering an outstanding customer experience.

Located on West State Street in Bristol, Tennessee, Teleperformance is a customer care center that aims to provide superior customer care services and support to a variety of Fortune 500 companies, as well as several other businesses.



Teleperformance Call Center Manager Robert Smith believes the partnership with BTES will help them to continue to succeed and grow in this community.

"Teleperformance is a worldwide leader in multichannel customer experience," explained Robert Smith, call center manager. "We work to improve business results and to support people and our local communities."

Founded in 1978, Teleperformance operates 135,000 computerized workstations, and has more than 182,000 employees across 270 contact centers in 62 countries. Teleperformance opened its first site in the United States in 1993.

The Bristol branch of Teleperformance began as US Solutions in 2001. In July 2010, US



Solutions became part of the Teleperformance family and, in 2012, moved to its current location on West State Street.

"At our location in Bristol, we have approximately 700 employees with plans for continued growth throughout 2016," Smith said.

Teleperformance's success is directly linked to the satisfaction of their employees.

"Our unique focus on people, backed by our experienced and committed management team, ensures we meet and exceed our clients' and their customers' expectations," Smith explained. "Our People Strategy states that happy employees make happy customers, which makes happy clients and happy shareholders."

BTES is also an important component in Teleperformance's success.

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Recently, we were reviewing with the BTES Board about how our Fiber-Optic Communication System and other components of our strategic plans have helped, in one year, reduce our system outage time by 35 percent. This only takes into account outages that were restored faster than they would have been the year before, when we didn't have the IntelliRupter switches controlled over the fiberoptic system.

When measuring power outages, we count every customer, every minute. This is the most stringent outage measurement used in the electric utility industry. Some don't count small outages. Some don't count large outages caused by storms. Some don't even count any outages. At BTES we have, for many years, counted **every customer. Every minute.** Our goal is less than 60 minutes outage time, per year, per customer. In 2015 we reduced our outage time to 34 minutes per customer. We would like to keep every one of our customers on all the time. Impossible. But we have reduced a large part of the former outage time!

In the fall of 2002, I was chairing an American Public Power Association's fall board meeting. Our speaker was the president of the Electric Power Research Institute. He was discussing the entire West Coast outage that was fresh on everyone's mind. Their research had shown that the outage could have been largely prevented — and more quickly restored — through the use of a faster, more robust communication and switching system. I said, "That would be great, but the electric industry and our customers can't afford it." Three years later, we were serving Internet and cable over such a system. BTES' electric system had built such a system and we set up a Broadband Business Unit to provide Internet and cable. A year later, we had a Telephone Business Unit and were serving telephone customers. **We now serve more than 16,000 Internet, telephone and cable customers over this system.**

BTES serves 17 city and county schools with gigabit data service, giving our students the benefit of joining other BTES customers who have some of the best data services available anywhere, and much better than most. Most Tennesseans cannot even imagine such speed and reliability. BTES fiber customers pay the cost for the system, and the electric customers experience a much more reliable electric system with over \$6 million per year in savings because of having the fiber-optic system and the way we use it. We read over half of our meters with the system. Every one of the customers with fiber-optic service instantly reports when there is a power outage. Every one of our substations automatically reports data and other problems at the speed of light. This helps prevent outages, or resolves other problems, again, at that same speed of light.

We recently had an outage that caused half of The Pinnacle, including Bass Pro Shops and Belk, to lose power. Their BTES electric system, utilizing the BTES Fiber-Optic System, opened one switch and closed three more in sequence while testing each section. All of The Pinnacle had service restored in less than one minute!

On Feb. 2, TVA had a 161,000-volt potential transformer fail, shutting down BTES' Blountville Primary Substation. With just a portion of our Automated Switching System completely installed, we were able to restore all customers and five substations from Tri-Cities Regional Airport to Bristol Regional Medical Center, including greater Blountville, in less than 10 minutes...and with NO injuries! Not long ago, without the fiber-optic system and the automated switches, this would have taken hours.

Meeting our Mission and Vision ... More Reliable Service ... Better Cost and done Safely for our Customers. Thanks for being our customer and ...

Good luck!

Mike Browder

BTES News

Owned and published by Bristol Tennessee Essential Services, serving more than 33,000 electric customers and more than 16,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

BTES News is published four times a year. Address changes, news items and suggestions should be sent to P.O. Box 549, Bristol, TN 37621. BTES website: www.btes.net

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.

Get your BTES Electric Grill or Smoker Today!

Electric Smoker

Two 16-inch diameter cooking grids.
Two access doors.
\$77.10

Deluxe Cart Electric Grill

1670-watt element, 215-square-inch porcelain cooking grid.
Two foldable side shelves.
\$143.43

Deluxe Cart Electric Grill with Rotisserie

1670-watt element, 215-square-inch porcelain cooking grid. Rotisserie plus window. Two foldable side shelves and wooden leg shelf.
\$164.51



Teleperformance Continued from Page 1

"Our business depends on stability and consistency," Smith said. "Our clients and customers expect us to be available during all hours of operation. BTES helps provide that stability and continuous service so that we can continue to serve our customers."

BTES works with established businesses and industries in our community through the BTES Existing Industry Program to promote economic development.

"Our Existing Industry Program gives our industries a single point of contact for electric and fiber needs, and workforce development and retention," said BTES Business Development Manager April Eads. "BTES seeks to maintain open communication with businesses and industries to assist in growing their customer base."

Through the Existing Industry Program, Eads made 175 visits to businesses in 2015, providing a variety of services and facilitating the resolution of problems. BTES partners with other organizations to meet these needs.



Teleperformance is located on West State Street in Bristol, Tennessee.



Teleperformance is not only focused on providing great customer experiences, but ensuring the satisfaction of their employees as well.

"There is a lot of publicity about the need to bring new business to the community, and BTES is very active in the recruitment of new business in Bristol," said BTES CEO Mike Browder. "Yet, 85 percent of new jobs in the United States come from existing industries in local communities. We want to help ensure those existing industries have the tools they need to succeed in our area."

Whether opening a new business, enhancing employee training opportunities or moving to a new location, BTES is there to help.

"We love partnering with BTES," Smith said. "Their dependable service and amazing staff are there for us when needed."

Don't get lost in a sea of paper...

Go paperless -
Sign up for e-bill!

www.btes.net/ebill



Construction Department Highlight

BTES' construction department performs all phases of transmission and distribution construction and maintenance for new, existing and future electric facilities, from substations to street lights, and for the fiber-optic distribution system. All of these employees have completed or are in the process of completing a 4.5-year, on-the-job Apprentice Lineman Program. They are trained to perform all construction and maintenance jobs in all types of weather.



"We are proud of the service we provide to our customers. Above all else, we are proud of our reliable services and of our outstanding safety record. We do everything that we can to send our people home to their families each and every night."

Director of Operations and Safety Kenneth King



"We are a tight-knit organization. Everyone at BTES feels as if they have two families — a home family and a work family. With only 66 employees, we have to work closely to provide excellent service to our customers."

Working Foreman Steve Craddock

"What I love most about my job are the guys I work with. I get to work outside and I'm never doing the same thing. Also, I can drive down the road and see the work that I have done."

Lineman Cody Carrier



"Our customers may not realize that we only employ 66 people at BTES. We all wear many hats and work together doing numerous jobs to provide the best service to our customers."

Working Foreman Brian Harber



"During large outages, the whole company pitches in to help restore service. From our department repairing poles and lines to the engineering department assessing the damage and assisting with the design of our facilities to the ones cooking and bringing food out to the crews, we all come together during tough times. It makes me proud to be part of the team at BTES."

Working Foreman Cole Morgan

"The best part of my job is reconductoring lines and pole changeouts. These jobs take a lot of planning and organization to effectively complete."

Working Foreman Aaron Maxwell



"The hardest part is working long hours during storms that have caused outages. BTES works around the clock until electricity is restored to our entire service area."

Apprentice Lineman Derek Anderson



"The hardest part is staying mentally focused while on the job. The job requires us to stay focused on what we are doing at all times, what results are going to come from our actions, and on the safety of everyone involved."

Lineman Tony Webb

"We do everything that we can each day so that our customers have their electricity to eat a hot meal, take a hot shower and sleep in a warm home."

Lineman Josh Cunningham



“The hardest part of my job is being away from my family and kids for long periods of time during extreme outages. My favorite part is working with a great group of people who are also great friends.”

*Apprentice Lineman
Chase Morelock*



“The best part of my job is that I get to work with my hands all day. BTES employees put in a lot of hard work and dedication so that everyone in our community can have electricity and do the things they love to do. Although working long hours during storms is tough, we are always thinking about our community, neighbors and friends, and trying our hardest to exceed our customers’ expectations.”

*Apprentice Lineman
Wes Baker*



Lineman Terry Hall

“BTES is very involved in the community. As employees, we not only see it as our duty to work every day to provide reliable services, but we know that we must support our community to ensure a brighter tomorrow for our children.”

“My favorite parts of my job are working outside and learning new ways to accomplish tasks. We strive to be the best service provider and exceed our customers’ expectations in everything we do.”

*Lineman
Matt Proffitt*



“For our department, it is important for us to remember that every choice we make not only affects us but our fellow employees and the community.”

*Apprentice Lineman
Chase Castle*



“The hardest part of my job is working in the dark. Many times during severe outages we are working through the night. This makes our jobs even more dangerous.”

Lineman Jason Carrier



“My favorite part is being able to help keep the power on and help build and maintain lines. We face different challenges every day so this job never gets boring.”

Lineman Travis Harr



“One of the hardest things about my job is flagging traffic. I feel that traffic control is the most dangerous part of our job.”

Lineman Tony Carr



“I wish our community knew that there is a lot more in what we do every day than what appears to the eye. Our main goal is to provide reliable and safe services to our community, and we do this by always looking for ways to continuously improve.”

*Apprentice Lineman
Rocky Gragg*

20 years ago ...

First-class stamp was \$.32.

A gallon of gasoline was \$1.23.

Summer Olympics were held in Atlanta, Georgia.

Bill Clinton won re-election as president.

“The Macarena,” “One Sweet Day” and “Because You Love Me” were released.

“Romeo + Juliet,” “Independence Day,” “Twister,” and “Scream” debuted in theatres.

DVDs launched in Japan.

Number of Internet host computers went from 1 million to 10 million.

Internet Explorer 3 was released.

Minimum wage was raised to \$5.15.

Ebay began.

Dolly the sheep was the first mammal to be cloned.

Peyton Manning was a junior at UT.



Breakfast Smoothie

- 1 cup vanilla Greek yogurt
- 1/2 cup orange juice
- 1 cup strawberries
- 1 medium banana, cut into chunks
- 2 cups ice

Combine all ingredients in a blender; blend until smooth and creamy. Pour into glasses.

*Add 1 tablespoon of honey for a sweeter smoothie. Milk can be substituted for yogurt, if preferred.

Buffalo Chicken Dip

- 2 whole-cooked chicken breasts, shredded
- 8 ounces cream cheese
- 1 cup ranch dressing
- 3/4 cup buffalo sauce

Preheat oven to 350 degrees. Mix dressing, cream cheese and buffalo sauce until smooth. Add shredded chicken and bake for 25 minutes. Serve with tortilla chips and celery.

The Lighter Side

What is orange and sounds like a parrot?

A carrot!





Water Heaters: the “Hidden Battery”

What BTES has known for years, the world is beginning to recognize. A study titled “The Hidden Battery — Opportunities in Electric Water Heaters” by The Brattle Group (a global consulting firm with expertise in economics, finance, regulation, competition and energy) was recently published. It states that using electric water heaters in homes as thermal batteries could save money, reduce carbon dioxide emissions, and help electric utilities regulate voltage and frequency.

“Electric water heaters can be thought of as pre-installed batteries that are sitting idle in 50 million U.S. homes,” said Robin Roy, director, Building Energy Efficiency and Clean Energy Strategy, Washington, D.C. “If they were grid interactive — with the local utility or grid operator having real-time communications and control capability — the water in the tanks could be heated when the grid is cleaner and more economic, storing the hot water in the tank for when households need to use it.”

According to EnergyBiz, the Brattle Group found that an 80-gallon electric water heater being controlled in a thermal-storage program would generate around 30 percent less carbon dioxide.

“BTES began a Load Managed Water Heater Program more than 20 years ago,” explained BTES CEO Mike Browder. “This program involves installing a device on a water heater that would be able to turn the unit off during times when the electric load is at peak. This has helped shift some of the electric load to lower-cost periods of use.”

In the beginning, the system used radio receivers to turn off water heaters during peak times. BTES would only cycle water heaters off for three to four hours to avoid the possibility of a few customers running out of hot water. Although it was effective for the technology available at that time, this system managed water heaters with a device as one large group that was incapable of collecting feedback data and shifting water heaters individually.

“After we built our fiber-optic network in 2005, we realized it was possible to implement a new technology



to improve the program and interact with water heaters on an individual basis,” Browder said. “This new technology included monitoring temperatures and having the capability to turn individual water heaters on and off.”

“We saw the potential to use this program to fill minimum-usage periods, reduce peak-usage periods and ultimately help save our customers even more money by keeping costs low,” said Administrative Systems Analyst Jessica Waterman, who manages the Water Heater Program. “To successfully operate our program, we set our water heaters to 135 degrees to allow for optimal thermal storage.”

An additional benefit to setting water heaters at 135 degrees is to help reduce the risk of certain bacteria that could potentially grow inside water heater tanks.

“Legionnaires’ disease is caused by a type of bacteria called Legionella,” Waterman explained. “Having our water heaters set at 135 degrees helps drastically reduce the potential for these bacteria to grow, as well as serves as a better ‘hidden battery’ to store energy for use at other times.”

BTES continually looks for ways to improve our product offerings and provide reliable, safe and cost-effective services while exceeding our customers’ expectations.

If you are interested in participating in our Load Managed Water Heater Program or need a new or replacement water heater, give us a call at 423-968-1526. To learn more about this program, visit our website — www.bttes.net/waterheaters.



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