



# BTES NEWS

**Bristol Tennessee Essential Services**

*Electric • Internet • Telephone • Cable*

Special Edition Spring 2017 - *For Customers of Bristol Tennessee Essential Services*

## BTES Power 7 Highlights our Community

Power 7 — BTES’ local origination television channel — continues to grow as it highlights the Bristol, Tennessee, community, promotes economic development and educates our customers on the numerous programs and services offered by BTES.

Launched in the fall of 2016, Power 7 is available for BTES cable customers on channel 7 and in high definition on channel 207.

“This is something that we have been looking into since we first got into the cable business over 10 years ago,” says BTES CEO Mike Browder. “We saw the need for an outlet to promote our area, and worked to ensure solid partnerships and high-quality programming.”

To offer the best possible product for our customers, BTES employees researched avenues to develop Power 7, compared pricing and quality, visited other utilities that have their own local origination channels, and talked with area organizations about potential content.

“We spoke with several companies that offered to manage the channel and create content,” Browder says. “BTES has a high standard for everything that we do, and we wanted to make sure



The “Dr. Energy” television show was filmed at local elementary schools. “Dr. Energy” explores energy-related and Science, Technology, Engineering and Mathematics (STEM) initiative topics.



that Power 7 meets that standard and exceeds our customers’ expectations for what they would like to see.”

While several options were pursued over the years, a partnership to develop quality programming never came to fruition.

“With our Board of Directors’ support, we decided the only way to ensure a quality product that highlighted our community in the best manner was to bring the production and management of the channel inside BTES,” Browder says. “This means that BTES employees are responsible for content from start to finish — from pre-production layout, filming and editing and the final product.”

The outcome has been successful for our community.

“BTES has always seen the development of a local origination channel as a primary means to support the City of Bristol and Sullivan County, and promote local schools, economic development, public relations, and customer communications,” says BTES Board of Directors Vice Chairman Gary McGeough. “The feedback

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## Like "Lucky"...Make a Difference

When I was only a few months old, my Uncle "D" decided that I needed a Border Collie dog, so he gave me a puppy. Someone decided his name would be "Lucky." He was black with a white blaze down his face, but he didn't have the white collar around his neck like most Border Collies. He did have white socks on his front legs.



Some of my first memories include Lucky and things we would do together. The story that I am going to share predates my memory, but Mother, Aunt Nell (Mother's brother Harvel's wife), and Mother's mother (whom we always called Mama) told me the same story with all the same details. Mother and Aunt Nell were living with Mama and Papa while Daddy and Uncle Harvel were serving our country overseas during World War II.

According to the story, on a beautiful spring day in North Alabama, I was chasing Lucky around the front yard. Since I was a toddler with poor balance, it was not much of a challenge for Lucky to stay out of my reach and bark at me. The adults soon lost interest in us and continued their conversations.

Later, however, they noticed that Lucky was barking at something else, but they couldn't see what. I kept trying to walk toward the barking Lucky, and he would run to me, grab me by my diaper, pull me backwards until I fell down, then head back down the hill and start barking again at something unseen. This scenario repeated itself several times until Mother noticed something seemed amiss and went to investigate. She was shocked to find a very large rattlesnake coiled up, shaking its rattlers. She quickly got a garden hoe and killed the snake.

I have read stories about Border Collies herding sheep and doing other kinds of work. Some of the stories were about them protecting their owners. I don't doubt that Lucky looked after my younger sisters and brothers, just as he defended me. I do know that Lucky almost died twice from snake bites and we don't know the details. He was just doing his job.

Many times, we have a job to do — and we do it. Sometimes our job is to protect family members. Sometimes it involves our work, sometimes it involves our customers, and sometimes it may even involve strangers. What we do may or may not be noticed. The important thing is that there are times when we can make a difference and we do ... just like Lucky made a difference.

Good Luck!

*Mike Browder*

## BTES News

Owned and published by  
Bristol Tennessee Essential Services,  
serving more than 33,000 electric customers  
and more than 17,000 fiber customers.

**Dr. R. Michael Browder**  
Chief Executive Officer

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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.

## Customer Comment

I want to thank East  
Tennessee State  
University and BTES for  
broadcasting the Bluff  
City eagle nest on  
channels 1001 and 1002.  
I really enjoy watching  
the eagles!

Mrs. Walker



# BTES Power 7, cont.

that we are getting from our community is that we are doing exactly what we set out to do!"

Current programs include "Made in Sullivan County," which provides behind-the-scenes footage of area industries showing how their products are made.

"The positive comments we are receiving from the industries we have been able to highlight thus far have been outstanding," says BTES Board of Directors Chairman Larry Clarke. "Our customers may not realize all the great products that are made right here in our community, but with this television program, we are able to give our viewers a sneak peek behind those doors."

Additional programming has highlighted community events, area nonprofit organizations, and programs within our school systems, including local sports.



*BTES Power 7's "Gridiron Gameday" features live broadcasts of area high school football games.*

"It's always been our mindset that if you talk positively about something, the results will be positive," Browder says. "That's our goal with this channel. We want to talk positively about the great things in our community, the elements within our school systems that are working well, and the organizations and people that work hard to make our area the best place to live, work and play."

The BTES Power 7 team is always looking for programming ideas and feedback. Visit [power7.tv](http://power7.tv) to submit your questions and ideas, or email us at [power7@btes.net](mailto:power7@btes.net).

Don't miss out on all the exciting shows we have planned for this channel! If you don't have BTES cable, call 423-968-1526 or visit us at [btes.net](http://btes.net) to sign up. If you already subscribe to BTES' cable television services, don't forget to set your DVR!

Your new community television channel.

## BTES Employees Awarded for Service

Two BTES employees were recently honored by nonprofit organizations for their contributions to our community and the state of Tennessee.



Last year's recipient, Eric Fields, presents the Mildred P. Morris Community Service Award to Lola McVey.

Lola McVey, director of accounting and finance, received the Mildred P. Morris Community Service Award from the United Way of Bristol.

This award is given annually to an exceptional volunteer who has made a significant difference in our community through years of outstanding personal service. The award was established in 1994 in honor of Mildred Morris, who served as executive director for 18 years. Although Mildred passed away in December 2009, this award memorializes her giving spirit and community advocacy.

Lola is currently serving her third three-year term on the United Way of Bristol's board of directors. She previously served as campaign chair in 2014 and has worked on numerous committees, including finance, evaluations and allocations.

Lola also serves on the advisory board for the Salvation Army and the board of directors for Bristol Regional Medical Center. She volunteers at the annual South Holston Lake and River Cleanup and is a 2010 graduate of Lead Bristol!

Leslie Blevins, customer relations representative, received the Champion of Excellence Award from the Tennessee Center for Performance Excellence (TNCPE).

The Champion of Excellence Award was created in 2009 to annually recognize one individual who is dedicated to the principles of the National Baldrige Criteria for Performance Excellence, works



Last year's recipient, Michael Hubbard (L), and TNCPE President Katie Rawls (R) presents the Champion of Excellence Award to Leslie Blevins.

tirelessly to further performance improvement within his or her organization, and is committed to the core values of the TNCPE program. Nominations are solicited from members of TNCPE, and the award recipient is selected by the executive committee of the board of directors.

Leslie has served on the TNCPE board of examiners for seven years, and became a master examiner in 2014. As an examiner, Leslie collaborates with others across the state to assess businesses and organizations that apply to the TNCPE Award Program. They develop valuable feedback reports that applicant organizations use to streamline their processes, empower their workforce, and achieve the results they want. Examiners come from all industry sectors, and play a key role in making Tennessee a better place to live and work.

Leslie also helped BTES receive the Level 4 Excellence Award in 2012 — TNCPE's top award. She has also worked with other organizations across the state to help them achieve this level of excellence.

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## BTES Voted Best of Bristol!

**Bristol Tennessee Essential Services (BTES) was voted the Best Internet and Cable Provider by the readers of the Bristol Herald Courier!**

"We are really proud to receive this award from the Bristol Herald Courier because it is voted on by our community and our customers," says BTES CEO Mike Browder. "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."

The Bristol Herald Courier solicited votes via an online poll for several weeks before tallying the results. Categories included food, entertainment, health and fitness, personal services, automotive and recreation, shopping, financial services and household services.

"We are always looking for ways to improve our services and succeed in our vision of being the best," Browder says. "This award signifies that we are heading in the right direction. BTES provides reliable, safe and cost-effective services, and we continue to expand our products and upgrade our services at no additional cost to our customers."

While this award is one of many for the public utility, it is special for BTES employees because they were nominated by the people they serve.

"Our employees have received many awards over the years and have supported our community through numerous efforts," Browder says. "In addition to providing electric and fiber services, BTES has developed a number of programs designed to meet the needs of our customers, including load-managed water heater, heat pump inspection, tree trimming and maintenance, and energy savings loan programs. We want to say a special thank you to our customers for voting us best Internet and cable provider in the 2017 Best of Bristol Awards!"

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](http://www.btes.net)

423.968.1526

# BAD GARDEN NEIGHBORS

*Don't plant with!*

Peas or Beans



Onions  
Garlic  
Fennel

Carrots



Strawberries  
Fennel  
Cabbage

Lettuce



Cabbage  
Tomatoes  
Celery

Cucumbers



Potatoes  
Sage

Radish



Cauliflower  
Cabbage  
Turnips  
Brussels Sprouts

Potatoes



Pumpkin  
Cucumber  
Squash  
Melons  
Sunflowers  
Tomatoes

Turnips



Beans  
Potatoes



## Favorite Recipes of BTES employees and customers

### Chili Pineapple Chicken Tenders

- |                         |                         |
|-------------------------|-------------------------|
| 2 lbs. chicken tenders  | 1 cup sweet chili sauce |
| 1/4 cup pineapple juice | 1/4 cup honey           |

Whisk together sweet chili sauce, pineapple juice and honey. Set aside 1/4 cup of sauce and pour remaining sauce over chicken tenders. Marinate in the refrigerator for 30 minutes to an hour.

Remove chicken from marinade. Grill until done, about 5 minutes per side. Brush chicken with reserved sauce on each side and cook for an additional minute on each side.

### Parmesan-Crusted Tilapia

- |  |                          |
|--|--------------------------|
| 3/4 cup freshly grated Parmesan cheese | 2 tps. paprika           |
| 1 tbsp. chopped parsley                | 1/4 tsp. salt (optional) |
| 1 tbsp. olive oil                      | 4 tilapia filets         |
| 1 lemon, cut into slices               |                          |

Preheat oven to 400 degrees. Line a baking sheet with foil. In a shallow bowl, mix together the Parmesan, paprika, parsley and salt. Drizzle the tilapia with the olive oil, then dredge in the cheese mixture, pressing it lightly with your fingers if necessary. Transfer to the baking sheet. Bake until the fish is opaque in the thickest part, about 10-12 minutes. Serve with lemon slices.

## The Lighter Side

*Why did the cookie go to the doctor?*

*Because he was feeling crumbly!*





# Tennessee

Kids — use your BTES Internet to research the answers and fill in the blanks about the great state of Tennessee!

## Story Behind the Name

The name “Tennessee” is derived from the word \_\_\_\_\_, a description of the river.



## Counties and Regions

Tennessee is divided into 3 main regions, represented by the three stars on its flag:



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Location and Geography

Tennessee is located in the \_\_\_\_\_ region of the United States.



The state is further divided into \_\_\_\_\_ counties.

It borders \_\_\_\_\_ other states, tying it with Missouri for bordering the highest number of states.

## Major Cities

Tennessee’s capital is \_\_\_\_\_, the destination for many aspiring country music stars.



\_\_\_\_\_ has the largest population, and is the place to go for blues and rock and roll.

Closer to home, \_\_\_\_\_ is the Birthplace of Country Music.

## State Symbols

The state flower of Tennessee is the \_\_\_\_\_ which was made the state flower in \_\_\_\_\_.



The \_\_\_\_\_ is the official state bird.

Other interesting symbols:  
The state insect is the \_\_\_\_\_ and the state wild animal is the \_\_\_\_\_.

## Nickname

Tennessee is called the \_\_\_\_\_ State, a nickname that started during the War of \_\_\_\_\_. Thousands of \_\_\_\_\_ soldiers from Tennessee played a prominent role in this war, especially during the Battle of New Orleans.



**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 with your BTES bill to the address below. (Special Edition Spring 2017)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

Other comments, story ideas or questions.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please return to:  
BTES News, PO Box 549, Bristol, TN 37621  
Phone (423) 968-1526

\_\_\_\_\_  
Name and address (Optional)

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[www.btes.net/trees](http://www.btes.net/trees)