

BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Spring 2018 — For Customers of Bristol Tennessee Essential Services

BTES Honored at National Quest for Excellence Conference

Bristol Tennessee Essential Services (BTES) officially received the nation's highest honor for performance excellence, the Malcolm Baldrige National Quality Award, at the Quest for Excellence Conference held in Baltimore, Maryland on Sunday, April 8.

Walter Copan, Ph.D., Under Secretary of Commerce for Standards and Technology, served as presenter for this year's awards. "It's the pinnacle of recognition," he said in his remarks. "One hundred and ten organizations over the last 30 years have achieved this pinnacle of performance — this is like the Olympics for American excellence!"

BTES CEO Mike Browder accepted the award on behalf of the company. "We have been on this journey for more than 30 years, so receiving this prestigious award is a huge honor," Browder said. "As most everyone knows, it takes a lot of time, a lot of support, and a lot of dedication to create and maintain a culture of continuous improvement."

BTES was one of five organizations to receive the Baldrige Award for 2017.

"I am most honored to be accepting this award for the employees of BTES," Browder said. "Without their focus on providing the best services possible to our community, I wouldn't be standing on this stage."

Named after Malcolm Baldrige, the 26th Secretary of Commerce, the Baldrige Award was established by Congress in 1987 to enhance the competitiveness and performance of U.S. businesses.



(L-R) Supervisor of Networks Mike Parker, Supervisor of Electric Engineering David Hacker, Supervisor of Customer Service Diane Smith, Public Relations and Communications Manager Leslie Blevins, Administrative Systems Analyst Jessica Waterman, Business Development Manager April Eads, Director of Accounting and Finance Lola McVey, Network Specialist Jesse Adams, Board Chairman Larry Clarke, CEO Mike Browder, Director of Management Services Tara McCall, Director of Engineering Clayton Dowell, General Accountant Heather Jenkins, Executive Assistant Jennifer Booher, Board Vice-Chairman Gary McGeough, Director of Operations and Safety Kenneth King, and Supervisor of Purchasing and Stores Cody Johnson accepted the award on behalf of BTES.

The Baldrige Performance Excellence Program, managed by the National Institute of Standards and Technology (NIST) in conjunction with the private sector, raises awareness about the importance of performance excellence in driving the U.S. and global economy; provides organizational assessments, training, tools and criteria; educates leaders in businesses, schools, health care organizations and government and nonprofit organizations; shares the best practices of national role models; and recognizes those role models with the Baldrige Award.

Learn more about the Baldrige Performance Excellence Program at www.nist.gov/baldrige.

"This is like the Olympics for American excellence!"

-Under Secretary of Commerce Walter Copan

IN THIS ISSUE

Information Security

Best of Bristol

Heat Pump Contractors

Recipes

Tree Care

Quest for Excellence

The Roman philosopher Seneca said, "While we teach, we learn." I have heard, and experienced firsthand, that you learn more from teaching a course than by taking a course. There have been many studies which have shown this to be true, using several different modalities.



In the application for the Malcolm Baldrige Award, BTES had to agree to share our knowledge with others. The idea is to improve organizations across the nation through use of the Baldrige framework. Pal's Sudden Service and Eastman Chemical have shared the Baldrige framework with us at BTES.

A team of 15 employees that had been trained as examiners by the Tennessee Center for Performance Excellence led BTES through the Baldrige Award process during the last year. We learned from the training, and we also learned by examining other companies using the Baldrige framework to improve.

After we had been notified we would receive the award, we learned the details of the sessions we would be responsible for teaching. We taught how we used each of the criteria to earn the excellence award. These included Leadership; Strategy; Customers; Measurement, Analysis and Knowledge Management; Workforce; Operations; and Results. Our sessions usually had two speakers who were joined by three others to answer questions from the audience.

There were so many questions that we had to continue offline after each session was over. I expected excellence — but talk about exceeding expectations — I was blown away. Anytime we were walking down the halls or on the elevator, we received more questions and compliments. We also learned from other award recipients. It was a great learning experience that is helping us continue our excellence journey for the benefit of our customers.

I recommend that we all be better today than we were yesterday, and strive to be better tomorrow than we are today ...

Good luck!

Mike Browder

BTES News

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

BTES
Bristol Tennessee Essential Services

SIGN UP TODAY

Your BTES bill is due.

BILL ALERTS
TEXT MESSAGE OR EMAIL
www.btes.net/alerts



Information Security a Top Priority at BTES

It seems that everywhere we look these days, someone is discussing information security. Because of this, customers may want to know — how does BTES use the data we collect?

Simply put, we only collect the data that we absolutely need in order to provide reliable, safe and cost-effective services, and nothing more. BTES does not, and will not, share or sell any information on our customers' use of our services, unless under order of subpoena.

How your electric data IS used:

Digital meters are devices that frequently measure customer electricity usage, usually every 15 minutes. This allows BTES to obtain data about your electricity use, helps measure real-time load, and serves to balance loads on our entire system. Digital meters also help us respond more quickly to outages since we don't have to wait until someone calls to report an outage. We are notified right away and can promptly send employees to the affected outage area. BTES can also quickly gauge if an outage is system-wide or only affects a particular site by the number of notifications relayed through these meters.



How your electric data is NOT used:

A common concern with this data collection is that utilities will be able to see what you're using electricity for at any given time and be able to control your use. The reality is that BTES cannot tell what appliances are in use by looking at the data from your digital meter.

How your Internet usage data IS used:

BTES monitors the Internet network and services, including port scans, server transaction logs, bandwidth utilization, server resources utilization, and access and firewall violations to maintain network stability; satisfy laws, regulations, or governmental or legal requests; operate the services properly; and protect BTES and our customers.

How your Internet usage data is NOT used:

BTES does not share or sell customer data to third-party organizations. Data collected through visited websites is out of the control of BTES. We encourage our customers to become aware of other websites' acceptable use policies to determine what data is being collected through visits to these sites.

BTES has policies and procedures in place to ensure the security of our customers' information. If you have any questions or concerns, email abuse@btes.tv.

BTES Mobile App

View your bill
Check your balance
Make payments

Available on the app store



BTES Voted Best of Bristol!

Bristol Tennessee Essential Services is proud to have been named the Best Internet and Cable Provider in the Best of Bristol Awards, presented by the Bristol Herald Courier!

This award is one of many for the public utility, but is special for BTES employees because it is voted on by our customers and community.

“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,” said BTES CEO Mike Browder.

In addition to electric and fiber optic services, BTES has developed a number of programs designed to meet the needs of our customers, including a Load Managed Water Heater Program, inspected heat pumps, tree trimming and maintenance, and an Energy Savings Loan Program.

“We are always looking for ways to improve our services and succeed in our vision for being the best,” Browder said. “This award verifies that we are heading in the right direction. We continue to expand and upgrade our products, and provide safe, reliable and cost-effective services.

“We want to say a special thank you to our customers for voting us Best Internet and Cable Provider!” Browder said. “We appreciate each and every one of you!”

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 423.968.1526

watchTVeverywhere.com

Your favorite programs. Anytime, everywhere.



Now Available

Watch **TV** Everywhere

It's **FREE** with your cable TV subscription!



Quality Contractors Awarded for Excellent Service

BTES recently recognized its Heat Pump Quality Contractors Network Members for providing great service and high quality to our customers.

We survey every BTES customer who purchases an electric heat pump through the Energy Savings Loan Program (although you do not have to take the loan to experience the benefits of this program), and the results are tremendous! Our customers are satisfied with the entire program, from BTES' staff to our contractors, their staff and the quality of the work performed.

Each heat pump installed through the BTES program goes through a 40-point inspection, which helps prevent many problems. BTES' Quality Contractors know up front what is expected of them through this program, and do their best to meet our high standards of excellence.

Through the Energy Savings Loan Program, BTES provides no-money-down financing* for the following items:

1. Inspected electric heat pump
2. Attic insulation (R19 minimum) and ventilation
3. Floor insulation (R19 minimum) and ventilation
4. Insulated replacement windows
5. Insulated exterior doors
6. Insulated garage doors
7. Electrical service upgrades
8. Storm doors

(*Must qualify under BTES/TVA financing plan)

BTES / TVA Quality Contractors Network Members

Air Movers, Inc.
423-764-2424

Climate Controllers, Inc.
423-547-0100

J&M Heating and Cooling
423-323-3245

John Legg's Heating & Air Conditioning
423-323-5020



BTES Energy Advisor Kevin Frederick (L) presents Mike Jennings (R) of J&M Heating and Cooling with an award for the highest volume of heat pump sales, new construction sales and existing homes sales. In addition, J&M Heating and Cooling and Air Movers, Inc. both received awards for achieving 100 percent in quality.

Energy-efficient homes save you money and make your home more comfortable. To get started, follow the checklist:

- Visit www.2eScore.com to sign up for the program and review available rebates and contractors.
- Contact Engineering Secretary Vickie Ballard at 423-793-5513 to begin loan approval process.
- Call eScore-approved contractors for free estimates.
- Choose installers to do the work.
- Call Engineering Secretary Vickie Ballard for final BTES loan approval.
- After installation — BTES will inspect the installation before the installer is paid.

After approval, payments can be added to the customer's BTES bill. eScore rebates are available for some items.



www.2eScore.com

energyright
solutions TVA

Interview Questions for my Grandparents:

When and where were you born?

What kind of games did you play growing up?

Did you have chores?

Did you have electricity, television or telephone?

Did you have any pets? What were their names?

What did your house look like when you were a kid?

Were your parents strict? What happened when you got in trouble?

What was school like? Did you have a favorite subject?

Did you play any sports?

What did you want to be when you grew up?

What is your favorite childhood memory?

What was your first job?

Where did you meet your spouse?

Tell me about your wedding.

What was Mom/Dad like growing up?

What was your favorite vacation?

Tell me about when I was born.

What do you wish you had known when you were younger?



Strawberry Jam (Small Batch)

- 4 cups fresh strawberries, chopped
- 2 cups granulated sugar
- 2 tablespoons Grand Marnier Liqueur (or lemon juice)

Place two small, clean plates in your freezer. In a large, deep skillet, combine the strawberries, sugar, and liqueur or lemon juice. Heat on medium until the mixture starts to boil. Skim the foam from the top of the jam and discard as it cooks. Don't worry if you can't get all the foam, but you should be able to get most of it. Continue cooking and stirring for about ten minutes or until it starts to thicken. Remove one of the plates from the freezer and put a small spoonful of jam on the plate. Allow it to sit for 30 seconds, then tilt the plate. If the jam slides down the plate quickly, keep cooking. If it is slow and thick, it's done! Continue testing, if needed, every two minutes. Do not overcook! Once completed, place the jam in jars and cool to room temperature. Refrigerate once cool. The jam will keep 2-3 weeks in the refrigerator. Recipe yields two cups of jam.

Crunchy Strawberry Salad

- | | |
|--------------------------------|-------------------------|
| 8 oz. cream cheese, softened | 1/2 cup sugar |
| 1 tsp. vanilla | 8 oz. whipped topping |
| 1 cup pretzels, chopped | 1/2 cup pecans, chopped |
| 3/4 cup brown sugar | 3/4 cup melted butter |
| 2 - 3 cups strawberries, diced | |

Preheat oven to 400. Wash and dice strawberries. Set aside. Chop pretzels and pecans, and combine with melted butter and brown sugar. Spread mixture on parchment paper on a cookie sheet with edges (otherwise you'll have melted butter dripping off your pan!). Bake for 7 - 9 minutes. Watch it carefully so it doesn't turn dark and burn. Pull out of oven and allow to cool. Whip cream cheese, vanilla and sugar together until fluffy. Gently fold in whipped topping. Right before you are ready to serve, fold in strawberries and pretzel / pecan crunch.



The Lighter Side

Why was the little strawberry crying?

His mom was in a jam!



BTES Named 2018 Tree Line USA by Arbor Day Foundation

The Arbor Day Foundation has named Bristol Tennessee Essential Services a 2018 Tree Line USA in honor of its commitment to proper tree pruning, planting and care in the provider's service area. This is the 18th year that BTES has received this honor.

Tree Line USA, a partnership between the Foundation and the National Association of State Foresters, recognizes public and private utilities for pursuing practices that protect and enhance America's urban trees. Tree Line USA promotes the dual goals of delivering safe and reliable electricity while maintaining healthy community forests.

"Trees are a critical part of urban landscapes all across the United States," said Dan Lambe, President of the Arbor Day Foundation. "Service providers like Bristol Tennessee Essential Services demonstrate that it's possible for trees and utilities to co-exist for the benefit of communities and citizens."

Bristol Tennessee Essential Services achieved Tree Line USA by meeting five program standards. Utilities must follow industry standards for quality tree care; provide annual worker training in best tree-care practices; sponsor a tree-planting and public education program; maintain a tree-based energy conservation program; and participate in an Arbor Day celebration.

"BTES, our employees, and Asplundh are excited to receive this honor for the 18th year," said BTES CEO Mike Browder. "Our statistics show that the largest cause of interrupted electrical

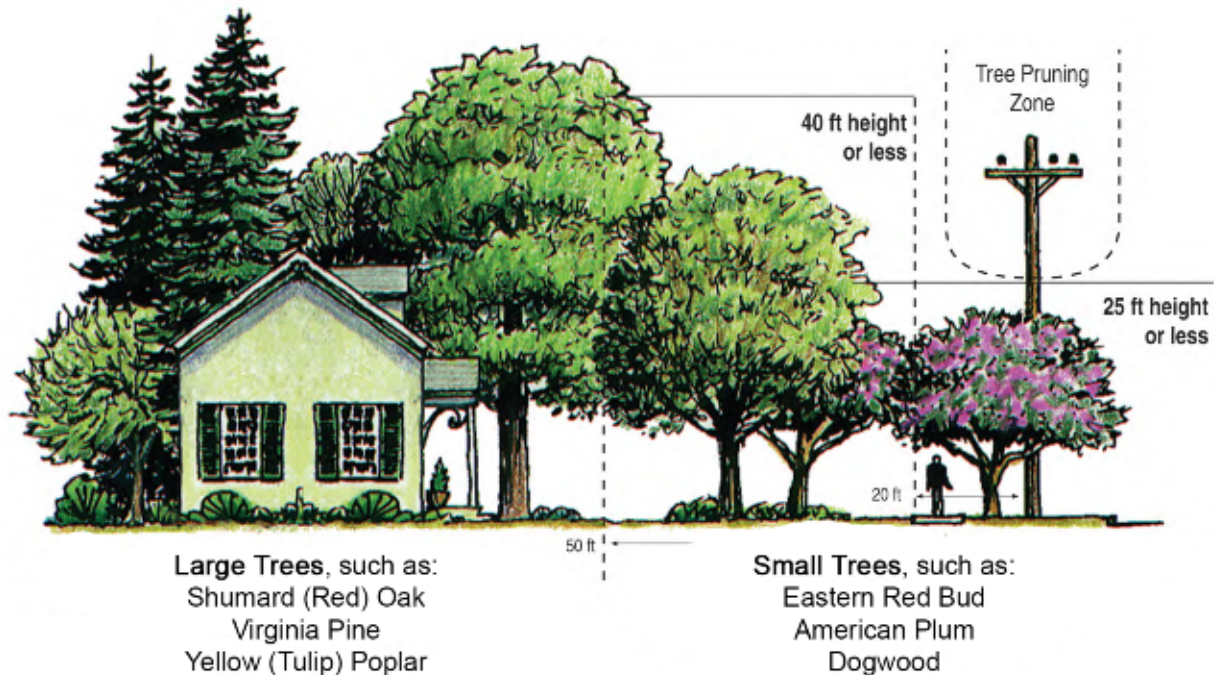


Haynesfield Elementary School students helped plant two trees in front of their school. The trees were donated by BTES. In partnership with the City of Bristol Tennessee, BTES holds an annual Arbor Day / Earth Day celebration, during which at least one tree is planted at an area school.

service is tree-related. Through our tree trimming and maintenance program, our goal is to reduce the number of outages and the costs associated with restoring service while maintaining our area's natural beauty."

BTES' tree care and maintenance policies and procedures, as well as information on where to plant trees in relation to power lines, can be found at www.btes.net/trees.

Plant the right tree in the right place. Plant taller trees away from overhead utility lines.





Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

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



TENNESSEE FIBER OPTIC COMMUNITIES



Malcolm Baldrige
National Quality Award

2017 Award Recipient



BTES News

Spring 2018

Page 8

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. (Spring 2018)

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)

Protect yourself from scams

#StopScams #PublicPower

If someone calls threatening to cut off your power unless you purchase a gift card to pay, hang up.

This is a scam.



To verify the authenticity of anyone claiming to be from BTES, call our main line at:

423-968-1526