



# BTES NEWS

**Bristol Tennessee Essential Services**

*Electric • Internet • Telephone • Cable*

Summer 2022 - For customers of Bristol Tennessee Essential Services

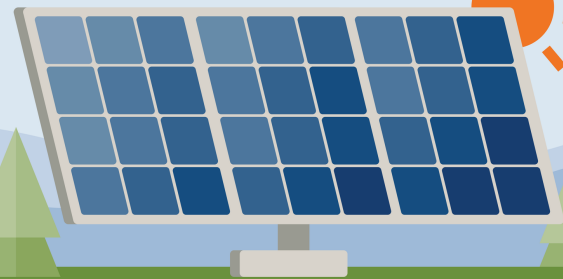
## CONSIDERING A SOLAR INSTALLATION? START HERE...

As with any major purchase, educate yourself by researching offers before you sign a contract. If something seems too good to be true, reach out to BTES or TVA with questions, comments, or concerns. Something to remember, BTES does not credit any excess production of energy.

Before considering adding solar panels to your home, energy efficiency improvements should be considered first. If your home is energy efficient, you will not only use less energy, but if you decide to install a solar PV system, the system can be smaller - saving you more money!

- 1 Visit [www.GreenConnect.com](http://www.GreenConnect.com)** to learn about TVA's free solar program with access to a network of qualified solar installers.
- 2 Do your research!** Get quotes from multiple companies and carefully read the terms of the proposal (including the fine print).
- 3 Visit [edt.tva.gov](http://edt.tva.gov)** to access the Solar Calculator to view system cost and payback estimates.
- 4 Check references.** Ask the installer for references and look at customer reviews online. Do a quick online search and look for news articles or other information about the installer.
- 5 Check for licenses.** Make sure that the installer has an up-to-date business license and insurance.
- 6 Ask questions.** Here are a few key questions to ask: Are you NABCEP-certified, licensed, bonded, and insured? What is the warranty for the panels, inverter, and equipment? What is the timeline of the installation process?
- 7 Confirm Expertise.** Make sure the installer has a Solar PV Installation or Board Certification from the North American Board of Certified Energy Practitioners.

### Wanna go solar?



Calculate the true cost and payback of installation.

**TVA / GREEN**

**SOLAR CALCULATOR**  
[edt.tva.gov](http://edt.tva.gov)

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## PRECIOUS MEMORIES



In my family, there were five siblings. Lee was the youngest and I was the oldest. Lee left this earthly life on May 24, 2022. This was one year after prostate surgery which led to a year of physical and mental decline.

Over the past many years, he and I would go to the NASCAR races at Bristol Motor Speedway. Sometimes others would join us and sometimes it would just be the two of us. Nancy, Lee's wife, would come to Bristol with him. She and my wife, Linda, would go shopping or just visit (or both). Linda always enjoyed Nancy's visits. Between all of us, many memories were made, and many memories were shared.

Some of Lee and Nancy's trips from Alabama would include our sister, Gail, and her husband, David, if there was not a race. We would usually stay on South Holston Lake and much of the entertainment was culinary arts which included fixing and eating food. We shared lots of memories as we enjoyed each other's company. We learned many of the meal ideas from Mother and many of the memories we shared came from experiences with her. For example...

When we were young, it was my responsibility to milk the cow before I caught the bus for school. If Mother was ever sick, I was also charged with making breakfast. Once, before Lee was old enough to go to school, Mother was sick and I got Lee out of bed to help me cook breakfast. He stood on a stool in the kitchen and made the biscuits. He then pulled the stool over to the stove and made the bacon and gravy. After milking the cow, I strained the milk and poured it into gallon jars. I then cooked the eggs. After breakfast, the four older kids caught the bus to school.

The last day that I saw Lee alive was May 20. When I went to visit him the day before, Nancy had told me that he would understand everything I said. His eyes were open, but he never looked at me. His expression never changed. After leaving him that day, I said to myself, "Tomorrow I have to do better."

When I saw him the next day, his eyes were closed. I started telling stories about our children and grandchildren – a subject on which Lee was always interested. There was no change in Lee's expression. Then I told him a story that he would have thought was funny and he grinned. It was the same grin he would have given a year earlier if he was standing up and we were talking. Wow! Later, I told him another funny story. Same grin! Wow! He heard and he understood. He was the same Lee!

David and I were asked to give tributes at Lee's memorial service. We did and we shared even more memories.

Lee, until we meet again.

Here's wishing all of you a great day and...Good luck!

*Mike Browder*

## BTES News

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

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

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### 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 for the benefit of our customers.



# GO PAPERLESS WITH E-BILL



*Sign up today!*

[WWW.BTES.NET/EBILL](http://WWW.BTES.NET/EBILL)

## STAY COOL, SAVE MONEY



Temperatures are on the rise, but that doesn't mean your electric bill has to go up as well. Get smart about your energy use to keep your AC running and your bill under control.

To keep us all calm, cool and collected, the Tennessee Valley Authority (TVA) has readied its electric grid for the expected summer temperatures. And to keep your costs in line, here are some tips to help "beat the heat" of higher utility bills.

When considering these tips, remember that summer energy use is usually highest - and rates are at their most costly - between 2 p.m. and 8 p.m., during the warmest part of the day and when people arrive home from work.

One of the easiest ways to save energy is to set your home's thermostat a few degrees higher. For each one-degree change, you can save up to 3 - 5 percent on your home's cooling costs! The additional following free, low-cost energy savings tips can help offset the additional energy needed to run your air conditioner throughout the summer.

### Top Tips for Saving Energy in the Summer Heat

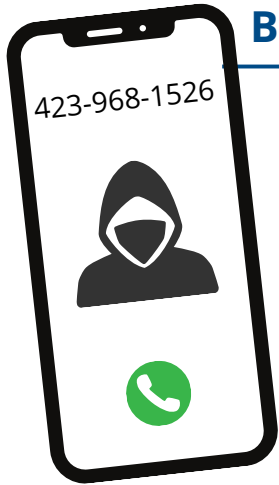
- **Before the sun goes down...** Refrain from running your dishwasher, clothes washer, or dryer during the heat of the day.
- **Filter it out.** Make sure your air conditioner filter is clean—a dirty filter means the unit uses more power than necessary.
- **Mom was right...shut those doors!** Keep the cool air in by minimizing the number of times you open and shut your main doors leading outside. Do the same with the refrigerator door.
- **Use a fan.** Use ceiling and floor fans to keep air moving in your home, but only when you're in the room - they use a lot less power than setting your air conditioner lower.
- **Unplug to power down.** Unplug any unused or unnecessary devices. Even when they're turned off, they still use energy if plugged in.
- **Send your old appliances packing.** Have an old additional fridge out in the garage that you're still using? Consider recycling it...it's probably inefficient.
- **Lighten up.** Make the switch to more energy-efficient light bulbs. They use 75 percent less energy, and put off less heat!
- **Made in the shade.** Keep curtains closed during the day on the south, west, and east sides of the house to block out sunlight.
- **Plant some trees.** Shade trees planted (away from power lines) on the south or southwest side of your home will keep it cooler.



### ENERGY SAVINGS TIP FOR THE SUMMER

In the summer, ceiling fans should rotate counter clockwise to push cool air down.

For more tips, visit [www.bttes.net](http://www.bttes.net)



## BE AWARE OF CALLER ID SPOOFING

### WHAT IS CALLER ID SPOOFING?

Caller ID spoofing is when a caller uses technology to hide the actual phone number they are calling or sending a text from and display another phone number in the Caller ID. You may not be able to tell right away if an incoming call is spoofed. Be extremely careful about responding to any request for personal identifying information. As a reminder – BTES will never ask anyone to purchase a gift card to pay their bill and we don't ask for credit card information over the phone.

### TIPS TO STAY SAFE

- Don't answer calls from unknown numbers.
- If you answer the phone and the caller (or a recording) asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes" or "No."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords, or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's website to verify the authenticity of the request.
- Use caution if you are being pressured to give out information.

### AN EXAMPLE OF CALLER ID SPOOFING

John Smith received a call on his cell phone that appeared to come from his bank. The person on the line identified herself as Cindy from the Fraud Department at his bank and told John there had been a fraud attempt on John's checking account.

Cindy (actually a scammer) asked John if he made a purchase at Walmart for \$608.25. John said that he did not make that purchase. Cindy asked John to verify his online banking username and John gave it to her. Cindy told John that she was going to send a one-time verification PIN to his cell phone so she could verify his identity.

Cindy used John's online banking username to log in to his online banking system and clicked on "Forgot Username or Password" to generate a text message from the bank's real phone number with verification code. When John received the text message with the verification number, he read it back to Cindy over the phone, which allowed the scammer to access his account. Once Cindy could access John's account through online banking, she could see and read back his actual bank transactions, making it appear like she was from his bank.

At this point Cindy has access to everything she needs to set up payments and take money out of John's account.

### WHAT NOW?

If you think you've been the victim of a spoofing scam, you can file a complaint with the FCC. For more information, visit [www.fcc.gov/spoofing](http://www.fcc.gov/spoofing)

# BTES PARTICIPATES IN AND SUPPORTS COMMUNITY EVENTS



### BIG TRUCK DAY

BTES participated in the City of Bristol TN's Big Truck Day on Saturday, May 21. Families were encouraged to attend so that the kids could climb, explore, and learn about all the large equipment used around our city!

Shown with the BTES truck above is Supervisor of Transmission & Distribution Steve Craddock.



### EGG DROPS

BTES had an egg-citing time at the Egg Drop Challenges at Fairmount Elementary and Holston View Elementary where students built containers that were dropped from the BTES bucket truck. The eggs that survived the drops from differing heights won the challenge!

### CAREER DAY AT BCES

BTES employees participated in Career Day at Bluff City Elementary School to talk with the students about the jobs at BTES. Shown below is Working Foreman of Transmission & Distribution Josh Cunningham with Mrs. Evans' Kindergarten class.



### TREE DAY

At the annual Right Tree, Right Place training event held at the UT-TSU Extension in Blountville, participants heard about the importance of not planting trees near power lines. The training day educates landscapers, garden centers, Master Gardeners, and homeowners on proper tree selection and care, among numerous other topics.



### ARBOR DAY CELEBRATION

BTES, the City of Bristol TN, fifth graders at Haynesfield Elementary School, and others commemorated Arbor Day by planting an eastern red bud tree. The annual celebration is rotated among the City's elementary schools each year. In addition to the eastern red bud, BTES provided a pin oak tree for the school playground.



# HOW TO *write a* THANK YOU NOTE



## Show gratitude

Thank you so much for...  
A note of thanks for the beautiful...  
I am so grateful for...  
Your kindness is appreciated for...

## Personalize

Be specific!  
Talk about what the gift or act of kindness meant to you.

## Bonus

I can't wait to see you...  
Thank you again for...  
I am so thankful for a friend like you!

## Closing

Gratefully  
Sincerely  
With love  
Fondly  
Warmly

# THANKYOU

## The Lighter Side

What did Zero say to  
Eight?



Nice belt!



# Favorite Recipes

## Corn Salsa

- 1 15.5 ounce can of black beans
- 1 15.5 ounce can of sweet corn
- 1 12 ounce can Rotel diced tomatoes
- Juice from half a lime
- 1/3 cup red onion, diced
- 1/4 cup cilantro, chopped

Mix all ingredients together in a big bowl! Stir gently to mix it up thoroughly. Cover and store in fridge until ready to eat. Enjoy with your favorite tortilla chips!

## Summery Salad

- ½ pound red cherry tomatoes or grape tomatoes, halved
- ½ pound yellow cherry tomatoes or grape tomatoes, halved
- 2 avocados, diced
- 1 cucumber, sliced
- ⅓ cup red onion, diced
- ¼ cup basil pesto
- 1 tablespoon lemon juice
- Salt and pepper, to taste

In a large bowl, combine halved red and yellow cherry or grape tomatoes, diced avocado, sliced cucumber, and diced red onion. Add basil pesto and lemon juice to the salad and toss to combine. Season with salt and pepper, if desired. Use more basil pesto, if desired.

# 2022 GRIDIRON GAMEDAY SCHEDULE



Friday, August 19

Volunteer at **West Ridge**

Friday, August 26

Pigeon Forge at **East**

Friday, September 9

Johnson County at **East**

Friday, September 16

Dobyns Bennett at **West Ridge**

Friday, September 23

Cherokee at **West Ridge**

Friday, September 30

William Blount at **West Ridge**

Friday, October 7

Volunteer at **THS**

Thursday, October 13

Greeneville at **East**

Friday, October 14

Boone at **THS**

Friday, October 21

West Ridge at **THS**





**Bristol Tennessee Essential Services**

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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. (Summer 2022)

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Other comments, story ideas or questions:

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

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Name and address (optional)

**INTERNET FOR ALL OF YOUR DEVICES**

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