



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

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TENNESSEE FIBER OPTIC COMMUNITIES



Malcolm Baldrige
National Quality Award

2017 Award Recipient



BTES News

Summer Special Edition 2018

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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. (Summer Special Edition 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)

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Internet speed in
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BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Summer Special Edition 2018 — For Customers of Bristol Tennessee Essential Services

Your BTES Internet has been **UPGRADED** for free **AGAIN!**



If you have residential Internet service with BTES — your Internet speed has been upgraded again — for free! No need to call us as we have already made the change for you!

Want even faster speed? Upgrade to Gigabit Internet service today — the fastest Internet speed offered in our community!

**Don't have BTES Internet?
Sign up today!**

4Mb / 768k
\$16.95

60Mb / 15Mb
\$49.95

100Mb / 50Mb
\$59.95

1G / 100Mb
\$99.95

IN THIS ISSUE

- Agero Highlight
- Gridiron Gameday
- TVA Award
- Recipes
- Channel Lineup

Faster Internet at No Additional Cost!



We know you want fast and reliable Internet, which is why it gives us great pleasure to increase our Internet speeds for our customers!

Our experience and record in the electric utility business have made us one of the most reliable and cost-efficient electric distribution systems in the nation. We have used all of that valuable knowledge and experience to make our Internet, telephone and cable television systems highly reliable and cost effective. We know how important electricity, telephone, television and Internet are to our daily lives. We depend on these services every minute, and we know you do as well.

Our power outage reporting system, which is connected to your meter if you have our fiber-optic services, helps us respond quicker when you experience a power outage. This system sends a signal to our dispatcher to let us know your power is off and allows us to quickly respond. In most cases, we also use this system to read your meter. This state-of-the-art automation enables us to continue to provide you better service while controlling costs.

At BTES, we believe our most loyal customers should receive the same pricing as our newest customers. We always want our customers, especially our long-time customers, to receive our best prices and services ... and without having to call us. That is one of the reasons we upgraded our existing customers' Internet speeds, at no additional cost to them, before making these speeds available to new customers.

We often see other companies offering better deals to new customers instead of their existing customers, and only for a limited time. When I have been a loyal customer at a business, I find it frustrating to see others receive a better deal just because they are new. We have heard our customers say the same thing. We don't intend to work that way, and that's why there is no additional cost to you for increasing your Internet speed!

If you don't have our fiber-optic services, I encourage you to join the thousands of customers who are already enjoying our Internet, telephone and cable television services, and the other benefits of BTES' fiber-optic system. For more information, contact us at 423-968-1526 or customerservice@btes.net.

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 over 17,000 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.

IPTV ESSENTIALS *plus*

100 Mb Internet

IPTV Cable

200+ channels

Basic Telephone

unlimited long distance

\$134.95



Agero - Safe. Smart. Driven.

With an inbound contact center in Blountville, Tennessee, which is outfitted with BTES' high-speed Internet and telephone service, Agero, Inc. provides vehicle and driver safety, security and information services to more than 75 million drivers nationwide.



"Agero is one of North America's leading providers of roadside assistance, handling over 10 million dispatches per year," said Robert Sullivan, director of network engineering for Agero. "In 2016, we opened our sixth call center in the Tri-Cities, Tennessee, area and BTES proved to be a valuable partner in its deployment."

BTES quickly and efficiently optimized, expanded and customized the building's high-quality fiber-optic cable grid.



"Thanks to BTES, we were able to deploy the site months earlier than originally forecasted, in large part due to the fiber cables for Internet, data and voice services being installed so quickly," Sullivan said. "Rescuing stranded drivers 24/7 demands exceptional phone and data services, and we consider BTES an exemplary municipal utility for accommodating our needs so smoothly and professionally."

BTES quickly and efficiently optimized, expanded and customized the building's high-quality fiber-optic cable grid.

Agero's regional contact centers, like the one in Blountville, handle incoming calls from vehicle owners, and act on behalf of vehicle manufacturers and insurance providers that offer roadside assistance as part of their service packages.

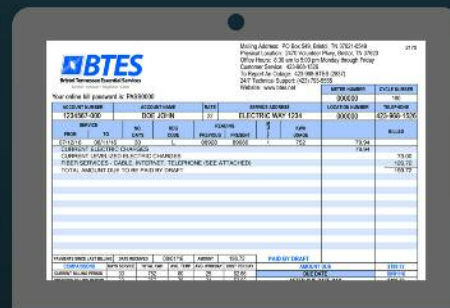
"Over the past several years, we have experienced tremendous growth as more and more companies within the automotive and insurance industries are adopting new technologies, such as UBI, location-aware services and data analytics," said Agero CEO Dave Ferrick. "We want to ensure that drivers are receiving top-notch customer service from experienced professionals. With its close-knit community and strong labor market, we found the Tri-Cities area to be the ideal location, and look forward to building a lasting partnership with the local residents."

Agero has consistently been recognized as a benchmark for their success in customer service, technology and product innovation. For more information about this award-winning company, visit www.agero.com.

Agero Blountville is currently hiring and looking for heroes who have a passion for helping others. If you would like to join their dynamic team, visit their website at www.agero.com/careers.

Go paperless with e-bill!

www.btes.net/ebill



Gridiron Gameday on BTES Power 7

Football season is right around the corner, and the BTES Power 7 crew is gearing up for a great season of Gridiron Gameday!

"We are excited to share the live broadcast of football games from Sullivan Central, Sullivan East and Tennessee High with our customers again this year," said Supervisor of Television Production Chris Sykes. "We worked with representatives from each of the schools to set our schedule and we are looking forward to a great lineup of games!"

In addition to the football games, the BTES Power 7 crew also films a weekly Coaches Show that includes interviews with coaches, athletes and others. This show airs the day before the live broadcast of the game, as well as immediately prior to the game. Check your channel guide for show times.


Sykes noted that the upcoming season will host the continuation of the live Pregame Show, which highlights activities surrounding the game and features interviews with students, coaches, teachers and administrators. "In addition, we'll also be continuing one of our most popular segments, Walk the Field, which spotlights and interviews a player from one of that week's teams," Sykes said.

For more information about BTES Power 7, to suggest potential content or programming, or to ask a question, visit power7.tv.



2018 Schedule

High School Football
LIVE!



August 16	Johnson County at East
August 24	Lee at TN High
September 7	VA High at TN High
September 14	South at Central
September 28	Grainger at East
October 5	East at Central
October 12	Crockett at TN High
October 19	Union at Central



Watch on BTES channel 7 or 207 in HD!

www.power7.tv 423-968-1526



BTES Receives Award from TVA

Bristol Tennessee Essential Services was recognized as a Top Performer in Top Savings for New Homes through the TVA EnergyRight Solutions Program. TVA's EnergyRight Solutions Vice President Cynthia Herron and Northeast Customer Service Manager Chris Quillen presented BTES with the award.

"In partnership with TVPPA, local power companies such as BTES, and directly served customers, EnergyRight Solutions has been able to meet or exceed our goals for 10 years in a row," Herron said. "Energy-efficient homes built to TVA's standards save homeowners money on their energy bill each month, and this award recognizes BTES for their work to encourage homebuilders to construct such homes."

Over the past ten years, the TVA EnergyRight Solutions Program has accomplished the following across the Tennessee Valley:

- Saved 3,400+ GWh — enough energy to power 230,000 homes in the Valley for one year
- Saved energy to reduce emissions — equivalent to taking 542,000 cars off the road for a year
- Leveraged over \$1.1 billion in additional investment in the Valley in the last five years

BTES participates in EnergyRight Solutions through the eScore Program, Green Power Switch, Heat Pump Program, New Homes Program and others.

"We are proud to receive this award from TVA," said BTES CEO Mike Browder. "Wasted energy costs our customers money, and we want to do everything we can to encourage home builders to participate



BTES was recognized as a Top Performer in Top Savings through the TVA EnergyRight Solutions Program in the New Homes category. Pictured left to right: Northeast Customer Service Manager Chris Quillen, BTES Board Chairman Larry Clarke, TVA EnergyRight Solutions Vice President Cynthia Herron, and BTES CEO Mike Browder.

in the New Homes Program to build homes to the EnergyRight standards."

To qualify for the New Homes Program, contractors are required to meet EnergyRight standards set by TVA, ensure that heat pumps pass a BTES inspection, and have water heaters be load managed by BTES.

For more information on how you can make your home more energy efficient, visit www.2eScore.com.



See how
easy it can
be to **live
comfortably**

www.2eScore.com

IF YOU HAVE ONE OF THESE STAINS



TRY THIS!

GRASS _____ **VINEGAR**

RED WINE _____ **WHITE WINE**

GREASE _____ **SODA**

BLOOD _____ **HYDROGEN PEROXIDE**

OIL _____ **WHITE CHALK**

COFFEE _____ **BAKING SODA**

SWEAT _____ **LEMON JUICE**

LIPSTICK _____ **BABY WIPES**

INK _____ **MILK**

MAKE-UP _____ **SHAVING CREAM**



Pineapple Salsa

- 1 cup diced peppers (combination of red, yellow, orange and green)
- 2-4 tbsp lime juice (about 2 limes or use bottled lime juice)
- 1 cup diced pineapple
- 1 cup diced Roma tomatoes
- 1/3 cup chopped cilantro
- 1/4 cup minced onion
- Salt and pepper, to taste
- 1 tbsp diced jalapenos (optional)

Mix together ingredients and enjoy! Store in refrigerator.

For an extra bonus, cut a fresh pineapple in half and use as a serving bowl!

Summer Corn Salad

- 3 tbsp olive oil, divided
- 1/4 tsp salt
- 1-1/2 cups cherry tomatoes, halved
- 2 tbsp minced fresh basil
- 2 tbsp Italian dressing (optional)
- 1 tbsp lime juice
- 1-1/2 cups fresh or frozen corn, thawed
- 1/2 cup finely chopped cucumber
- 1/3 cup crumbled feta cheese

Whisk together olive oil (2 tablespoons, save the rest), lime juice, and salt in a small bowl and set aside. Cook corn in a skillet with remaining oil until tender. Pour corn into a large bowl, cool slightly, then add tomatoes, cucumber and basil. Refrigerate until ready to serve. Right before serving, drizzle with dressing, feta cheese and Italian dressing (if desired). Enjoy!

The Lighter Side

You can't plant flowers if you haven't botany!





BTES Channel Line Up

Expanded Basic Cable

- 2 PBS WETP
- 3 HSN
- 4 CW4
- 5 NBC WCYB
- 6 COZI TV
- 7 BTES Power 7
- 8 TV 68 WLFG
- 9 ABC WJHL
- 10 FOX WEMT
- 11 CBS WJHL
- 12 QVC
- 13 BTES Channel
- 14 Inspirational Network
- 15 TBN
- 16 City of Bristol
- 17 C SPAN
- 18 C SPAN 2
- 19 TV Guide
- 20 Jewelry Television
- 21 The Weather Channel
- 22 WGN*
- 23 Lifetime
- 24 Oxygen
- 25 Women's Entertainment
- 26 E! Entertainment
- 27 Tennis Channel
- 28 Fox Sports South
- 29 ESPN Classic
- 30 ESPN
- 31 ESPN 2
- 32 The Golf Channel
- 33 NBC Sports
- 34 FOX Sports 1
- 35 FOX Sports Southeast
- 36 TBS
- 37 USA
- 38 TNT
- 39 SEC Network
- 40 FX
- 41 PEG 2
- 42 T SPAN
- 43 TV Land
- 44 OWN
- 45 Game Show Network
- 46 Fox News
- 47 CNN
- 48 CNN HLN
- 49 MSNBC
- 50 CNBC
- 51 tru TV
- 52 National Geographic
- 53 The Learning Channel
- 54 HGTV
- 55 Food Network
- 56 SyFy
- 57 Spike TV
- 58 Comedy Central
- 59 Investigation Discovery
- 60 MTV
- 61 VH1
- 62 CMT
- 63 BET

- 64 Travel Channel
- 65 Disney Jr.
- 66 Discovery Channel
- 67 Animal Planet
- 68 Nickelodeon
- 69 Disney Channel
- 70 Disney XD
- 71 Cartoon Network
- 72 The History Channel
- 73 TCM
- 74 AMC
- 75 Bravo
- 76 A&E
- 77 Hallmark Channel
- 78 Freeform
- 79 ION
- 80 FXX
- 81 SEC Network Overflow
- 82 UP

IPTV Digital Cable

- 101 Nick Jr.
- 102 TeeNick
- 103 Nickelodeon Too
- 104 Nick Toons
- 105 Discovery Family
- 106 Boomerang
- 107 The Science Channel
- 108 FYI
- 109 Viceland
- 110 BBC World News
- 111 American Heroes
- 112 diy network
- 113 Destination America
- 114 BBC America
- 115 Sundance TV
- 116 Independent Film Channel
- 117 FXM
- 118 Lifetime Movie Network
- 119 GAC
- 120 MTV2
- 121 MTV Hits
- 122 MTV Jams
- 123 CMT Music
- 124 MTV Classic
- 125 VH1 Soul
- 127 MTV TR3s
- 128 Lifetime Real Women
- 130 CNN International
- 131 The Cooking Channel
- 132 Discovery Life
- 133 ESPN U
- 134 NFL Network
- 135 National Geographic Wild
- 136 Olympic Channel
- 139 RFD Television
- 140 FOX Business News
- 141 MLB
- 143 Hallmark Movies
- 144 MeTV**
- 145 Escape
- 146 Fusion
- 147 Fox Sports 2

IPTV HD Broadcast

- 201 NBC WCYB HD
- 202 FOX WEMT HD
- 203 ABC WJHL HD
- 204 CBS WJHL HD
- 207 BTES Power 7 HD

IPTV HD Channels

- 801 AXS TV HD
- 802 HDNET Movies
- 803 ESPN HD
- 804 ESPN 2 HD
- 805 Velocity HD
- 806 TNT HD
- 808 WETP HD
- 809 Discovery HD
- 810 The Learning Channel HD
- 811 The Science Channel HD
- 812 Animal Planet HD
- 813 Food Network HD
- 814 HGTV HD
- 815 A&E HD
- 816 The History Channel HD
- 817 Biography HD
- 818 National Geographic HD
- 819 Lifetime HD
- 820 LMN HD
- 821 Hallmark HD
- 822 Hallmark Movie HD
- 823 Oxygen HD
- 824 E! HD
- 825 Disney HD
- 826 MSNBC HD
- 827 CNN HD
- 828 TBS HD
- 829 Bravo HD
- 830 CNBC HD
- 831 SyFy HD
- 832 USA HD
- 833 Fox Sports 1 HD
- 834 NFL Network HD
- 835 Destination America HD
- 836 MLB HD
- 837 NBC Sports HD
- 838 Comedy Central HD
- 339 Palladia HD
- 840 FX HD
- 841 FOX News HD
- 842 FOX Business HD
- 843 The Weather Channel HD
- 844 FOX Sports South HD
- 845 Sports South HD
- 846 Golf HD
- 847 BBC America HD
- 848 Discovery Family HD
- 849 Investigation Discovery HD
- 850 SEC Network HD
- 851 SEC Network Overflow HD
- 852 FXX HD

*2-22 basic cable
**available to all subscribers
lineup as of July 2018

Sports Tier

- 301 ESPNNews
- 302 FOX College Atl
- 303 FOX College Cen
- 304 FOX Sports Pac
- 307 Outdoor Channel
- 309 Sportsman Channel
- 310 Horseracing TV

Spanish Tier

- 401 CNN en Espanol
- 402 Discovery en Espanol
- 403 Discovery Familia
- 404 History en Espanol
- 405 La Familia

HBO

- 501 HBO
- 502 HBO 2
- 503 HBO Signature
- 504 HBO Family
- 505 HBO Latino
- 506 HBO Comedy
- 507 HBO Zone
- 508 HBO (West)
- 620 HBO HD (East)
- 621 HBO HD (West)

Cinemax

- 509 Cinemax
- 510 More Max
- 511 Action Max
- 512 Thriller Max
- 513 Cinemax West
- 626 Cinemax HD

Showtime

- 514 Showtime
- 515 Showtime 2
- 516 Showtime Showcase
- 517 Showtime Extreme
- 518 Showtime Beyond
- 519 Showtime Family Zone
- 520 Showtime Women
- 521 Movie Channel
- 522 Movie Channel Xtra
- 523 Flix
- 524 Showtime (West)
- 622 Showtime HD (East)
- 623 Showtime HD (West)
- 624 TMC HD

Starz

- 525 Starz
- 526 Encore
- 527 Encore Action
- 528 Encore True Stories
- 529 Encore Westerns
- 530 Encore Love
- 531 Encore Mystery
- 532 Starz Edge
- 533 Starz In Black

- 534 Starz Comedy
- 535 Starz Cinema
- 536 Starz Kids & Family
- 537 Encore WAM
- 538 Starz (West)
- 625 Starz HD

Music Choice Channels

- 901 Hit List
- 902 Pop Rhythmic
- 903 Dance/EDM
- 904 MCU
- 905 Hip-Hop and R&B
- 906 Rap
- 907 Hip-Hop Classics
- 908 Throwback Jamz
- 909 R&B Classics
- 910 R&B Soul
- 911 Gospel
- 912 Reggae
- 913 Rock
- 914 Metal
- 915 Alternative
- 916 Adult Alternative
- 917 Rock Hits
- 918 Classic Rock
- 919 Soft Rock
- 920 Love Songs
- 921 Pop Hits
- 922 Party Favorites
- 923 Teen MC
- 924 Kidz Only
- 925 Toddler Tunes
- 926 Y2K
- 927 90s
- 928 80s
- 929 70s
- 930 Solid Gold Oldies
- 931 Pop Country
- 932 Today's Country
- 933 Country Hits
- 934 Classic Country
- 935 Contemporary Christian
- 936 Pop Latino
- 937 Musica Urbana
- 938 Mexicana
- 939 Tropicales
- 940 Romances
- 941 Sounds of the Season
- 942 Stage & Screen
- 943 Soundscapes
- 944 Smooth Jazz
- 945 Jazz
- 946 Blues
- 947 Singers & Swing
- 948 Easy Listening
- 949 Classical Masterpieces
- 950 Light Classical

In Demand Channels

- 701-703, 708 Pay Per View
- 720 NFL Red Zone