BTES NEWS
Bristol Tennessee Essential Services
Electric • Internet • Telephone • Video

Fall 2026 - *For customers of Bristol Tennessee Essential Services*

BTES CONTINUES TO LEAD WITH FIBER INTERNET & LOCAL SERVICE



Long before high-speed Internet became essential to everyday life, BTES recognized the importance of investing in the technology that would shape our community's future. When we began building our fiber network, we did so with a long-term vision: to deliver the best service possible while creating a foundation capable of meeting the needs of generations to to come. Since launching fiber Internet service in 2005, BTES has continued to expand its network.

BTES CEO Clayton Dowell explained, "Over the years, we have introduced many enhancements that have brought customers free speed increases, price reductions, or new offerings - all to keep pace with our community's evolving needs. We didn't just build a fiber network to meet the needs of the day. We built it with the future in mind."

When BTES first began offering Internet service, the national average speed was 2 Mbps. Just five years later in 2010, BTES was offering speeds up to 1,000 Mbps (1 Gigabit) - 500 times faster!

"This shows how far ahead we were in planning for our customer's connectivity needs," Dowell continued.

In 2016, BTES reached another milestone by becoming a 10 Gigabit community, upgrading its network to support speeds of 10 Gigabits per second.

When we began building our fiber network, we did so with a long-term vision: to deliver the best service possible at the time while creating a foundation capable of meeting the needs of generations to come.

"We believe in making strategic investments for the benefit of our customers," Dowell said. "Our history demonstrates that commitment, and we intend to continue building on it."

For example, in March 2026, residential customers with the 100 Mbps Internet plan were automatically upgraded to 500 Mbps at no additional cost and residential customers with the 1 Gigabit plan now enjoy a reduced price of $69.95.

Dowell continued, "When we make these types of enhancements, our customers don't have to contact us to receive them - it all happens automatically. No gimmicks or bait-and-switch tactics, just better service and value for all customers, both new and existing."

During the same time, BTES also introduced a 3 Gigabit plan for $99.95 per month.

Choosing BTES as your Internet provider means more than choosing advanced technology. It means choosing a local company focused on long-term planning with a team dedicated to serving our community and being the trusted resource for energy and connectivity.

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WHAT'S THE FINE PRINT?



There's an old saying we've all heard, "If it sounds too good to be true, it probably is." There is a lot of wisdom in that statement, but sometimes hyped marketing can get the better of any of us. This certainly applies to Internet services. Before signing up, there's one important question worth asking...What's the fine print?

There's no question, like most people, I like a good deal. However, sometimes an attractive price comes with other "costs". The price you see today may not be the price you pay later. Other offers may depend on bundling services, meeting certain qualifications, or signing up for additional products. At BTES, we believe choosing your Internet service should be simpler than that.

Our goal is straightforward: provide our community with fast, reliable fiber Internet at a fair price without relying on a "bait and switch" promotional strategy. We would rather earn your business with the quality and value of our trusted, local service than with a temporary deal designed to get your attention.

BTES continues to enhance our service. We offer ultra-high-speed fiber-optic connections and continue to upgrade our fiber network with next-generation XGS-PON technology. In fact, this past year, BTES lowered the residential 1 Gigabit price again and automatically upgraded customers with 100 Mbps service to 500 Mbps at no additional cost. As we find ways to provide more value to customers, we pass it along automatically. There's no need to call us to request it. That's an important difference.

When comparing Internet providers, I encourage you to ask more than simply, "What does it cost today?" Ask what the price will be after the promotion ends. Ask what speed you will actually be receiving. Ask whether additional requirements or conditions apply. Most importantly, consider the reliability, service, and long-term value behind the advertised price. Consider who you call if you have a problem. Will they answer your call? Will they be prompt in fixing your issue?

BTES has been serving this community for generations, and our fiber network is another way we continue that tradition of local service. So, the next time an Internet offer catches your eye, take a moment and consider the fine print. Compare it to BTES. You may find that a good deal isn't just about getting a special price. A good deal is great service at a fair price, without the gimmicks.

Blessings to you,

Clayton Dowell
Chief Executive Officer

BTES News

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

Clayton Dowell, P.E.
Chief Executive Officer

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Our Mission
To provide essential services that enrich our community while striving to make tomorrow better than today.

Our Vision
To be our community's trusted resource for energy and connectivity.

THE INTERNET YOU WANT. THE LOCAL SERVICE YOU TRUST.

LEARN MORE!

RESIDENTIAL OFFERINGS

60 Mbps
$29.95 / mo.

500 Mbps
$49.95 / mo.

1 Gigabit
$69.95 / mo. - router included!

3 Gigabits
$99.95 / mo. - router included!

THE POWER OF PARTNERSHIP: CONNECTING COMMUNITIES

When people think of BTES, they often think of the services we provide every day: keeping the lights on, delivering reliable fiber services, and restoring power after a storm. These services are at the heart of our mission, but BTES' commitment to Bristol extends beyond energy and connectivity. We also play an important role in supporting local businesses, encouraging economic development, and investing in the future of the communities we serve.

As a local power company, BTES works alongside businesses, industries, schools, and community organizations to help create opportunities for Bristol to grow and thrive. These relationships are built on communication and collaboration.

One example is BTES' longstanding partnership with Seaman Corporation, a manufacturer of industrial coated fabrics used for roofing, geomembranes, architectural, and recreational applications. Originally founded in Ohio, Seaman Corporation expanded its operations to Bristol in 1976 and has continued to invest in the region. Today, the company is building its newest facility in Bristol, representing another investment in our local economy.

Before selecting a location for its latest expansion, Seaman Corporation evaluated more than 100 potential sites across the country before narrowing its options to 16 sites. Bristol ultimately rose to the top.

“Bristol is the best place to do business because of BTES. The support and partnership that BTES provides is what differentiates them from others,” said Raj Venkataraman, Senior Vice President of Special Projects at Seaman Corporation.

Partnerships like this demonstrate how BTES contributes to economic development, often in ways that happen behind the scenes. By working directly with businesses to understand their needs and support new and expanding operations, BTES helps create an environment where companies can invest and grow.



BTES’ April Eads and Seaman Corporation’s Raj Venkataraman presented at the TVA EnergyRight Roadshow about the importance of partnership between local power companies and industries.

Our investment in our communities’ future also extends to our local schools and the students who will become tomorrow's workforce, business leaders, and entrepreneurs.

Throughout the year, BTES employees connect with students through guest speaking, career discussions, classroom activities, and programs like BizTown. These experiences bring classroom lessons to life, introduce students to potential career paths, and help them see the opportunities available right here in their own community.

BTES Director of Business Development April Eads explains, “When we invest our time in students, we help build connections between education and the world of work. We want young people to understand the possibilities that exist in our area and to see how they can build successful futures close to home.”

Whether we're partnering with a growing industry, supporting local businesses, or engaging with students in the classroom, BTES is proud to play a part in strengthening our community. Our commitment goes beyond providing essential services. It's about helping our region grow, creating opportunities for future generations, and building a stronger community for the people who call it home.













DOWNLOAD THE BTES ENGAGE MOBILE APP

Managing your account has never been easier! With the BTES Engage mobile app, you can access your account anytime, anywhere.

The app gives you the convenience of managing your services on your schedule, whether you're at home or on the go.

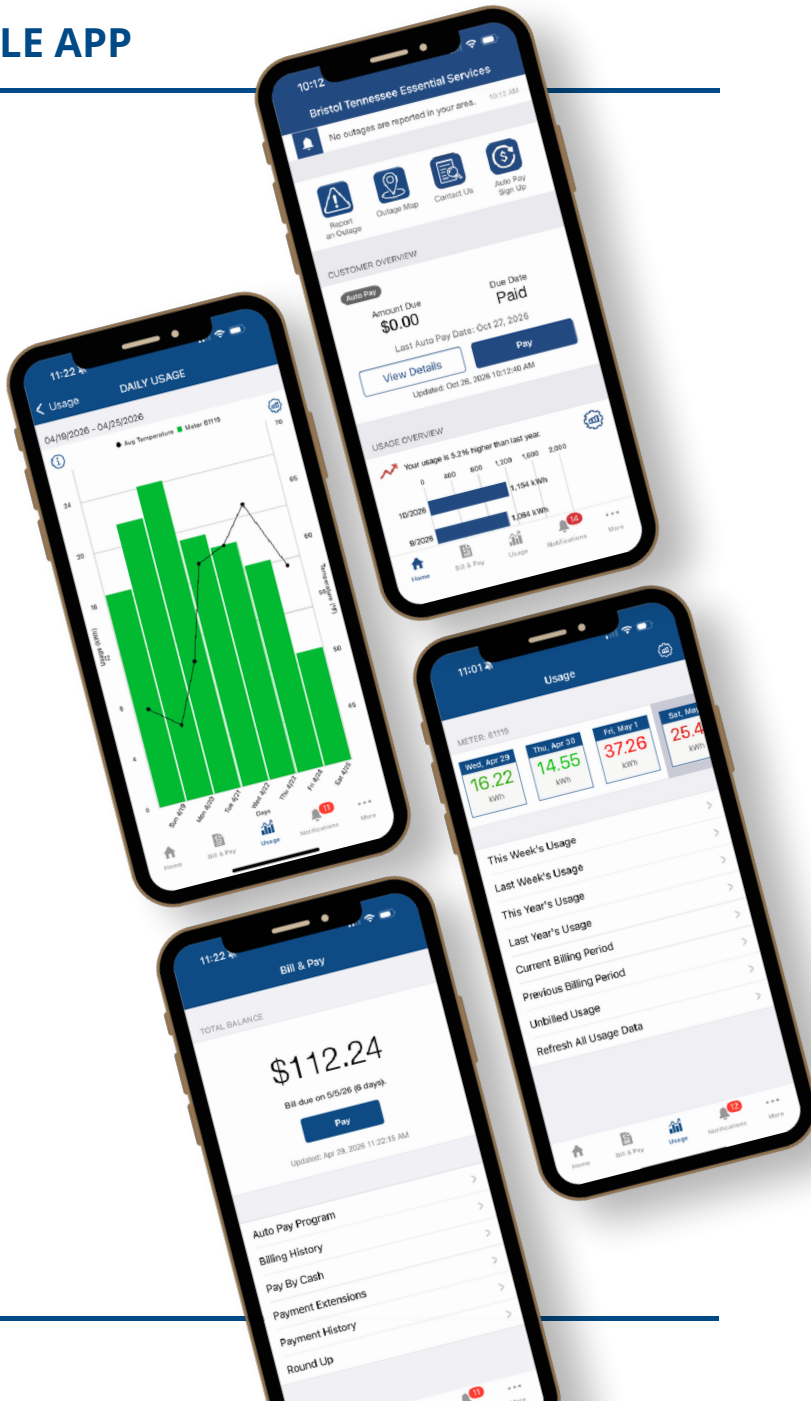
FEATURES:

- View and pay your bill quickly and securely.
- Track your energy usage.
- Report and track outages.
- Receive important notifications about your account.
- Access your account information anytime.

HOW TO REGISTER:

- Download the BTES Engage app from the app store.
- Click "Don't have an account? Register now." and complete the registration form.
- Answer the security questions and submit your registration.
- Check your email and click the verification link to activate your account.
- Create your password, then log in using your email address and password.
- Accept the Terms and Conditions and you are ready to go!

By following these simple steps, you can be up and running in just minutes. The BTES Engage app puts helpful tools right at your fingertips, making it easier than ever to manage your account.



FALL THIS OR THAT

Apple Cider or Hot Chocolate?



Haunted House or Corn Maze?



Bonfire or Fireplace?



Football Game or Fall Movie?



Apple Pie or Pumpkin Pie?



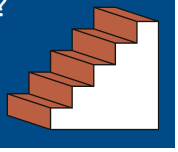
Pumpkin Carving or Pumpkin Painting?



THE LIGHTER SIDE

WHAT GOES UP AND DOWN BUT DOESN'T MOVE?

STAIRS!



Favorite Recipes

CREAMY CHICKEN & RICE BAKE

2 cups cooked shredded chicken
1 can cream of chicken soup
1 cup cooked rice
1 cup shredded cheddar cheese
½ cup milk
½ teaspoon garlic powder
Salt and pepper to taste
½ cup frozen peas & carrots

Preheat your oven to 375 degrees. In a large bowl, combine the chicken, rice, cream of chicken soup, milk, garlic powder, salt, pepper, and frozen vegetables. Stir until well combined. Pour into a greased 9x13-inch baking dish and top with shredded cheese. Bake for 25-30 minutes, until hot and the cheese is melted. Let cool slightly before serving.

APPLE CRISP

4 apples, peeled and sliced
½ cup all-purpose flour
½ cup old-fashioned oats
½ cup brown sugar
½ teaspoon cinnamon
¼ cup butter, melted
Pinch of salt

Preheat your oven to 350 degrees. Place sliced apples in a greased 8x8-inch baking dish and sprinkle with cinnamon. In a bowl, combine the flour, oats, brown sugar, cinnamon, salt, and melted butter until crumbly. Sprinkle the mixture evenly over the apples. Bake for 35-40 minutes, until the apples are tender and the topping is golden brown. Let cool slightly before serving.

LOCAL POWER. LOWER RATES. BUILT FOR COMMUNITY.



PUBLIC POWER MEANS COMMUNITY-FOCUSED SERVICE

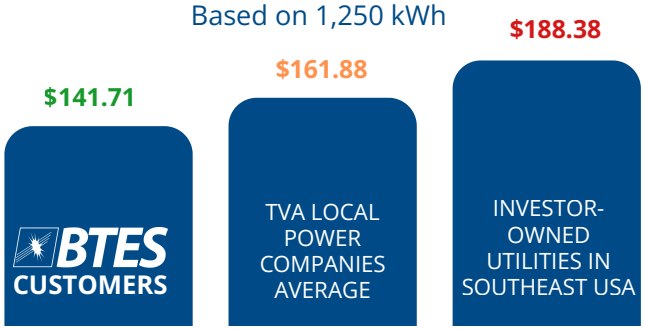
BTES is proud to be a community-owned public power utility serving our community with safe, reliable, low-cost electricity. Unlike investor-owned utilities, public power utilities are locally governed and operated for the benefit of the communities they serve - not shareholders. When power is locally owned, the community comes first.

This means:

- Lower electric rates
- Greater reliability
- Local decision-making
- Investment back into our community
- Support for local jobs, schools, and programs

Residential Average Monthly Bill

Based on 1,250 kWh



Public power utilities, like BTES, reinvest into the communities they serve, not distant shareholders.



RELIABLE SERVICE



COMMUNITY FOCUSED



LOCAL DECISIONS



LOCAL EXPERTS



LOCAL SUPPORT

BTES RECOGNIZED AS A TREE LINE USA UTILITY FOR 25TH YEAR

The Arbor Day Foundation has once again recognized BTES as a Tree Line USA utility, honoring our ongoing commitment to delivering reliable electricity while preserving the health and beauty of urban forests.

To qualify for the Tree Line USA status, utilities must meet five key standards, including adherence to quality tree care practices, annual training for tree workers, support for public tree education, energy conservation through strategic planting, and participation in an Arbor Day celebration.

Earlier this year, BTES celebrated Arbor Day by planting a tree with students, educators, and community members at Fairmount Elementary School. This annual tradition serves as a hands-on opportunity to engage with students about the importance of trees and the role they play in creating healthier, more resilient communities. The tree planting not only marked a moment of celebration but also reinforced our long-standing belief that vegetation management and reliable service go hand-in-hand.

The Arbor Day Foundation, a global nonprofit dedicated to inspiring people to plant, nurture, and celebrate trees, has planted more than 500 million trees in over 60 countries since 1972. Through its Tree Line USA program, the organization recognizes forward-thinking utilities like BTES that demonstrate how the responsible care of trees and utility reliability can coexist.

“Trees strengthen our communities and make our neighborhoods healthier in so many ways,” said Michelle Saulnier, Vice President of Programs at the Arbor Day Foundation. “BTES demonstrates that safe and reliable electricity doesn’t need to come at the expense of tree canopies. They are setting a positive example for their community and we’re proud to have them as part of our national network of forward-thinking service providers.”

Trees offer a wide range of benefits from improving air quality and lowering energy costs to supporting mental well-being. BTES is proud to support programs that bring these benefits to life and help shape a stronger, greener future for our community.



Students at Fairmount Elementary School helped BTES plant a tree in celebration of Arbor Day.



BTES leaders and community partners displayed the Tree Line USA flag.



Students learned about the importance of trees during an Arbor Day program.

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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. (Fall 2026)

1._____

2._____

3._____

Other comments, story ideas or questions:

Please return to:
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Name and address (optional)

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