



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Summer 2011 ~ For Customers of Bristol Tennessee Essential Services

Paramount Center for the Arts Celebrates 20 Years

The Paramount Theatre — the focal point for downtown Bristol — almost became 36 parking spots. Today, the beautiful Paramount is a true “Center for the Arts” of which everyone in the region can be proud. It attracts visitors from all over the world and is used as a tool in recruiting businesses and professionals to the region.

History

The Paramount Center for the Arts was built as a movie house in 1931 on property donated by the Harry Daniels family. Local contractors, one of which was Rainero Tile Company, built the theatre. Leno Rainero, Sr., acted as unofficial host and interpreter for the Italian craftsmen brought in to perform the interior design artwork.

Although it offers much more than movies — the Paramount still looks like it did originally. In the beginning, it seated 1,200; however, as a result of restorations, the theatre now seats 750.

Though many have wondered, there was never a balcony. The theatre was only the third in the South and the sixth in the country built acoustically for “sound” movies, and it was the first in this region to have “refrigerated air.”

Once construction was complete, the total cost of the theatre was \$210,000. On opening night, Feb. 21, 1931, a Carole Lombard movie was shown. Prices were 50 cents for evening shows, 35 cents for a matinee and 10 cents for children.

The last movie was shown in 1979, and the theatre sat empty for the next decade. The property was eventually donated to the people of Bristol by the Daniels family in the form of a non-profit foundation.



Paramount Executive Director Merle Dickert stands on State Street with the marquee shown in the background.

Effort was then devoted to preparing the theatre’s restoration. This included placing the theatre on the National Register of Historic Places. Fundraising was spearheaded by Mary Beth Rainero. The people of Bristol and the surrounding community donated \$1.3 million, which was matched with \$1 million from the state of Tennessee by a special act of the legislature sponsored by Sen. Carl Moore.

The restoration commenced in Dec. 1989 and 17 months later, on April 26, 1991, the theatre reopened as Paramount Center for the Arts, with entertainment by Bristol’s own Tennessee Ernie Ford.

The People’s Theatre

The Paramount is truly the people’s theatre. Though the main tenants in the building are Bristol Ballet Company, Theatre Bristol and the Piedmont Chapter of the Theatre Organ Society, the building is open throughout the

year for a variety of functions. Whether you are in the mood for good music, want to see a play or need a place for a wedding reception or professional meeting, the Paramount offers something for everyone.

Executive Director Merle Dickert sums up why the theatre has been successful.

“It is because it is accessible to everyone,” Dickert says. “Also, adults who once came to the theatre when they were growing up are now bringing their children back to experience the Paramount. We are in a great location, as well. We can catch acts as they are

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"Cash or Credit?"

Years ago, while visiting with my mother, she told me about being turned down on her application for a credit card.

Mother was a "check person." She paid for everything with a check. But as her children grew up and spread out from the family home in Alabama, she began traveling more. She became concerned about being caught away from home where her check wouldn't be accepted. She applied for a credit card. She had never failed to pay for anything, but, since she didn't have a history of borrowing and paying, she was turned down.



Later, while buying a piece of furniture the salesman asked her, "Cash or credit?" She quickly responded, "I will write a check." But then she thought, "This is my chance to establish credit." So she bought the furniture on credit, made the payments and applied for a credit card again. This time her application was approved since she had a good reference.

At BTES, a previous policy required every customer to pay a deposit. However, an examination of our records indicated that most residential customers paid their bills, and a deposit was not required to secure payment of their accounts. At that time, all residential customers with a history of routinely paying their monthly bill before the past due date were refunded their deposits. That was more than 30 years ago. Today, 85 percent of our residential customers do not have a deposit.

Under our current policy, residential customers with a perfect pay history with BTES, or having no history with BTES but with a good pay history reported from the credit bureau, will be granted credit by waiving the deposit. Due to our monthly billing cycle, this amounts to granting a customer a line of credit equal to two times our expected highest residential bill at the customer's location.

Even if a customer is initially required to submit a residential deposit, if he pays every bill before the past due date for 12 consecutive months, we will refund that deposit.

Fortunately, most of our customers take great pride in paying their bills on time. Every month, BTES must pay TVA approximately 93 percent of our total billings to customers for the power that we buy for their use. That amount must be paid regardless of whether we collect from our customers. For example, a customer with an average winter bill of \$500 per month who stopped paying could easily owe \$1,000 by the cutoff date. During that time, we would have paid \$930 to TVA for power used by the customer and BTES would have received no payment for it.

We believe that we should collect an electric charge only from the customer that used the power. By consistently following our deposit policy, efforts are made for unpaid balances not to be passed along to customers who made sacrifices to pay their own bill. We endeavor to collect from all those who use our services in order to keep everyone's cost as low as possible.

Our goal is to use good business practices to keep your rates low. This is the basis for our deposit policy, which helps us keep our rates lower than any of our peer electric systems.

Thanks for being our customers and...

Good Luck!

Mike Browder

BTES News

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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.

Customer Comments

BTES is the absolute best provider we have ever had. The fewest outages, the fastest response, quick repair and very nice. The Internet is so far superior to any we have used. Thanks, BTES!

Ken and Barbara Garrett

I appreciate all your hard work during the recent outages. I watched from my house on East Cedar Street and you all worked non-stop. When I went to bed you all were still working!

Chris McMillan

Thanks for getting our electricity restored so quickly. It is greatly appreciated.

Bobby and Darla Jean Miller

Another great job restoring our power! A big thank you! Keep up the great work! One happy customer!

Neil Mooney



Theatre Continued from Page 1

en route to larger cities and bring people to our downtown."

Community Support

The Paramount contributes to the region's quality of life, but the community is responsible for the success of the Paramount.

A Producers Guild, consisting of more than 70 contributors, provides funding for many great shows. As a result of their \$1,000 annual contribution, these individuals receive two season passes and other privileges, including selection of the shows that the public enjoys each year. Membership in the Producers Guild is open to anyone.

Other support comes from Show Sponsors, Corporate Contributors, Memorial Gifts and the Endowment of a Theatre Seat, which places a permanently affixed nameplate on the seat. The Olio Curtain gives 30 businesses and organizations in the region an opportunity to advertise. This idea stemmed from a type of curtain used in the 1920s.

The staff at the Paramount depends heavily on volunteer support. More than 70 volunteers serve as ushers, assist in the office, organize hospitality and run errands to ensure that everything operates smoothly.



Future of the Paramount

According to Dickert, celebrating 20 years as a non-profit organization is a major accomplishment.

"There are only 22 Paramounts left in the country, and for us to be celebrating our 20th year is a big deal to us," Dickert says. "We have some exciting things in store for this year to help us celebrate."

Dickert also explains how BTES has helped the Paramount over the years.

"BTES has helped us in every way possible," she says. "From being a Corporate Sponsor of events, to setting up our fiber services and providing reliable electric service, we can count on them to be there for us. BTES is hometown, it's family."

The Paramount understands the importance of having reliable services they can count on.

"BTES has always been terrific to us," Dickert says. "If we ever have to call, they listen to the issue and are patient in helping us."

In the future, the Paramount hopes to remain a major part of downtown Bristol.

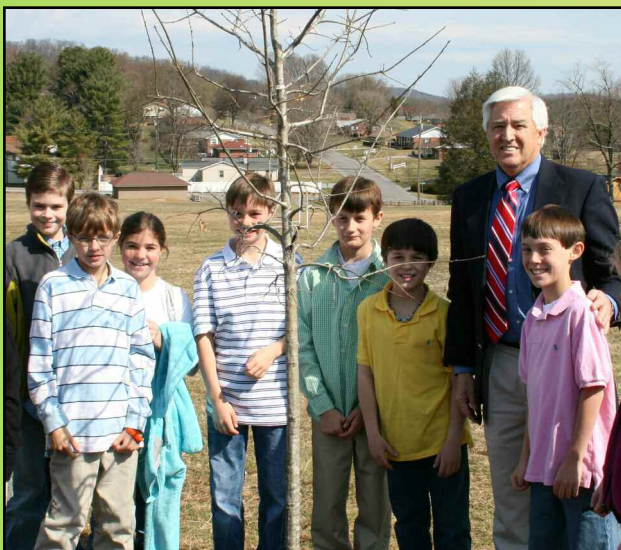
"We hope to continue to bring people downtown to eat, shop and play," Dickert explains.

The Paramount also would like to show more movies and make more use of the organ, possibly even showing silent films along with the use of the organ.

"We have many things to offer Bristol and hope the community takes time to enjoy what we provide," Dickert says.

For more information on the Paramount's 20th anniversary celebration, visit www.theparamountcenter.com or call 423-274-8920 for details.

BTES and Local Schools Plant Trees in Our Community



Director of Operations and Safety Kenneth King stands with Holston Elementary School students during the 2011 Arbor Day Celebration. During the celebration, BTES and students planted a Red Oak tree and BTES was presented with the Tree Line USA status for the 11th year.



Students from Vance Middle School celebrated Earth Day by planting more than 15 fruit trees donated by BTES and Urban Homestead. The trees were planted in the Vance Community Garden, where students have also planted vegetables.

BTES Receives Two National Awards from APPA

BTES recently received two national awards from the American Public Power Association (APPA), a national organization headquartered in Washington, D.C., representing more than 2,000 not-for-profit, community and state-owned electric utilities in the United States.

BTES is one of 82 of the nation's more than 2,000 public power utilities to earn the Reliable Public Power Provider (RP3) recognition from APPA for providing consumers with the highest degree of reliable and safe electric service. Paul Allen, vice president of engineering at Nashville Electric Service and chair of APPA's RP3 Review Panel, presented the designees their awards during the association's annual Engineering & Operations Technical Conference, held in Nashville, Tennessee. This marks the second time that BTES has received the award.

"These RP3-designated utilities should be proud," Allen says. "They stand out as utilities that are continuing to strive for excellence for their customers and their communities."

The RP3 program recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

"This is a real honor for our utility," says BTES CEO Mike Browder. "A lot of hard work has gone into receiving this designation, and — in the end — our customers are the real winners."

Director of Operations and Safety Kenneth King accepted the award.



Director of Operations and Safety Kenneth King (center) receives the Reliable Public Power Provider (RP3) Award and the Electric Utility Safety Award for BTES. Presenting the RP3 Award are RP3 Panel Chair and Vice President of Operations at Nashville Electric Service Paul Allen and Vice President of Engineering Services for APPA Mike Hyland.

King also accepted the APPA Electric Utility Safety Award for safe operating practices in 2010. BTES earned a first-place award in the category for utilities with 110,000 to 249,999 worker hours of annual worker exposure. Entrants were placed in categories according to their number of worker hours and judged for the most incident-free records during 2010. The incident rate, used to judge contest entries, is based on the number of work-related reportable injuries or illnesses and the number of worker hours during 2010, as defined by the Occupational Safety and Health Administration (OSHA).

"These two award recognitions are a testament to the quality of work our employees do every day, and we will continue to look for ways to improve our safety, reliability and service to our community," Browder says.

New Channels



Channel 835 — Planet Green HD is dedicated to the subject of ecologically friendly living. Learn about sustainable living and energy conservation. Also, don't miss out on the numerous DIY shows!

Channel 141 — MLB Network airs live games, original programming, highlights, classic games and coverage of baseball events. Tune in to MLB Network to see all-things baseball!





BTES to Benefit from U.S. Department of Energy Grant

BTES was recently notified that Enhanced Systems Consulting, Inc., (ESC) of Johnson City has accepted one of 126 Small Business Innovation Research Grants from the U.S. Department of Energy and will be working in partnership with BTES and East Tennessee State University (ETSU) to address Energy Management through a unique approach and solution.



Currently, through our advanced load-managed water heater program, BTES is able to monitor water heater usage and move load to off-peak times of generation. This, in turn, helps reduce generation costs and the amount of capacity needed to generate power. BTES can cycle off water heaters during peak generation times with a reduced chance that customers will run out of hot water.

Phase 1 of the \$150,000 grant will enable the development of the Dynamically Controlled Electric Demand Management System (DCEDMS) software, with plans to market and sell the system during 2012. According to Matthew Bolton, president of ESC, the software will build a local or Micro Grid management solution for electric distributors, including BTES, as well as the large-scale, utility-wide solution for generation companies such as the Tennessee Valley Authority (TVA). Phase 2 of the grant, totaling up to \$2 million, will be applied for in June 2012.

Using the electrical grid of BTES and the fiber optic served advanced broadband capabilities that BTES provides to individual homes and businesses, the software can monitor and manage the delivery and usage of certain key electrical appliances within the home and business, which can reduce generating costs.

"These reduced costs to BTES will help keep costs lower for our customers by moving the load, such as water heater load, from the higher-cost time periods to the lower-cost time periods," says BTES CEO Mike Browder. "When combined with optional time-of-use rates, it will save on the individual customer's monthly bill."

Initially, ESC can monitor and manage residential water heaters equipped with the new Carina Technology, Inc. Water Heater Information Solution for Energy (WISE) controls and monitors the real-time usage and voltages of each of these residences.

"This can help lower our customers' bills while lowering the cost for TVA and BTES," Browder says.

During peak-load hours, the DCEDMS software can temporarily turn off selected, or all, water heaters and minimize the electricity used during this time — all while monitoring the current temperature of the water to ensure that the customer has available hot water.

The software will also monitor and turn on or recharge the water heaters over a phased-in non-peak usage time to minimize customer costs. It also involves the management and monitoring of the real-time voltage being delivered to the home or business. This is accomplished by dynamically turning on and off 13.2 kV capacitors already installed in the BTES grid.

"ETSU is pleased to be part of the BTES and ESC partnership to develop a Smart Power Grid Control Software Platform for Closed-Loop Energy Demand Management System," says Dr. Bill Duncan, ETSU's vice provost for research. "With the ESC software platform and the BTES 'fiber-rich pre-qualified date site designation' and electrical power distribution and service system, we essentially have a living laboratory where our students can benefit from sustainability projects that demonstrate the need for a blending of business models and innovative technologies."

Bolton praises the collaborative spirit that has pushed this endeavor forward.

"Without all of the three partners with their respective areas of expertise, this opportunity would have never been presented," he says.

Bolton also remarked that ETSU provides the expert resources that understand and coordinate the Research and Innovation Grant process. BTES provides the perfect electric grid technology and advanced broadband services including gigabit Ethernet, Internet, telephone and IPTV capabilities, as well as the innovative commitment to providing sustainable delivery of electricity and communications in the future. ESC provides the software and integration solutions knowledge and expertise with more than 20 years in business.

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- Delivery
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Summer Safety Tips

Drink water. Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid alcohol and caffeine, which dehydrate the body.

Dress for the heat. Wear lightweight, light-colored clothing. Light colors deflect some of the sun's energy. It is also a good idea to wear hats or use an umbrella.

Eat small meals and eat more often. Avoid high-protein foods, which increase metabolic heat.

Slow down. Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, between 4 a.m. and 7 a.m.

Stay indoors when possible. If air conditioning is not available, stay on the lowest floor out of the sunshine. Remember that electric fans do not cool; they simply circulate the air and cool the body as perspiration dries on the skin.

Be a good neighbor. During heat waves, check on elderly residents in your neighborhood and those who do not have air conditioning.

Courtesy of www.redcross.org

The Lighter Side

A couple had two mischievous boys. They were always getting into trouble and if any mischief occurred in their town, their sons would get the blame.

The boys' mother heard that a minister in town had been successful in disciplining children, so she asked if he would speak with her boys. The mother sent the youngest in first.

The minister sat the younger boy down and asked him sternly, "Where is God?"

The boy's mouth dropped open, but he made no response, sitting there with his mouth hanging open.

The minister raised his voice some more and bellowed, "Where is God!?"

The boy screamed and bolted from the room. He ran directly home and dove into his closet.

When his older brother found him, he asked, "What happened?"

The younger brother replied: "We are in BIG trouble this time! God is missing, and they think we did it!"



Favorite Recipes of BTES employees and customers

Summer Corn Salad

- | | |
|---|----------------------------|
| 6 ears corn, husked and cleaned | 3 large tomatoes, diced |
| 1 large onion, diced | 1/4 cup olive oil |
| 1/4 cup chopped fresh basil or cilantro | 2 tbsp apple cider vinegar |
| Salt and pepper to taste | |

Bring a large pot of lightly salted water to a boil. Cook corn in boiling water for 7 to 10 minutes, or until desired tenderness. Drain, cool and cut kernels off the cob with a sharp knife.

In a large bowl, toss the corn, tomatoes, onion, basil, vinegar, salt and pepper. Chill until serving.

Apple Smoked Turkey

Best cooked in a BTES Electric Smoker

- | | |
|---|---------------|
| 1 whole turkey | 1 cored apple |
| 1 tbsp cinnamon or 6 broken cinnamon sticks | Salt |

Use limbs of apple trees, 1/3 inch to 1/2 inch in diameter and three to six inches long or apple chips or chunks. Wrap limbs, chips or chunks in aluminum foil, leaving ends of the foil "log" open. Fill water pan with water. Add one tablespoon of cinnamon or cinnamon sticks. Rub salt on the inside of the thawed turkey. Place cored apple in cavity of turkey. Insert meat thermometer in thigh or breast. Place turkey on rack in smoker. Smoke until the meat thermometer reaches 180 degrees Fahrenheit in thigh and 170-175 degrees in breast, or until the pop-up thermometer pops out.

Delicious! Purchase Electric Smoker from BTES by visiting our office!





BTES Promotes Three to Directors

Tara Gemmell, Lola McVey and Clayton Dowell were recently promoted to directors of their departments.



Tara Gemmell was promoted to director of management services and is responsible for overseeing the customer service department, as well as human resources. Gemmell is responsible for planning, directing, coordinating and controlling a personnel program, including recruitment, orientation, training, appraisals, counseling, job

descriptions, and wage and salary administration. Gemmell began her career at BTES in 2009 as supervisor of human resources.

A native of Bristol, she graduated from John S. Battle High School in 1992 and from the University of Virginia's College at Wise in 2000, earning her bachelor of arts degree in English and communications. Prior to joining the BTES team, Gemmell worked at Staffmark Investments, LLC, from 2000 until 2008, where she was involved in all phases of human resources. In 2009, she joined AccuForce Staffing Services as customer service manager, where she continued to learn and grow in all areas of human resource management. Gemmell is a certified professional in human resources, a member of the Rotary Club of Bristol VA-TN, a 2011 graduate of the LEAD Bristol program and is currently on the Board of Examiners for the Tennessee Center for Performance Excellence (TNCPE).



Lola McVey was promoted to director of accounting and finance and is responsible for planning, directing and coordinating the functions of accounting, finance, auditing and data processing services to ensure that financial records conform with generally accepted accounting principles, Federal Energy Regulatory Commission

(FERC) and Tennessee Valley Authority (TVA) requirements. She prepares the Comprehensive Annual

Financial Report and oversees the financial statement audit by an independent auditing firm. She also coordinates the annual budgeting process to prepare the operating and capital budgets.

McVey joined BTES in 2008. She is a graduate of John S. Battle High School and King College, where she majored in business/economics. From 1983 to 1988, McVey worked at BTES as the general accountant. Prior to returning to BTES, she was business manager for Bristol Surgery Center. She is also a Certified Public Accountant, a Certified Government Financial Manager, a 2010 graduate of the LEAD Bristol program and is currently on the Board of Examiners for TNCPE, the Salvation Army Advisory Board and the United Way Board of Directors.



Clayton Dowell was promoted to director of engineering and is responsible for overseeing the electrical engineering, fiber optic engineering and networks departments. He also engineers fiber designs for integration into BTES' existing fiber system and works closely with BTES' Business Development Manager April Eads to provide custom business

solutions. Dowell also works with other BTES employees and vendors to create solutions for various innovative energy conservation projects, including remote meter reading, water heater management and peak-load shifting. Recently, he was BTES' representative at the TVA and Tennessee Valley Public Power Association's (TVPPA) Smart Grid Roadmap Workshop, where he helped develop a guide on defining what smart grid means for the Tennessee Valley and the future of smart grid.

Dowell joined BTES in 2009 as a system engineer and was promoted to supervisor of fiber optic engineering in 2010. He graduated from Tri-Cities Christian School in 2004 and continued his education at Northeast State Technical Community College. Dowell finished his college education at Tennessee Tech University in 2009 with a degree in electrical engineering. He was on the TNCPE Board of Examiners in 2010 and is a 2011 graduate of the LEAD Bristol program.



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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 electric bill to the address below. (Summer 2011)

1. _____
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Other comments, story ideas or questions.

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Name and address (Optional)

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