



TENNESSEE FIBER OPTIC COMMUNITIES



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 2014)

1. _____
2. _____
3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, P.O. Box 549, Bristol, TN 37621
 Phone (423) 793-5511

Name and address (Optional)



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**First live game
 August 28**



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Summer 2014 ~ For Customers of Bristol Tennessee Essential Services

Save Money and Energy with BTES' Water Heater Program!

Did you know that water heaters account for more than 30 percent of energy use in an average home?

Knowing this information and realizing the potential to shift electric load, BTES began a load-managed water heater program more than 20 years ago. This program involved installing a device on a water heater that would be able to turn the unit off during times when the electric load is at peak. This helped shift some of the electric load to lower-cost periods of use.

“At the onset, the system used radio receivers — similar to a pager — to turn off water heaters during peak times,” explained BTES CEO Mike Browder. “BTES would only cycle water heaters off for three to four hours to avoid the possibility of customers running out of hot water. Water heaters were then allowed to come back on in group intervals to avoid overloading the circuits and driving up the peak.”

More than half of BTES' residential customers participate in this program.



Effective for the technology that was available at the time, this system managed water heaters with a load-management device as one large group, but it was incapable of collecting feedback data and shifting water heaters individually.

“After we built our fiber-optic network in 2005, we realized it was possible to implement a new technology to improve the program



Nathan Meade, working foreman of meter and substations, installs a new load-management switch on a water heater.

and interact with water heaters on an individual basis,” Browder said. “This new technology included monitoring temperatures and having the capability to turn a water heater off and on individually. This helped BTES expand the use of the program, while eliminating the issue of customers running out of hot water. After much research, we began testing the new technology.”

The program's new technology includes setting a minimum and maximum temperature at both the top and bottom of the water heater. The new switch, installed by BTES, turns on the water heater to heat the water when the temperature has dropped below the pre-set temperature. The water heater will turn off again once the water has been heated to the appropriate temperature. During the lower-cost period, the water heater is re-charged in order to have it fully charged for the next day.

“We saw the potential to use this program to fill minimum-usage periods, reduce peak-usage periods and ultimately help save our customers' money by keeping costs low,” explained Senior Project

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Save a Life

I will never forget the day my dad told me about watching his 5-year-old brother get killed as he ran in front of a car. He was retrieving a ball that had been hit across a street.



Billy stopped at the street and looked both ways. A car was coming from one direction and the other lane was clear. He waited until the car passed and ran without looking in the clear direction again. A car was then approaching. A child — or even an adult (or an animal) — on the side of the road can move into your path before you can react, especially if they are next to the lane in which you are traveling.

Another day I will never forget was in the spring of 1971. I was working as engineering superintendent at Huntsville Alabama Utilities. The superintendent of operations, Ott York, and I were going to review a transmission line that we were building in North Huntsville. We were stopped at a red light, and a car passed us and ran the red light. The light turned green and we traveled on. Within a block, we approached an accident. The car that passed us had hit a flagman on a water line construction project.

Ott said, "Mike, you flag traffic and I will check the flagman." Ott was the first person to get to the flagman and he administered first aid. An ambulance arrived and took the flagman to the hospital, and police relieved me of my flagman duties.

Tennessee Gov. Bill Haslam signed legislation that expanded the state's MOVE OVER LAW to include electric and other utility vehicles. Police, fire and highway construction vehicles were already covered before the law's expansion. The Tennessee Department of Safety reports that "each year, more than 100 highway and street construction workers die because of vehicle crashes or equipment accidents on the job. Another 20,000 are injured in those incidents." Roadway crashes are the leading cause of occupational fatalities in the U.S.

Pedestrians and vehicles make for deadly collisions. When you are in either position, pay attention and expect the unexpected. In a flash, the future of both parties can be altered forever. Who was right doesn't seem to be as important. To be "dead right," but to also know that you are responsible for the death of another individual, is a place we would rather not go.

MOVE OVER is the law! Let's obey it, and help reduce the 100 deaths and 20,000 injuries per year in the U.S.

Be safe and...

Good luck!

Mike Browder

BTES News

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Bristol Tennessee Essential Services,
serving more than 33,000 electric customers
and more than 14,000 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.

**MOVE
OVER**

for utility workers
in Tennessee.
It's the law.



Water Heater Program continued from Page 1

Coordinator Jessica Waterman, who is leading the new Water Heater Program project. "We have been successfully operating this new program for more than a year for more than 1,200 of our nearly 15,000 fiber customers."

BTES is in the second phase of installing the new water heater switch for customers who currently have a BTES water heater and fiber-optic services. You may have already received, or you may soon receive, a phone call from one of our water heater representatives to schedule an appointment to have your water heater switch upgraded.

BTES' load-managed water heater program has been highly successful for BTES and our customers. In addition to saving energy and money, customers who have a BTES water heater and load-management switch receive a free warranty on elements and thermostats, and a six-year warranty on the water heater tank when a new water heater is installed. Customers also receive free emergency service calls as long as the load-management switch is in proper working condition, replacement parts are readily available, and BTES is still participating in the cycling program.

If you need a new water heater, call BTES today. We will install a high-efficiency, 80-gallon water heater and expansion tank for \$425, plus tax and any additional plumbing work that might be needed. For residents in the Bristol, Tennessee, city limits, an additional \$25 is needed for an inspection permit. We also offer a financing option up to 26 months with no down payment and the payments added to your BTES bill.

If you do not need a new water heater, you can still join our program. We will install the load-management switch on your electric water heater, free of charge, and still provide you with a free

Join More Than 15,000 Customers Who Have a BTES Load-Managed Water Heater



- Financing available for up to 26 months
- No down payment
- Payments added to electric bill

FREE

- Installation
- Load-management switch
- Full warranty
- Delivery
- Removal of old water heater

For more information, call (423) 968-1526

warranty on your elements and thermostats as long as the load-management switch is in proper working condition, replacement parts are readily available, and we are still participating in the cycling program.

Energy Savings Loan Program

Items Eligible for Financing Through the Energy Savings Loan Program



• Insulated exterior doors



• Storm doors



• Inspected electric heat pump



• Insulated garage doors



• Insulated replacement windows

For more information and loan terms, please call 793-5547

BTES Sponsors 19th Annual Teacher/Industry Day

BTES recently sponsored the annual Teacher/Industry Day for the 19th consecutive year. More than 25 teachers from Bristol Tennessee City Schools visited 18 participating industries to see firsthand the requirements for entry-level positions in the job market. The teachers will take this information back to their classrooms to help students be more prepared to enter our community's workforce.

"One of the things that I can take from this day is helping my students understand that what we do in school will actually help them make a decision on their career paths," explained Amanda Countiss, a sixth-grade teacher at Haynesfield Elementary School.

More than 750 teachers have participated in the program throughout the past 19 years.

"Teacher/Industry Day is an important part of our staff development," said Dr. Gary Lilly, director of Bristol Tennessee City Schools. "It really gives us the opportunity to connect what we are teaching in the classroom with real-life, practical skills that students are going to need when they enter the workforce."

Participating industries included Bristol Herald Courier, Bristol Metals, Bristol Tennessee Essential Services, Bristol Tennessee Fire Department, Bristol Tennessee Police Department, Chiltern, Daramic LLC, Dr. Reddy's, HSN, Kysor Panel Systems, Royal Building Products, Seaman Corporation, Teleperformance, The Robinette



(L-R) *Connected Tennessee East TN Operations Manager Alyson Ferine, Business Development Manager April Eads, Director of Engineering Clayton Dowell, Director of Operations and Safety Kenneth King, Tennessee Online School Algebra Teacher Scott Lamie, Director of Management Services Tara McCall, and CEO Mike Browder participate in Teacher/Industry Day.*

Company, Triad Packaging, Tri-City Extrusion, UPM Pharmaceuticals, and Wellmont Bristol Regional Medical Center.

"This is such a great opportunity for teachers in our area," said BTES CEO Mike Browder. "We want to continue to provide opportunities so that our students have the best possible education, and teachers have resources available to help prepare their students for the future."

BTES Receives First-Place Award for Outstanding Safety Practices

BTES has earned the American Public Power Association's (APPA) Safety Award of Excellence for safe operating practices. Marlin Bales, chair of the APPA Safety Committee, presented the award during the association's annual Engineering and Operations Technical Conference, held in Oklahoma City.

"In our line of work, safety is the top priority," Bales said. "Without safety, we can't serve our customers to the best of our abilities. This award recognizes utilities that have their priorities straight."

More than 285 utilities entered the annual Safety Awards, the highest number of entrants in the history of the program. Entrants were placed in categories according to their number of worker hours and ranked based on the most incident-free records during 2013. The incidence rate, used to judge entries, is based on the number of work-related reportable injuries or illnesses, and the number of worker-hours during 2013, as defined by the Occupational Safety and Health Administration (OSHA).

"We are proud of the service we provide to our customers," said Kenneth King, BTES director of operations and safety. "But



Marlin Bales, chair of the APPA Safety Committee (left), and Mike Hyland, APPA senior vice president of engineering and operations (right), present Kenneth King, BTES director of operations and safety, with the APPA Safety Award of Excellence.

above all else, we are proud of our safety record — proud that we do everything we can to send our people home to their families each and every night."

The Safety Awards have been held annually for the past 54 years. APPA is the national organization representing more than 2,000 electric utilities.



BTES' Lola McVey Named United Way's Campaign Chair



Lola McVey, director of accounting and finance at BTES, was chosen to chair the United Way of Bristol's Campaign.

"We are so excited to have Lola McVey serving as our 2014 United Way of Bristol Campaign Chair," said Lisa Cofer, executive director for the United Way of Bristol. "Although the challenge to raise \$1.425 million is huge, Lola's enthusiasm for the work of United Way in our community is contagious, and I know she will lead a successful campaign."

Accountant Ashley Thornsberry has served on the audit committee for seven years, and Customer Relations Representative Leslie Boughers has served on the communications committee for two years. Thornsberry and Boughers are also members of Young Professionals of Bristol, an initiative of the United Way of Bristol. Several BTES employees have previously chaired the United Way Campaign, including CEO Mike Browder (1977-78), Bob Carper, former director of engineering and operations (1982-83), and Linda Parker Browder, former director of management services and the first female chair (1986-87).

Several other employees also donate their time during United Way events and via the United Way's partnering agencies.

"I am very proud of all our employees for the difference they make in our service area," Browder said. "Our livelihood is serving people, and this is a personal thing all of us feel the need to do, in addition to providing good service to our customers."

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 a general accountant, but took time off while she raised her children. McVey is a certified public accountant, a certified government financial manager, and a 2010 graduate of the LEAD Bristol! program. She served on the board of examiners for the Tennessee Center for Performance Excellence in 2011, has been a member of the Salvation Army Advisory Board since 2010, and currently serves as treasurer and board member for the Eastern District Power Accountants Association.

McVey and her husband, Rick, have three children: son, Lee; and daughters, Erin and Lauren. They also have five grandchildren.

Let's all help our community provide lasting solutions through "The Power of Caring ... The Power of Us!" and give your fair share to this year's campaign.



McVey's campaign — "The Power of Caring ... The Power of Us!" — will raise money to help provide assistance to more than 30 health and human service agencies funded by the United Way of Bristol.

"We are very optimistic that our community will come through as it always has to help those who need these very vital services," McVey said.

BTES and its employees are long-time supporters of the United Way of Bristol.

"A United Way Extra Mile is one- and one-half hour's pay each month," explained BTES CEO Mike Browder. "All of our employees are Extra Mile givers or greater. In addition to the financial support our employees provide to the United Way, several employees also participate on United Way committees."

Director of Management Services Tara McCall has served on the evaluations and allocations committee for two years, General

United Way is about lasting solutions, not short-term charity.
Focusing on **EDUCATION, INCOME, AND HEALTH**, the building
blocks for quality of life.



Nomad, the newest member of the Children's Advocacy of Bristol Washington County staff, provides comfort and healing to children at the center.

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

— Leo Buscaglia

#powerofus



Tips for Raising Happy Kids

There are many ways to raise happy kids.

Here are some tips from livescience.com to help:

Joking Helps: Joking with your kids helps set them up for social success,

according to research. When parents joke and pretend, it gives young kids the tools to think creatively, make friends and manage stress.

Be Positive: Parents who express negative emotions toward their infants or handle them roughly are likely to find themselves with aggressive kindergartners. Behavioral aggression at age 5 is linked to aggression later in life. If you find yourself in a cycle of anger — try to break free.

Let Go: When the kids fly the nest, research suggests it's best to let them go. College freshmen with hovering, interfering parents are more likely to be anxious, self-conscious and less open to new experiences than their counterparts with more relaxed moms and dads.

Nurture Your Marriage: Don't let your relationship with your spouse or partner fall by the wayside. Parents who suffer from marital instability may set their infants up for sleep troubles in toddlerhood.

Don't Aim for Perfection: Nobody's perfect, so don't torture yourself with an impossibly high bar for parenting success. Make an effort to ignore societal pressures of being a "perfect parent," and you may find yourself becoming a more relaxed parent.

Know Your Kids: Kids whose parents tailor their parenting style to the child's personality have half the anxiety and depression of their peers with more rigid parents.

The Lighter Side

A new teacher was trying to make use of the psychology courses she took while in college. She started her class by saying, "Anyone who thinks they are stupid, stand up!"

After a few seconds, Little Johnny stood up. The teacher said, "Do you think you're stupid?"

Little Johnny replied, "No, ma'am, but I hate to see you standing there all by yourself!"



Easy Baby Back Ribs

- 5 1/2 lbs. baby back pork ribs (3 slabs) 2 tsp. salt
- 2 tsp. garlic powder 1 1/2 tsp. pepper
- 18 oz. bottle of favorite barbecue sauce

Preheat oven to 300 degrees. Remove thin membrane from back of ribs by slicing into ribs with a knife and pulling membrane off with paper towels. Combine salt, garlic powder and pepper; rub all over meaty side of ribs. Cut racks in half, if desired. Arrange ribs in a large roasting pan. Cover tightly with foil. Bake three hours or until very tender. Uncover and cool 15 minutes. Drain. Preheat grill to medium-high. Place ribs, meaty side up, on grill rack rubbed with oil. Baste generously with barbecue sauce. Grill, covered with grill lid, for 10 minutes. Baste and grill five to 10 minutes longer or until sauce clings to ribs.

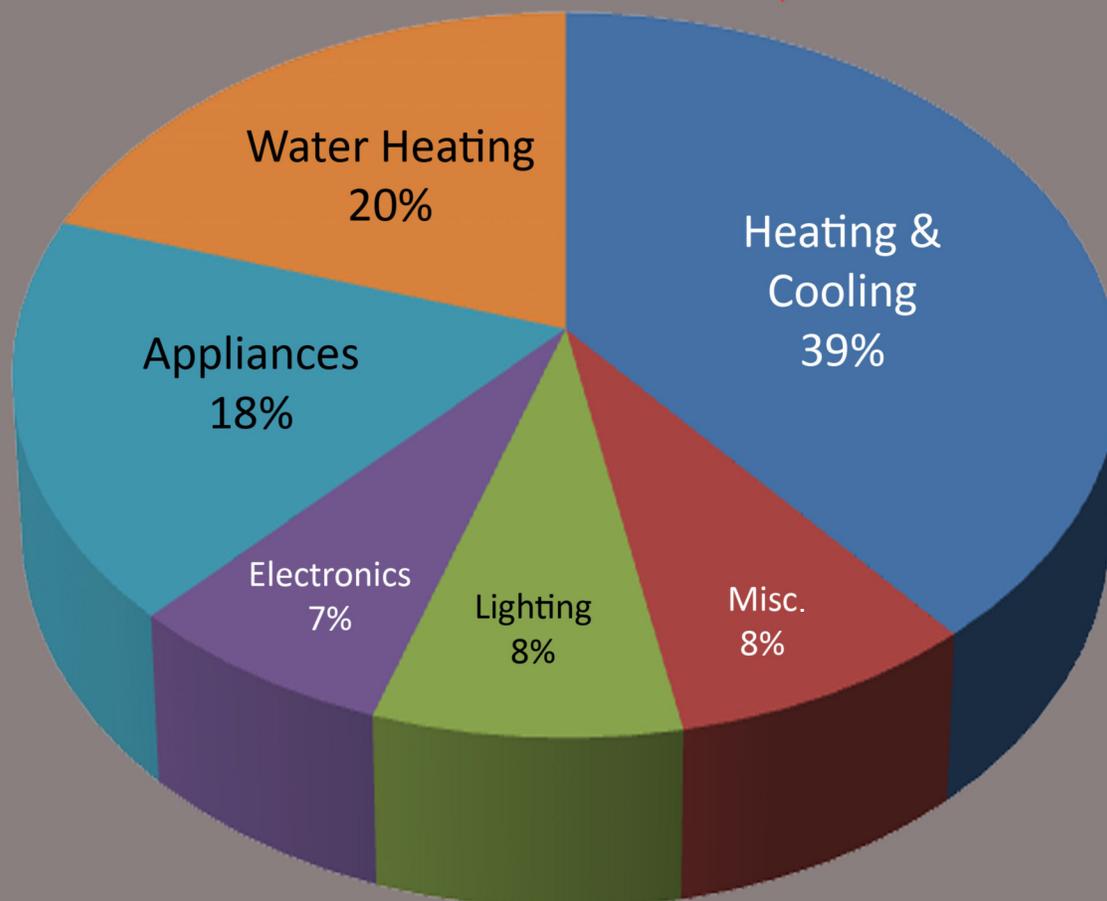
Potato Salad with Bacon

- 4 lbs. Yukon Gold potatoes 2-1/2 tsp. salt
- 6 slices bacon 1 cup mayonnaise
- 1 tbsp. spicy brown mustard 3/4 tsp. pepper
- 3 hard-cooked eggs, peeled and chopped 1/2 cup chopped tomato

Place potatoes in boiling water, covered in 1 tsp. salt for 20 minutes or until tender; drain and cool 15 minutes. Cook bacon until crisp. Stir together mayonnaise, mustard, pepper and remaining 1-1/2 tsp. salt in a large bowl. Peel potatoes; cut into 1-inch pieces. Add potatoes and eggs to mayonnaise mixture. Stir in bacon. Sprinkle with tomatoes. Refrigerate until ready to serve.



What is driving your energy usage?



What are you doing to save energy?

Saving money is on everyone's minds these days. From skyrocketing fuel costs to a higher cost of living, people are doing everything they can to reduce money being spent. In an effort to help our customers save money, BTES would like to offer some simple tips to help you save energy and possibly lower your electric bill. Visit our website to learn more!

www.btes.net/energysavingstips