



# BTES NEWS

**Bristol Tennessee Essential Services**

*Electric • Internet • Telephone • Cable*

Fall 2017 - For Customers of Bristol Tennessee Essential Services

## BTES is First Utility to Earn National Malcolm Baldrige Award

**Bristol Tennessee Essential Services is the first utility to earn the Malcolm Baldrige National Quality Award, a presidential-level honor presented annually to U.S. manufacturing, service, small business, health care, education and nonprofit organizations.**

Celebrating its 30th anniversary this year, the program recognizes exemplary practices among American organizations and businesses, including an unceasing drive for radical innovation, thoughtful leadership, and administrative improvement. Over the last 30 years, the National Institute of Standards and Technology (NIST) has selected a total of 110 organizations to receive the Malcolm Baldrige National Quality Award.

"This program is about much more than recognizing successful organizations or winning a single award," said Secretary of Commerce Wilbur Ross. "The organizations that are given the Baldrige Award embody the competitive spirit, which drives the American economy forward."

The 2017 Baldrige Award recipients — listed with their categories — are:

- Bristol Tennessee Essential Services, Bristol, Tennessee, small business sector
- Stellar Solutions, Palo Alto, California, small business sector
- City of Fort Collins, Fort Collins, Colorado, nonprofit sector
- Castle Medical Center, Kailua, Hawaii, health care sector
- Southcentral Foundation, Anchorage, Alaska, health care sector

"When companies implement the ground-tested Baldrige approach, they create organizations that employees and customers love, that continually improve, and that produce innovative and outstanding results," Secretary Ross said.



**Malcolm Baldrige  
National Quality Award**

**2017 Award Recipient**

NIST manages the Baldrige Award in cooperation with the private sector. An independent board of examiners recommended this year's Baldrige Award recipients from a field of 24 applicants after evaluating them in seven areas defined by the Baldrige Excellence Framework: **leadership; strategy; customers; measurement, analysis and knowledge management; workforce; operations; and results.** An organization may compete for the award in one of six categories: manufacturing, service, small business, health care, education and nonprofit (including government agencies).

"This year's honorees demonstrate clearly that organizations of all kinds can achieve sustainable high performance," said Robert Fangmeyer, director of the Baldrige Performance Excellence Program. "The missions for these organizations are dramatically different, but they share a laser focus on doing the right things for their **customers, employees and communities** using the Baldrige framework. The payoff is great operational and business results."

To date, nearly 1,700 U.S. organizations have applied for the Baldrige Award, and there are more than 30 independent Baldrige-based state and regional award

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## A Winning Team

When we think of teams, we usually think of sports teams. We all want our teams to be champions. It is great to watch sports events on TV, and it is even better to attend an event in-person with others. But, there is nothing like being a part of the winning team.



I recently watched the Monster Energy NASCAR Cup Series championship at Homestead-Miami Speedway from my recliner in Bristol. While it was exciting, it could not compare to the excitement experienced by Martin Truex Jr. and his team. They worked hard for years to reach this pinnacle in their careers.

When Truex crossed the finish line first, the joy and celebration burst forth from all pores of the entire team's bodies. Truex did not take his helmet off until his long-time girlfriend met him in Victory Lane. His face was a mess! (His words.) He had been crying the entire time. A major release of emotion!

When we received the call from U.S. Secretary of Commerce Wilbur Ross to let us know that BTES would be one of five organizations to receive the 2017 Malcom Baldrige National Quality Award, emotions were stirred! There was laughter, jumping and, yes, some tears. It had been a long six weeks since the team of examiners had conducted their site visit. Did we win? YES!!

Why did we make this 25-plus-year journey an excellent one? It was for our customers, our community and our employees!

This journey is not over. This was an important milestone on our quality performance excellence journey for you.

To you, our customers, we again say thanks 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,  
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## Baldrige, continued

programs covering nearly all 50 states. Internationally, there are nearly 80 programs based in whole, or in part, on the Baldrige Program. In addition, many organizations use the Baldrige framework as a leadership and management guide to drive improvement and innovation strategies without applying for any of these awards.

Over the years, millions of copies of the Baldrige Criteria for Performance Excellence, the core of the Baldrige framework, have been distributed or downloaded. This widespread acceptance and use both nationally and globally has dramatically impacted all types of organizations.

"At BTES, continuous improvement and performance excellence are part of our culture," said Mike Browder, CEO of BTES. "We are honored to accept this award from the National Institute of Standards and Technology as we continue on our journey to be the best electric, Internet, telephone and cable television provider."

For more than 25 years, BTES has been using the Baldrige framework for continuous improvement, and recognizes the evaluation and assessment process as a development opportunity for its employees and the organization as a whole.

"As part of our journey in continuous improvement, BTES has been involved with our state-based Baldrige program, the Tennessee Center for Performance Excellence (TNCPE), for many



years," Browder said. "Before we could be eligible to apply for the national Baldrige award, we were required to win the state's top award — the Excellence Award — from TNCPE. We have received that award twice, first in 1994 and again in 2012."

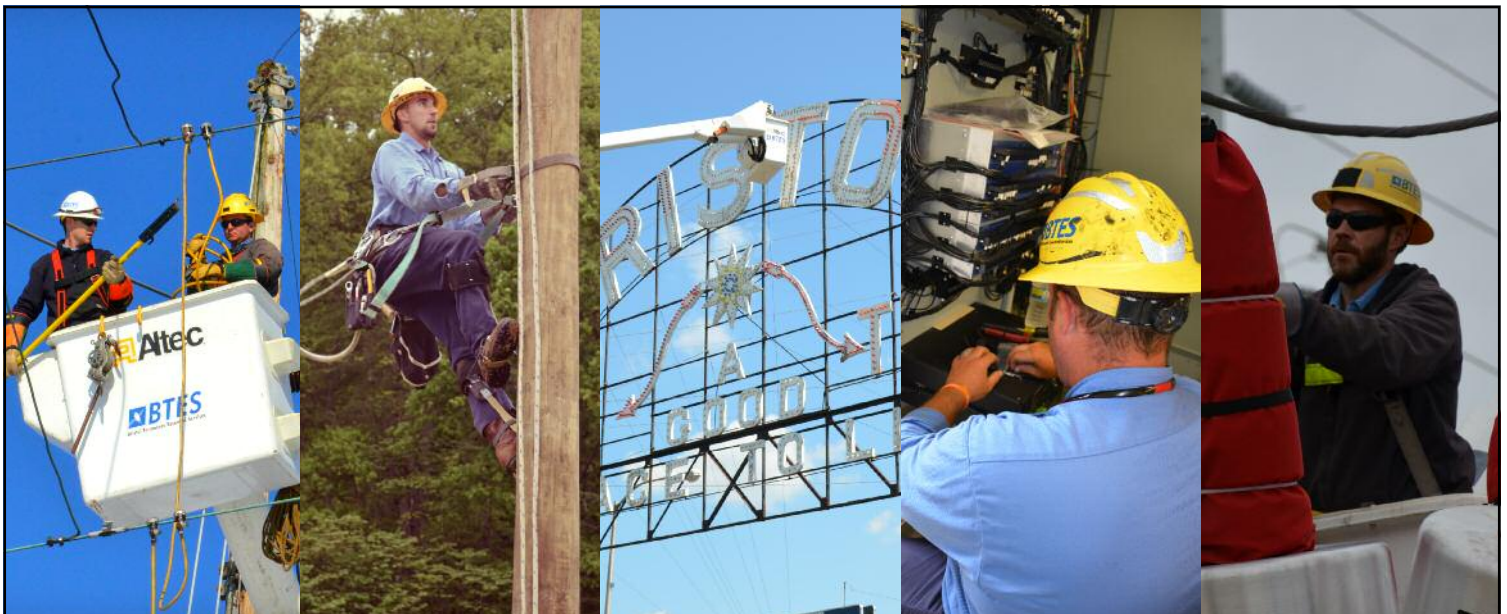
Tennessee is now home to five national Baldrige award winners: Federal Express Corporation (1990), Eastman Chemical Company (1993), Pal's Sudden Service (2001), Caterpillar Financial Services (2003), and BTES (2017).

"BTES is passionate about performance excellence, and we use the Baldrige framework to help us achieve our mission of exceeding our customers' expectations," Browder said.

The 2017 Baldrige Awards will be presented at an April 2018 ceremony during the Baldrige Program's 30th annual Quest for Excellence conference, which will be held in Baltimore, Maryland.

The Baldrige Program raises awareness about the importance of performance excellence in driving the U.S. and global economies; provides organizational assessments, training, tools and criteria; educates leaders in businesses, schools, health care organizations, and government and nonprofit organizations; shares the best practices of national role models; and recognizes those role models with the Baldrige Award.

For more information about the Baldrige Program, visit [www.nist.gov/baldrige](http://www.nist.gov/baldrige).



## Help Your Neighbor

At BTES, our customers are very important to us, which is why we implemented the Help Your Neighbor Program. This program is designed to assist customers in need with paying their winter electric bills.

Help Your Neighbor donations are collected from BTES customers throughout the year. The Salvation Army certifies the eligibility of each recipient, and the United Way of Bristol disburses the funds. The money goes directly toward helping residential customers in need.

Helping your neighbor is easy! You can sign up for our Round Up option (details below), or you can add \$1, \$2, \$5, \$10 or more each month to your BTES bill. You can also write a separate check to Help Your Neighbor and mail it to BTES, P.O. Box 549, Bristol, TN 37621.

The number of people who can be helped depends on how much the rest of us are willing to give. BTES will match up to \$20,000 in customer contributions.

## ROUND UP to Help Your Neighbor!

With the **BTES Monthly Round Up Program**, your bill will be rounded up to the next dollar amount and the change will be donated to the Help Your Neighbor Program.

Help us help our neighbors!



Signing up is easy at  
[www.btes.net/roundup](http://www.btes.net/roundup)

## Payment Options

Here are a few of the easiest ways to pay your BTES bill. For additional information on payment options or to sign up for one of these payment methods, visit [www.btes.net/paymentoptions](http://www.btes.net/paymentoptions).

### Bank Draft

You may set up an automatic bank draft so that you never have to worry about writing a check or missing a payment. Customers' bank accounts are drafted the current amount on the due date.

### Check or Credit/Debit Card by Phone

To pay your bill by phone, call (423) 968-1526. You will need your BTES account number and the information on your check or credit/debit card. The automated system will walk you through the process. A \$1 fee will be charged for each check transaction. A 2.45 percent fee will be charged for credit/debit card transactions. You can also check your balance, due date and last payment received through this automated system.

### Check or Credit/Debit Card Online

Visit our website to use this payment option. A \$1 fee will be charged for check transactions. A convenience fee of 2.45 percent will be charged for each credit/debit card transaction.

### Use the BTES App on Your Mobile Device

Download the free app by searching "BTES" in the Apple App Store or Android Market on your mobile device. After you have downloaded the app, you can view your bill, make secure payments directly from your mobile device, view your payment history, and more.

### Auto-Pay by Credit/Debit Card or E-Check

This payment option will automatically pay your BTES bill each month with your credit/debit card or checking account. For credit/debit card transactions, a 2.45 percent convenience fee will be charged. For e-check transactions, a \$1 fee will be charged.

### By Mail

You may mail your payment to us in the envelope provided with your bill to P.O. Box 549 Bristol, TN 37621.

### Other Locations

Payments may also be made at any local Bank of Tennessee, Regions Bank, Citizens Bank or First Tennessee branch location.





## Energy Savings Tips

**Here are a few tips and ideas to help us all not only save energy, but also save money at the same time!**

**Put your computer monitor on sleep.** Screen savers cost you an extra \$50 or more in electricity per year.

**Close garage doors.** Your garage doors are the last line of defense between you and the great outdoors. During the winter months, keep them shut. Also, consider insulated doors for even more efficiency.

**Switch on the compact fluorescents.** Make the switch from incandescent light bulbs to compact fluorescents. They use 75 percent less energy and last up to 10 times longer.

**Turn off all faucets.** An open faucet allows nearly five gallons of water to flow every two minutes.

**Keep it indoors.** Whether you're heating or cooling your home, you don't want your energy going out the door. Caulk and weather-strip around doors and window frames. Closely check any area where pipes go from the outside of your home to the inside.

**Turn it off.** Make sure to turn off any lights or appliances when not in use. Small things add up!

**Leave it be.** Leave your oven door closed while cooking and baking. When you repeatedly open and close the oven, the warm air escapes. Use the oven light to check on foods.

**Chill out.** Let cooked foods cool to room temperature before putting them in the refrigerator. Hot foods — and their containers — will raise the temperature in the fridge, making it work much harder. But be careful not to leave foods out too long or they will spoil. Follow recipe instructions.

**Don't go to the extreme.** Your home warms up at the same speed, regardless of the temperature setting — so you won't reach your desired temperature any sooner by setting the thermostat to a higher setting than you are actually seeking.

**Be a STAR.** Look for the ENERGY STAR® label when replacing large or small appliances.

**Keep the dust and lint away.** Make sure your dryer's outside vent is clear and clean the lint filter after every load. Also, change your air filters monthly to ensure that your heat pump is running efficiently.

**Get a tune-up.** Have your heating and cooling system checked annually to keep it running as efficiently as possible.



# Keep your family comfortable

Find out how by visiting [www.2eScore.com](http://www.2eScore.com)  
or calling 1-855-2eScore (1-855-237-2673).

**WHAT TO CARRY IN YOUR CAR**

Because you never know when you will encounter an emergency situation in winter weather.

TDOT and the Tennessee Highway Patrol remind drivers of the best advice for driving in winter weather: Take it slow — meaning slower speeds, slower acceleration, slower steering and slower braking.

# Favorite Recipes of BTES employees and customers

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### Crispy Onion Honey Mustard Chicken

4 boneless, skinless chicken breasts (trimmed) or 8 - 10 chicken strips  
 1 cup honey mustard  
 2 cups french fried onions (crushed)

Preheat oven to 375 degrees. Dip each piece of chicken in honey mustard, then coat in crushed french fried onions. Place in baking dish lined with foil and sprayed with nonstick cooking spray. Cook for 30 - 35 minutes or until cooked through.

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### Cream Cheese Sausage Balls

1 lb. hot sausage (uncooked)  
 8 oz. cream cheese (softened)  
 2 cups Bisquick baking mix  
 1 cup shredded Cheddar cheese

Preheat oven to 350 degrees. Line baking sheet with parchment paper. In a bowl, mix together (using a stand mixer or your hands) sausage and cream cheese. Add in baking mix and stir until combined. Add in Cheddar cheese and stir until combined. Scoop up mixture and form into 1-inch balls. Place on baking sheet and refrigerate for 10 minutes. Once chilled, bake for 25 minutes or until they are firm and golden brown.

*Merry Christmas!*

**The Lighter Side**

*What do you have in December that you don't have in any other month?*

*The letter "D"*





## Right Tree, Right Place

According to the National Arbor Day Foundation, a healthy community forest begins with careful planning. With a little research and a simple layout, you can produce a landscape that will cool your home in summer and tame the winter winds. Your well-planned yard will contain trees that grow well in the soil and moisture of your neighborhood. Your trees will be properly placed to avoid collisions with power lines and buildings, and the aesthetics will increase your property value.

A proper landscape plan takes each tree into consideration:

- **Height:** Look up and look around. Will the tree bump into anything when it is fully grown, such as power lines? If so, find a better location.
- **Canopy spread:** How wide will the tree grow? Will this cause the tree's limbs to bump into anything? Is the tree **deciduous** or **evergreen**? (Will it lose its leaves in winter?)
- **Form or shape:** A columnar tree will grow in less space. Round and V-shaped species provide the most shade.
- **Growth rate:** How long will it take for your tree to reach its full height? Slow-growing species typically live

longer than fast-growing species.

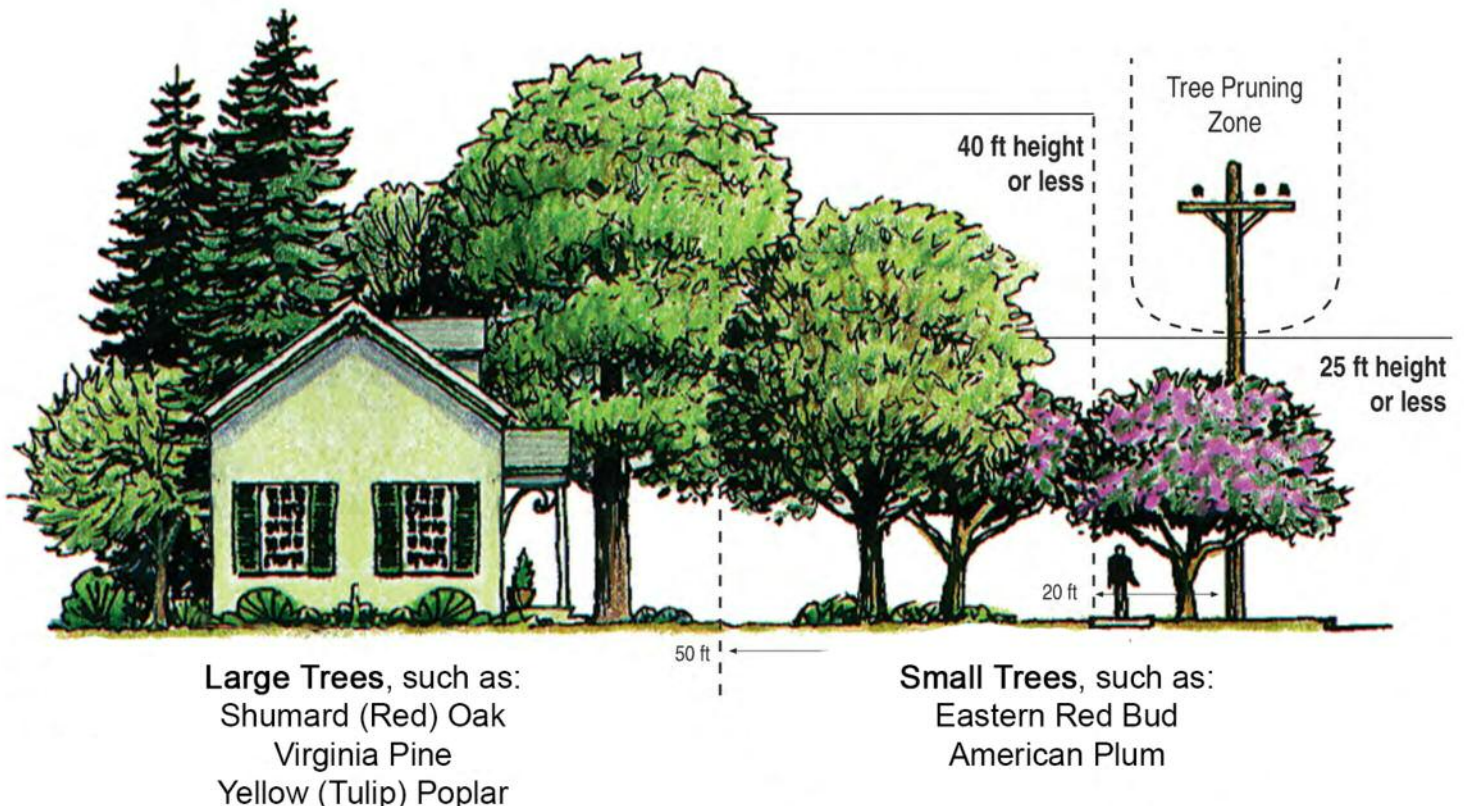
- **Soil, sun and moisture requirements:** What will the tree need? Will its surroundings support what it needs to survive?
- **Fruit:** No one wants messy droppings on busy sidewalks.
- **Hardiness zone** indicates the temperature extremes in which a tree can be expected to grow.

The tree's future size is important. Plant a tree so that its future size will never interfere with power lines. Trees can retain their natural beauty if they don't have to be trimmed to protect the safety and reliability of power lines.

Our statistics show that the largest individual cause of interrupted electrical service is tree-related. Choose the right tree and the right location, which is not under or near power lines.

For more information on tree planting, proper tree care and maintenance, visit the Arbor Day Foundation's website at [www.arborday.org](http://www.arborday.org).

## Plant the right tree in the right place. Plant taller trees away from overhead utility lines.





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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. (Fall 2017)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

Other comments, story ideas or questions.

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