

BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Summer 2017 - For Customers of Bristol Tennessee Essential Services

BTES Receives National Award for Community Service

Bristol Tennessee Essential Services (BTES) received the American Public Power Association's (APPA) Community Service Award at the association's national conference, held June 16 - 21 in Orlando, Florida.

"This award was established in 1990," said Sue Kelly, CEO of APPA. "It recognizes 'good neighbor' activities that demonstrate the commitment of the utility and its employees to the community."

This is the third time BTES has received this honor — first receiving it in 1997 and then again in 2010.

"BTES and its employees show a commitment to enhancing the quality of life in their community through activities that address community needs and improve the community's social, cultural, educational and economical environment," Kelly said.

BTES supports its community in numerous ways: holding blood drives, helping to clean up local shores and coves during the annual South Holston Lake and River Cleanup, participating in United Way of Bristol activities, helping to build houses through Habitat for Humanity and Appalachian Service Project, supporting area schools, and conducting educational tours for students.

BTES has also created several programs to support its community, such as the Trade-a-Tree program, which removes trees that interfere with power lines and replaces them with dogwood trees. In addition, every year on Earth Day, BTES employees plant a tree at a local elementary school.

Another program that BTES employees have planned and hosted for the past 21 years is Teacher/Industry Day, which began as a way to promote economic and career development in the community. Each participating teacher is paired with an industry and spends the day with leaders at that organization —touring their facility, discussing career opportunities, and ultimately learning what skills are needed to work at that company. The goal of the day is for the teachers to take what they learn back to their classrooms and help their students become more prepared to enter the local workforce. Over 700 teachers have participated in this program since its inception.



BTES CEO Mike Browder (center L) and BTES Board Chairman Larry Clarke (center R) receive the award from Andrew Boatright, APPA Chair (R) and Wally Haase, APPA Chair-elect (L).

Most recently, BTES developed a local access community television channel, BTES Power 7, to promote its community and be a positive outlet for community information.

"We are honored to receive this recognition," said BTES CEO Mike Browder. "Although our total employee number at BTES may be small, we are mighty in our efforts to support our community. Our employees are recognized as being very capable and dependable volunteers in our community."

BTES employees serve in numerous capacities in a multitude of community projects.

"Our employees definitely make a difference in our community, and their involvement is just a normal part of providing service to our customers to fulfill our mission: To provide service to our customers, employees and community that exceeds their expectations," Browder said.

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Safety ... at All Times

Safety is very important. Most work places have a very good safety program. I have worked at companies where some employees tried to outsmart the "safety man" by following safety rules only when he or she was nearby.



My dad often used real accidents to explain why it was in my best interest to be safe, and help my acquaintances and loved ones stay safe. That was probably influenced by him watching his five-year-old brother get hit and killed by a car. Although he and I never discussed that event, I know it had a great impact on him.

When my first grandchild, Charles, was born nearly 20 years ago, I was living on a houseboat. Before he was even born, I knew he would need a life jacket for whenever he was visiting me. The day I bought the life jacket, I happened to be in Nashville as a snowstorm was approaching. When I walked into a sporting equipment store and asked to look at an infant life jacket, there was a look of surprise (or maybe disbelief) on the salesperson's face. I bought the life jacket that was found in their store room (after all, it was winter).

Charles wore the life jacket any time he was outside the houseboat. He loved to ride on the Jet Ski and knew the life jacket was a requirement for riding. One of his first words was "jack," which is what he would say to let me know that he wanted his life jacket and a ride on the Jet Ski.

Holston was the next grandchild, and he also knew a life jacket was required to do anything outside the houseboat. During the winter following his second birthday, Holston wanted to walk down the dock, so he brought me his life jacket. I put it on him and we started to the dock. When he was getting off the boat, he had one hand on the ice-covered railing, and he slipped. He turned his body so that he was holding the railing with both hands while hanging over water that was 30 feet deep. I quickly lifted him up and set him on the dock, and we continued our walk. Neither Holston nor I ever mentioned the slip as we walked.

Telling the story after we returned brought on the question, "What would you have done if he had fallen into the water?" I simply replied, "I would have pulled him out of the water. We would have gone inside and changed his clothes, put on another life jacket, and then continued our walk." He would have been safe.

If we use safety equipment properly and take precautions, we will most likely be safe.

Stay safe 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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Editor: Leslie Blevins

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 Comment

I need to say a special thank you to two of your linemen — Derek Anderson and Chase Castle. They were working at a neighboring house and saw smoke coming from my home. The fire department was notified, and your employees immediately took action by grabbing a hose and spraying water. I wasn't home at the time, but a neighbor called me and I rushed home from Bristol Metals, where I work. The fire department got to my house after I did. If it wasn't for the quick response of Derek and Chase, I would have lost my home. I am so appreciative of their quick and thoughtful response!

Eric Henderson



BTES Awarded for Excellence in Financial Reporting

The Government Finance Officers Association of the United States and Canada (GFOA) has awarded the Certificate of Achievement for Excellence in Financial Reporting to Bristol Tennessee Essential Services for its Comprehensive Annual Financial Report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and is given in recognition of a significant accomplishment by a government and its management.

"This is the 20th consecutive year that BTES has received this honor," said BTES Director of Accounting and Finance Lola McVey. "We work hard each year to prepare a top-quality CAFR."

The GFOA established this award program in 1945 to encourage state and local governments to go beyond the minimum requirements of generally accepted accounting principles. Reports submitted to the CAFR program are reviewed by selected members of the GFOA staff and the GFOA Special Review Committee, which is composed of individuals with expertise in public sector financial reporting, including financial statement preparers, independent auditors and other finance professionals. The CAFR is judged to meet the high standards of the program, which includes demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate others to read the CAFR.



Director of Accounting and Finance Lola McVey and CEO Mike Browder with the GFOA Achievement for Excellence in Financial Reporting award.

"This recognition illustrates BTES' professionalism and is a significant accomplishment for our accounting and finance department," McVey said.

The GFOA is a major professional association servicing the needs of nearly 19,000 appointed and elected local, state and provincial-level government officials and other finance practitioners. The association is headquartered in Chicago, Illinois, with offices in Washington, D.C.

Reliability

BTES strives to provide the most reliable electric services in the United States. With our new technologies and upgrades through our IntelliRupter System, BTES continues to decrease outage minutes per customer per year. BTES' reliability index is at 99.99 percent.

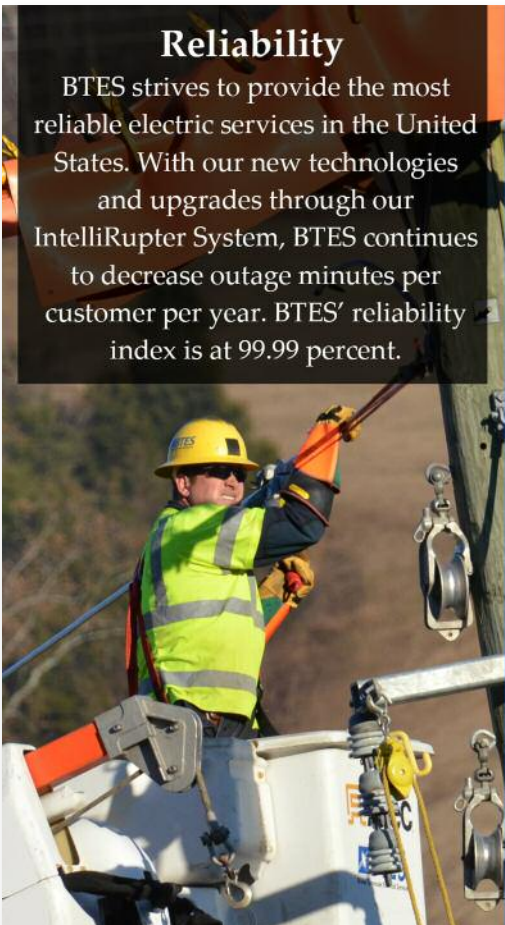


Financial

In comparison to the rates of other electric utilities, over the past 40 years, BTES has left more than **\$70 million** in our customers' pockets as a result of quality efforts and initiatives.

Safety

The safety of our employees, customers and community is extremely important to BTES. Formal safety meetings are held on a monthly basis, in addition to weekly safety reports, monthly department safety checks, and daily tailgate meetings for our outside crews.



Employee Highlights

Administration Department

This department provides leadership and assistance to all departments. The CEO leads BTES in developing high-quality business strategies, motivates the workforce, and oversees all operations and business activities to ensure consistency in fulfilling our mission. The executive assistant provides support to the senior leadership team and assists with numerous projects throughout BTES.



"I feel that a big part of my job is to help hire and train an intelligent and knowledgeable workforce that can serve our customers and employees with outstanding, safe service at a fair and competitive price. My goal is to help all of our customers and employees have a better life through our state-of-the-art services."

Mike Browder
Chief Executive Officer

"My main job is to assist our CEO with a variety of tasks, as well as our team of directors. I enjoy working with all of our departments and assisting with a variety of projects each day. The workforce at BTES is wonderful! We truly care about our customers and about making sure that they have the best experience with BTES. We work hard every day to ensure we are doing what is best for our community!"



Jennifer Booher
Executive Assistant

Employee / Customer Relations

This area includes internal and external publications, employee events, educational programs, advertising materials, promotional items, communication campaigns, website management, safety programs for schools and civic groups, water heater program management, assistance with BTES Power 7, special projects, and assistance to the CEO.



"A big portion of my job is helping to manage the Water Heater Program and analyzing electric rates. I also coordinate several employee events, help manage our employee training program, and analyze data for our customer service department. My favorite part of my job is that I get to work with several different departments at BTES. This gives me the opportunity to participate in several projects that are helping to improve the services we provide to our customers. I wish more of our customers knew just how different we are from most utilities in the nation. From our 10-Gigabit Internet system to our innovative Water Heater Program to our IntelliRupter System — we are providing services to our customers that are unheard of across most of the United States."

Jessica Waterman
Administrative Systems Analyst

"One of the best things about my job is that I'm involved in a lot of different areas. My main focus is on employee and customer relations, which covers a broad range of projects — from our customer and employee newsletters to our website, radio advertisements, commercials and print advertisements. I also help with BTES Power 7 in creating content, assist in putting together *BTES Corner*, and serve as the sideline reporter for *Gridiron Gameday*. In addition, I'm heavily involved in our continuous improvement efforts through the National Baldrige Program, and facilitate and write our award applications for local, state and national awards. I like that each day holds something different — there is never a time that I'm bored! BTES is a great organization, and our employees work hard each and every day to make our community a better place."

Leslie Blevins
Customer Relations Representative





Management Services

This area includes all aspects of human resources and benefit administration, International Brotherhood of Electrical Workers (IBEW) research, the customer service department, and the purchasing and stores department. They also provide assistance to the CEO in formulation of objectives for all aspects of our business, and participate in content creation and production for BTES Power 7.



“My job includes all aspects of human resources, the customer service department and our BTES facilities. My favorite part of my job hands down is helping people – whether it be our employees or customers. Ending any interaction on a positive for someone else is what I love the most! I want our customers to know how much our employees appreciate and care about them.”

Tara McCall
Director of Management Services

Business Development

The business development manager helps to promote economic and community development, assists with the recruitment of new industry, supports existing industry, and manages available land in the Bristol Business Park and the Bristol Industrial Park. This provides a single point of contact for the electric, Internet, telephone and cable needs of BTES’ business and industry customers.



“I work to develop and maintain relationships with our industrial and business customers, serving as a single point of contact for their electric and fiber needs. I also assist the community team with recruiting new industries to our area. My favorite part of my job is seeing investment in our community. That investment encourages job retention and growth, and provides a better quality of life for the people who live, work and play in our community.”

April Eads
Business Development Manager

Accounting and Finance

The accounting and finance department is responsible for the annual preparation of our strategic business plan, which includes the operating and capital budgets and five-year projections for all business units. This department is also responsible for reporting to TVA, cash management, the Comprehensive Annual Financial Report (CAFR) and audit process, monthly financial statements, customer billing, and all other functions related to general accounting.



“I am responsible for overseeing the accounting and finance department, and all phases of accounting, including billing, accounts payable and receivable, the annual report and audit, maintaining plant records and reporting to TVA. I really enjoy preparing our Comprehensive Annual Financial Report and the audit process. All employees at BTES are committed to improving processes every day. We are always looking for ways to serve our customers better, with the mindset that we have to be better today than we were yesterday, and better tomorrow than we are today.”

Lola McVey, CPA
Director of Accounting and Finance

“We are responsible for the proper management of finances and assets. Some of my key responsibilities include payroll, employee benefits and management of receivables. Working with my co-workers each day and having something new to learn all the time are my favorite parts of my job. Something our community may not realize is that we maintain our electric system and provide service that exceeds our customers’ expectations with only 15.58 percent of the revenue we collect!”



Heather Jenkins, CPA
General Accountant



“I handle month-end journal entries in preparation for financial statements, bank reconciliations, tax responsibilities, accounts payable and invoices. My favorite part of my job is the ability to network with individuals and participate in different opportunities in the community. BTES has played an important role in showing me the needs of our community and how to volunteer for worthy causes that have a local impact.”

Michelle Benfield
General Accountant

Summer Safety



WEAR A HELMET
every bike ride, every time



USE SUNSCREEN
at least SPF 15,
30 minutes before going out



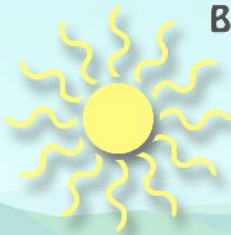
WEAR EYE PROTECTION
when helping with yardwork
or mowing



LIFE JACKETS ON BOATS
even for strong swimmers



**HIKE, BIKE, SWIM,
EXPLORE**
ALWAYS with a friend,
NEVER alone



BEAT THE HEAT
bring and drink water,
wear hats, seek shade, and
check for ticks



Favorite Recipes of BTES employees and customers

Southwest Pasta Salad

- | | |
|--|-----------------------------|
| 1/2 cup mayonnaise | 2 tbsp lime juice |
| 1 1/2 tsp chili powder | 1 tsp ground cumin |
| 1/2 tsp salt | 8 oz rotini pasta, uncooked |
| 1 can (about 15 1/4 oz) whole kernel corn, drained | |
| 1 can (about 15 oz) black beans, drained and rinsed | |
| 1 pint grape or cherry tomatoes, halved | |
| 1 small can (about 4 1/2 oz) chopped green chiles, drained | |

Cook pasta according to instructions. Drain; set aside. In a large bowl, whisk together mayonnaise, lime juice, chili powder, cumin and salt. Add cooked pasta and remaining ingredients; toss to combine and coat pasta. Refrigerate covered until ready to serve.

Hawaiian Macaroni Salad

- | | |
|--|----------------------------|
| 1/2 pound cooked elbow macaroni | 2 cups cubed cooked ham |
| 1/2 cup shredded carrot | 1/4 cup green onion |
| 1 can (20 oz) pineapple chunks, drained (reserve 1/2 cup liquid) | |
| 1/2 cup light mayonnaise | 1 tbsp sugar |
| 1/4 cup plain Greek yogurt | 1 tbsp apple cider vinegar |
| Salt and pepper to taste | |

In a large bowl, combine macaroni, pineapple chunks, ham, carrots, and green onion in a bowl; set aside. In a small bowl, whisk together the reserved pineapple juice, mayonnaise, greek yogurt, cider vinegar and sugar. Pour over pasta and stir to coat. Refrigerate covered until ready to serve.

The Lighter Side

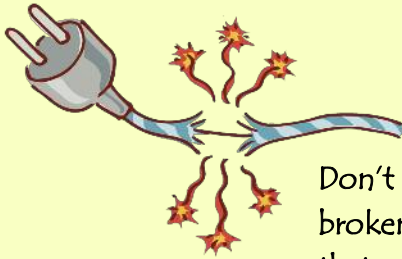
Why can't a bicycle stand up by itself?

Because it's two-tired!

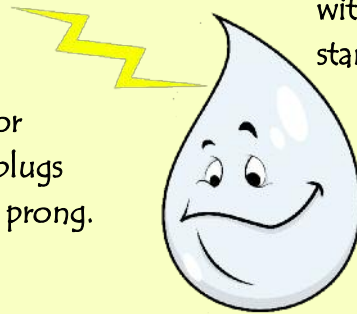




Electric Safety for Kids



Don't use frayed or broken cords, or plugs that are missing a prong.



Never touch anything electrical with wet hands or while standing in water.

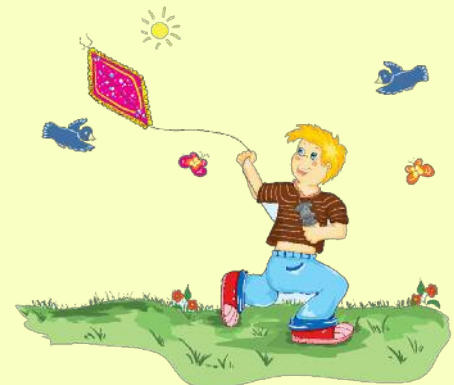
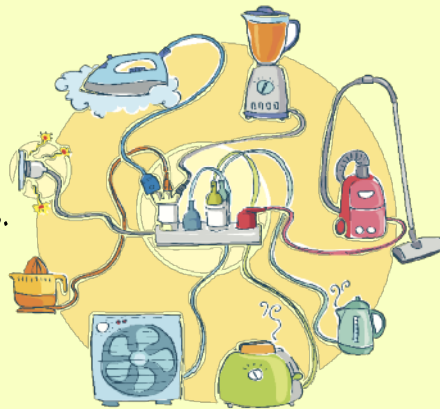


Never touch a downed power line or attempt to climb a utility pole.

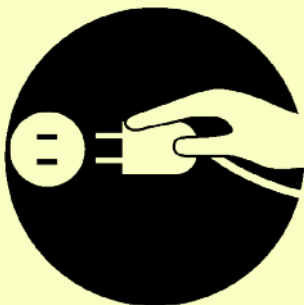


Keep metal objects such as silverware away from plugs.

Don't overload sockets.

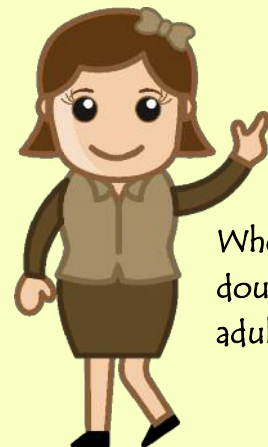


Fly kites in open spaces, away from power lines.



Pull by the plug, not the cord.

Be aware of tripping hazards of electrical cords. Don't run cords under rugs.



When in doubt, ask an adult!



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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 BTES bill to the address below. (Summer 2017)

- 1. _____
- 2. _____
- 3. _____

Other comments, story ideas or questions.

Please return to:
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Name and address (Optional)

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