

Get Connected BrightRidge®

A Publication for Customers of BrightRidge

April - June 2022

www.brightridge.com

Helping Households with Home Energy Upgrades

Over the past two decades, new electric technologies, appliance standards, and increased energy efficiency requirements in state and local building codes have dramatically lowered residential energy consumption and increased the comfort in family homes across the Tennessee Valley. Unfortunately, these benefits have flowed primarily to homeowners with disposable income to take advantage of these new developments, leaving low-income families struggling with inefficient and uncomfortable homes with no means to do such improvements.

As a result, TVA created the Home Uplift Program to address the significant energy efficiency and weatherization needs for low-income households across the Tennessee Valley. Through Home Uplift, income qualified residents can receive home energy upgrades that will improve their home's energy efficiency and lower their utility bills – *at no cost to them*.

BrightRidge has partnered with TVA and is in the second year of the program, serving 47 homes in the first year. On average, customers have seen a 25% reduction in their utility bills and a 100% increase in their home's comfort! Home energy upgrades may include high-efficiency heat pumps or air conditioners, duct replacement or repairs, attic insulation, heat pump water heaters, high-efficiency lighting, building envelope insulation, ENERGY STAR appliances, windows, and doors – *all at no cost to the eligible homeowner*.

The Home Uplift Program is first-come, first-served so BrightRidge encourages homeowners to apply soon. You can receive an application by calling TVA at 1-888-986-7262. Learn more about the Home Uplift Program by visiting the BrightRidge lobby or our website (www.brightridge.com) for additional information.



A homeowner qualifies for Home Uplift Program if they meet the following:

- You must meet the income eligibility at or below 200% of the Federal Poverty Level. Income eligibility is based on the total combined income for all household members over 18 years old living at the home.
- You must be the primary person on your BrightRidge electric account and own the home.
- You must occupy a single-family site-built home or manufactured home on a permanent foundation built after 1976.
- You must participate in an on-site home evaluation.



From the CEO

"Nothing exalts the soul or gives it a sheer sense of buoyancy and victory so much as being used to change the lives of other people." – E. Stanley Jones

My mother taught me a lot when I was young. One of the things she taught me was that we are to care for family, friends, and those who are in need. She showed me to love someone is to be there for them. She was there for me and my

father, her family, and for others. I am sure you also have great memories of family and caring for one another. The amazing people I work with lead their lives in the same way. Always looking for ways to help and care for others and serve our community. Some of the many programs our board and staff have worked to implement are designed to help those in our community. Many of those programs are listed in this edition of our newsletter.

The **Home Uplift Program** is designed to improve homes of those who need assistance in home repairs. This can make your home more energy efficient and more comfortable. Our hope is this program will have a profound impact for our customers and meet needs they might have.

The **Affordable Connectivity Program** is another program that can reduce the cost of internet for a household. This can help improve opportunities for education, remote working, and home healthcare. Reach out to our folks to see how this program might impact your life. As you read the newsletter today know that the folks at BrightRidge are proud to be a part of our community but even more humbled to be able to serve our community.

"The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well." - Ralph Waldo Emerson

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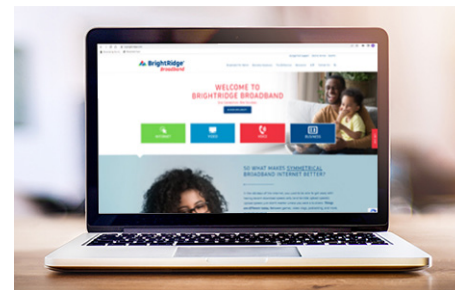
Volume 16, Number 2



BrightRidge Reminder...

Don't forget your annual HVAC tune-up to keep your heating and cooling system running efficiently. Servicing your HVAC system each year helps avoid high bill surprises.

Visit us online at www.brightridge.com
for more energy saving tips!



The Affordable Connectivity Program (ACP) is a Federal Communications Commission program that helps connect families and households struggling to afford internet service. This new benefit provides a discount of \$30 per month toward broadband service for eligible households.

Eligible households can enroll through a participating broadband provider, or directly with the Universal Service Administrative Company, by using an online or mail in application. BrightRidge Broadband is a participating provider and encourages customers to apply online or call BrightRidge Customer Service for more information.

Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline
Participates in the National School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision
Received a Federal Pell Grant during the current award year



Save Time and Money with these Customer Assistance Tools

Take the stress out of your monthly energy bill and benefit from these free services offered by BrightRidge. With SmarthHub, Bank Draft, and Paperless Billing you can choose the way you'd like to receive and pay your bill!

SmartHub is the most comprehensive tool you can use for two-way communication with BrightRidge. It provides convenient access to manage your electric account either online or via your mobile device. SmartHub is available on Android and iOS smartphones and tablets.

With SmartHub you can:

- View your account payment and billing history
- View energy usage history in a graph format
- Calculate electric bill amounts by monitoring your usage
- Report service issues or power interruptions
- Choose how to pay your monthly electric bill



**Download the
free SmartHub
app today!**

Visit us online at
www.brightridge.com
to learn more.

Bank Draft and **Paperless Billing** are two more options to take the stress out of paying your monthly bill. Signing up for Bank Draft enables BrightRidge to draft your checking or savings account for the amount you owe. You can set up the date to be drafted and will be notified via text or email that the payment has been processed. With Paperless Billing, you are still billed monthly, however you will not receive a paper bill. Each month you will receive a text or email notification that payment has processed, and you can download copies if needed. Both options offer personal security features, avoids late fees, and eliminates the time needed to write and mail a check. Bank Draft and Paperless Billing are great options for frequent travelers!

BrightRidge Broadband (ultra high-speed internet) continues to expand its nation-leading broadband services, connecting those who lack access while bringing the next generation of internet infrastructure to the area.

Today, BrightRidge serves more than 7,000 homes and businesses broadband services with hundreds more added each month. This option improves the ability of over 22,000 local residents to engage in remote education, improve digital skills, work from home, receive telehealth, connect with family, and access a variety of video entertainment products.

Our fourth Phase of broadband expansion to the areas south of 'West Market Street' was recently completed and provides broadband options to 5,200 more homes and businesses. This includes the communities of Washington Heights, Midway, Carter Sell, Westover Hills, Ramblewood, Woodhill Addition, South Ridge Estates, Wellington Park, Carter Crossing, Colony Park, Seminole Woods, Forest View, Forest Hills, Foxxborough, Beechwood Court, Buckstone Hills, Dogwood Acres, Monterey Hills, Summit Drive, and Greenwood Drive that have overhead pole mounted utility services.

BrightRidge submitted multiple broadband grant applications to the Tennessee Department of Economic and Community Development (TN-ECD) to fund the extension of fiber broadband to 1,824 unserved (lacking access to 25Mb/3MB internet) homes and businesses in rural Washington County and 210 unserved customers in Greene County. Both County Commissions approved matching funds to enable this application to be submitted. Recent information from TN-ECD has projected grant award decisions to be announced in July or August. If approved, BrightRidge has also committed to funding the extension of fiber broadband services to an additional 3,800 homes along the middle mile fiber routes built by these grants, resulting in an accumulative 5,834 families benefiting!

We also submitted a request to the Johnson City Commission to partner in accelerating the broadband expansion within the city limits. The Commission has agreed to place \$2.3 million of their ARPA funding in their proposed Fiscal Year 2023 (7/1/22 – 6/30/23) budget for this purpose. If approved in the final city budget review, this would accelerate getting broadband to the city residents two years earlier than originally anticipated by BrightRidge's business plans. This would allow BrightRidge to build Phase 5 and Phase 6 areas in the same year (beginning 7/1/22) and then combine Phases 7 and 8 in Fiscal Year 2024 (7/1/23 – 6/30/24).

"These proposed projects can bridge the digital divide by providing the nation's fastest fiber broadband service to our residents, which can ensure that our communities are competitive in the national market for retaining and attracting residents, new businesses, jobs, and highly skilled workers," said Stacy Evans, Chief Broadband Officer.

There are many streaming video solutions available today which can completely replace your current cable TV experience and provide flexibility, as well as financial savings. Plus, these solutions are much simpler to use now than they were a few years ago. BrightRidge wants to provide resources to our customers to make educated decisions when selecting the best product to fit their needs.

The BrightRidge Broadband website now has two new comparison resources to allow you to choose the best video solution for your family. These options are MyBundle and Suppose TV. We encourage you to visit www.mybrightridge.com/video to get personalized recommendations, price comparisons and find your best options for getting the video content you prefer at the very best price.

If you have questions or would like assistance in "cutting the cord", please call BrightRidge Customer Service Representatives at (423) 952-5000 and select option #2 from the phone menu.