

**MINUTES OF THE
JOHNSON CITY ENERGY AUTHORITY
D/B/A
BRIGHTRIDGE**

July 23, 2019

PRESENT: Dan Brant
Jenny Brock
B. J. King
James Smith
Robert Thomas
Jeffrey R. Dykes, Chief Executive Officer
Brian Bolling, CPA, Chief Financial Officer and Chief Customer Officer
Connie Crouch, Human Resources Manager
Mark Eades, Chief Engineering and Technology Officer
Eric Egan, Chief Data Officer
Brian Ellis, Service Department Manager
Stacy Evans, Chief Broadband Officer
Rodney Metcalf, Chief Operations Officer
Angela Shrewsbury, Energy Services/Marketing Manager
David Spinnato, Physical Plant/Warehouse Manager
Tiphonie Watson, Customer Support Manager
Tim Whaley, Director of Public and Governmental Affairs
Stephen M. Darden, Attorney

ABSENT: Joe Grandy
Hal Knight
Guy Wilson
Donnie Hall, Safety/Environmental Manager

Chairman B. J. King called the meeting to order and welcomed Mackenzie Simpson, Engineering Summer Intern for BrightRidge, who was attending today's meeting.

Chairman King asked that consideration of appointment of the Chair and Vice-Chair be added to the agenda.

Upon motion of Ms. Brock, seconded by Mr. Thomas, the Board voted to extend the term of Chairman B. J. King for one year and appointed James Smith to serve as Vice-Chair of the Board. The motion carried unanimously.

CEO Jeff Dykes stated that an issue had arisen with respect to the extension of the term of Jenny Brock, appointed to the Board by the Johnson City Commission. It would be necessary for the City Commission to amend the Charter of

Incorporation for the Johnson City Energy Authority to deal with this issue, and Mr. Dykes felt that it would be an appropriate time for the Board to review the Charter to determine whether any additional changes needed to be proposed to the City Commission at the same time. He will e-mail Board members a copy of the current Charter and proposed a called Board meeting on July 30th at the Gray fossil site to discuss this subject, since all Board members are expected to be present at the dedication of the electric vehicle charging station that afternoon at the fossil site.

Mackenzie Simpson, Engineering Intern, delivered a presentation regarding her activities with the company during the summer. Ms. Simpson is a Junior at Milligan College, majoring in Electrical Engineering. She currently serves as President of the Society of Women Engineers on the Milligan campus.

Ms. Simpson worked with three departments at the utility during her internship - Safety, Construction, and Engineering. Highlights of her time with the Safety Department included demonstrations of the use of personal protective equipment, tailgate safety meetings, a "live line" demonstration conducted by Pike Electric, demonstration of the "360 Program" to prevent vehicle backing accidents, and going up in a 67' high bucket truck. She stated that she was most impressed with the BrightRidge positive reinforcement program, wherein positive feedback and incentives were provided by managers and fellow employees relative to safety issues.

Ms. Simpson observed and participated in activities in the Construction Department relative to substation, high line, underground, and fiber work, metering, street light installations, and pole removal and setting.

Ms. Simpson's work in the Engineering Department dealt with mapping, staking, IKE/make-ready work, IntelliRupter isolation and restoration duties, private light audits, and performing research relative to electric car charging stations and to the Washington County School System electric school bus.

The intern stated that her most lasting impressions from working at BrightRidge included how customer-focused the company is, the superb teamwork of the various departments in accomplishing the utility's mission, and its innovative and forward-thinking philosophy. She stated that most valuable to her were the practical applications she learned, actual visualization of the work outside the classroom, and the usage of a number of technical tools she would encounter when she entered an employment setting, such as mapping, GIS, and other computer applications.

The June, 2019 financial reports were not ready due to the close-out of the budget year, and will be provided at the August Board meeting.

Upon motion of Mr. Thomas, seconded by Ms. Brock, the Board approved the following item on the Consent Agenda:

- (a) The minutes of the June 25, 2019 Board meeting.

The motion carried unanimously.

Brian Bolling, CPA, Chief Financial Officer and Chief Customer Officer, delivered a short presentation on recent activities in his departments, this month focusing on statistical reporting in the area of payment processing. Customers have a number of options through which to pay their utility bills: Banks (through direct deposit); BrightRidge cashiers, mail, recurring payments from bank accounts, IVR telephone payments, the BrightRidge website and "Smart Hub" mobile applications, and by payments made by customers through online banking. Currently the Bank of Tennessee, First Tennessee Bank, and Select Seven Credit Union accept utility payments for BrightRidge.

Stacy Evans, Chief Broadband Officer, delivered an update on the broadband project. Phase I aerial fiber is now completed in Johnson City. Microtrenching has been completed in the Med-Tech area and is in process in the downtown Johnson City area. Underground work also continues in downtown Johnson City. Phase II in Johnson City is approximately 7% complete, and Phase II of the Jonesborough area will begin in December. Tower work is in progress at Persimmon Ridge and Piney Knob, and site planning continues on Buffalo Ridge and in the Fall Branch area. Downtown Johnson City public wi-fi in the Founders' Park and Farmers' Market areas became active on June 1st, with public wi-fi in the King Commons area projected for August, and in the East Market/East Main Street areas in the August/September time frame.

There are currently 164 active broadband customers. Marketing in the Jonesborough area has begun, a "soft launch" for the fiber service in Johnson City took place beginning June 3rd, and website, Facebook, and other social media marketing is now occurring. The response thus far has been very favorable. Installation schedules have been increased to 8 fiber installs per day and 2 wireless installs per day. Forty-five percent of video content has now been approved, and work continues on increasing that content. Broadband personnel continue to work through issues with voice services taxation and provisioning and NISC billing applications.

CEO Jeff Dykes advised that BrightRidge staff would be giving presentations for a Washington County teachers' in-service day on the morning of July 30, 2019 at the utility, and invited interested Board members to attend.

There being no further business, the meeting was adjourned.