

Get Connected BrightRidge®



A Publication for Customers of BrightRidge

Jan. - March 2018

www.brightridge.com



Safety doesn't just happen. Safety requires a conscientious effort from all. The employees of BrightRidge are pleased to announce Zero Lost Time Accidents for 2017! This picture represents employees from all departments. Safety is a TEAM effort; Together Everyone Accomplishes More.

Our employees' dedication to safety enables BrightRidge to provide you with safe, reliable service. BrightRidge employees attend many hours of special training and regular safety meetings. Our Apprentice Linemen Program includes years of training. During our monthly safety meetings, we work together to communicate and brainstorm ways of how we can improve efficiency, without sacrificing safety.

"Safety begins with communication," said Donnie Hall, BrightRidge Safety Manager. "This is the second time in the past five years our employees have achieved Zero Lost Time Accidents. Congratulations to all employees for making BrightRidge a safe place to work!"

Top 10 Dangerous Jobs in The World:

Tower Climbers (10), Garbage Collectors (9), Farmers & Ranchers (8), Heavy & Tractor Trailer Truck Drivers (7), **Lineman & Power Workers (6)**, Iron Workers (5), Roofers (4), Aircraft Pilots & Staff Engineers (3), Fishers and Fishing Related Workers (2), and Logging Workers (1).

Top 10 Most Dangerous Jobs in the World. Retrieved January 8, 2017 from <https://infotainworld.com/top-10-most-dangerous-jobs-in-the-world/>.

We Can Help!

Our Customer Support Team is eager to serve! Approximately 87,229 calls were received in 2017 via our Customer Service Department. (This does not include calls directly received in other departments.) Our hope is that each of you were treated kindly and with respect, while you conducted business with us.

In addition to electricity, there are many services available that our Customer Support Team can help you with. Please call BrightRidge during regular business hours, Monday thru Friday, 8am - 5pm for more information about these special services:

Bank Draft & Paperless Billing. Take the hassle out of paying your monthly energy bill by signing up for Bank Draft & Paperless Billing.

Disconnect Services. If you are moving out of the BrightRidge service territory, contact us to disconnect service and update your forwarding address.

Flexible Due Date. Make paying your energy bill more convenient with a flexible due date.

Payment Arrangements. You may set up payment arrangements each billing period if needed.

SmartHub. SmartHub is a comprehensive online e-commerce site.

TALO (Take A Load Off). Sign up for the TALO Program. The TALO Program provides a direct load control device on your water heater. The direct load control device reduces participants' demand for electricity during peak energy times. Qualifying customers receive a one-time \$40 credit, and free water heater element and thermostat replacement.

Transfer Services. Moving to another location within our service territory? One of our CSRs can help you transfer service over the phone.

Participation in some programs may require completion of either a signed form or online. Other exclusions may apply. Visit brightridge.com for additional information.



From the CEO

“Change is the law of life. And those who look only to the past or present are certain to miss the future.” John F. Kennedy

“We are made wise not by the recollection of our past, but by the responsibility for our future.” George Bernard Shaw

These are exciting times within BrightRidge and our community. We continue to evaluate and refine the potential of a broadband

offering to our customers. As we draw closer to a decision, know that our Board of Directors and staff are looking at all possible options which will meet the same expectations of excellent service and a quality product that you have come to expect and receive from our electric service.

We have broken ground on a new substation in the Midway area (between Jonesborough and Johnson City) which will increase our reliability and allow us to balance load in some areas where we have seen growth. This growth and substation requirement shows that positive expansion has been occurring in our community.

Just a few years ago TALO (Take A Load Off) was just an idea being considered. A great group of employees made it a reality. From concept, promotion, customer sign-ups and residential installations to customer follow-up, this program has grown into something our employees are proud of. It shows some of the innovative ways our employees are working to reduce costs for our customers. Currently, there are 5,000+ participating in the TALO Program, and it continues to grow. If you would like to participate or learn more about how the program works, contact a representative from our Marketing or Customer Service Departments. They will gladly share program information and provide instructions as to how you may participate.

A great tool we always recommend to our customers is SmartHub. SmartHub is an especially valuable tool when you are evaluating your monthly energy bill. With SmartHub, you can review a visual snapshot of your household’s monthly energy usage. Consider reviewing your energy usage via SmartHub online or the mobile app with your family, to better evaluate your energy usage and determine how you can work together to conserve energy during cold winter months.

Our employees reached a safety milestone on December 31st, 2017. We completed the year with no lost-time accidents. This is a great accomplishment for any company. At BrightRidge, it demonstrates that our employees, who work in a high-risk industry, operate with great skill, knowledge, and attention to detail as they perform their service to the community. Join me in congratulating them on reaching this milestone.

Jeffrey R. Dykes,
Chief Executive Officer

Our employees, Board of Directors, and I thank you for the opportunity to serve. We look forward to continuing to serve you in 2018.



BrightRidge®

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Jeff Dykes, Chief Executive Officer
Ceilya Campbell, Administrative Assistant

Visit the JCPB website for
Board Member and
Administrative Staff Directories.

Angela Shrewsbury, Publication Editor

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SmartHub is comprehensive e-commerce site equipped with conveniences that on-line users expect, such as, paperless billing, power usage history graphs, report power outages, and more. Join thousands of others and sign up for SmartHub at brightridge.com.

Recipe Exchange

Almond Bark Candy

Submitted by J. Pickering, Gray

Melt 2 pounds almond bark in 200 degree oven for about 20 minutes.

Add:

- 1 cup peanut butter (chunky)
- 3 cup's Rice Krispies
- 2 cups dry roasted nuts
- 2 cups mini marshmallows

Mix well and drop with 2 teaspoons on wax paper.

Makes 90 small drops. Best to let mixture cool a little before adding marshmallows.



Recipe / Quick Tip Exchange

We would like to feature your recipes, quick tips, and comments in Get Connected and on our website at brightridge.com. You may submit these items by emailing them to energyservices@brightridge.com or by mailing them to:

BrightRidge
Attn: Marketing
PO Box 1636
Johnson City, TN 37605-1636

Wood Pole Inspection & Remediation

Osmose Utility Services (OUS) has been contracted by BrightRidge to inspect and treat wood poles that are maintained by the utility. These inspections are part of an ongoing program that will examine nearly 6,000 poles a year to measure decay and check for any safety issues. This program is above and beyond the internal process of inspections and it is one more way that BrightRidge can provide you safe, reliable service. The inspections began in the Colonial Heights area and will move towards Gray and Northern Johnson City in the coming weeks.

In the past, some of our customers have contacted us regarding “would-be-scammers.” Please be advised that OUS employees have been provided with temporary BrightRidge identification. OUS employees should have temporary id badges, and vehicles should be temporarily marked with BrightRidge magnetic decals. OUS employees may be near or on your property for the purpose of testing utility poles; however, contractors will NOT ask to enter your home for the purpose of these pole inspections.



Bone-chilling cold gripped our area for many days in December and January. The National Weather Service issued multiple wind chill and freeze advisories.

Inevitably, cold weather will cause your energy usage to increase. For each degree above 68 you set your thermostat (electric heat pump users), your monthly energy usage is likely to increase 3 - 5%. In the winter, it's best to “Set it. And, forget it.” Remember to set your thermostat as low as comfortably possible in winter.

Call 952-5142 to learn how our energy-saving eScore Program can help you save.

BrightRidge's Watson Honored by TVPPA



Tiphany Watson of BrightRidge has been recognized for outstanding achievement by the Tennessee Valley Public Power Association.

At TVPPA's 2017 Utility Customer Service & Communications Conference, conducted Nov. 15-17 at Nashville, TN's Sheraton Music City Hotel, TVPPA Education & Training Services presented Watson with the Certified Power Supervisor (CPSv) certificate. Watson earned the recognition by completing a rigorous, comprehensive course of study. TVPPA's CPSv curriculum focuses on how to reduce employee grievances, customer complaints, absenteeism, job-related accidents and turnover.

“The earning of a CPSv is an outstanding achievement by any standard,” said TVPPA Director of Training Kim Culpepper. “BrightRidge will, no doubt, benefit quickly and significantly as a result of the work Tiphany did to earn this recognition.”

Jeff Dykes, BrightRidge CEO, added his congratulations. “Tiphany is an outstanding representative of our utility,” Dykes said. “She plays a vital role in helping us serve customers to the best of our ability every day. Tiphany's service is very much appreciated.”

Tiphany serves BrightRidge in the Customer Service Department as the Customer Service Manager. Tiphany most recently replaced long-time

Customer Service Manager, Tami Worsham. In addition to congratulating Tiphany, we congratulate Tami Worsham, Customer Service Manager; Eddie Ellis, Customer Support Advocate; and Howard Lane, Custodian/Maintenance who all retired on January 5, 2017. We are thankful for the combined 75+ years of service of these three newly retired employees. You will all be missed!

The Tennessee Valley Public Power Association (TVPPA) is the non-profit, regional service organization representing the interests of the 154 consumer-owned electric utilities that purchase wholesale power from the Tennessee Valley Authority (TVA) and distribute it to 9 million customers in Tennessee, Alabama, Mississippi, Kentucky, Georgia, Virginia, and North Carolina.

TVPPA's Education & Training Services maintains a comprehensive selection of utility-specific professional management and technical training programs for utility employees. The mission of the TVPPA Education & Training Committee is to aid TVPPA in the development and delivery of nationally recognized education and training opportunities to meet current and future electric utility workforce needs.



It's time for a new website. Our last revision was in 2008. Please be advised that BrightRidge is working to update its website. Our goal is that our new site will be easily navigable for users, especially mobile users. In addition, the new site will clearly reflect the new BrightRidge brand.

In the meantime, thank you for your patience as we work behind-the-scenes to revise www.brightridge.com.

BrightRidge Mailbox



Jan. 4, 2018

We had an outage at my house yesterday. Your crews arrived quickly and proceeded to work quickly. The problem was ONLY at my house. All of the crew was very friendly and very professional. We are lucky to have such professionals looking out for us. I would especially like to commend Eugene Ward and Danny Mitchell.

K. Lewis, Johnson City

Eugen Ward, BrightRidge Service Lineman, and Danny Mitchell, BrightRidge Underground Cable Splicer have a combined 57 years and ten months of service. Both Eugene and Danny began their careers in the Service Department as Meter Readers. After completing the Linemen Apprenticeship Programs, both transitioned to linemen positions.

Thank you, Eugene and Danny, for the many years of dedicated service you have provided to our customers.

Email your comments to energyservices@brightridge.com.

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TALO Milestone

On November 13, BrightRidge celebrated its 5,000th TALO install! Thanks to all of our customers who currently participate in the TALO Water Heater Program.

TALO (Take A Load Off) program participants receive a free direct load control device on their water heater(s). The direct load control device will reduce participants' demand for electricity during peak energy times. The amount of electricity saved by turning off just one water heater element is relatively small; however, thousands of TALO participants could result in significant energy reduction during peak usage times. As a public power company, when BrightRidge reduces its wholesale energy costs, those savings can be passed on to our customers.

Qualifying customers receive the following benefits: \$40 one-time incentive for each TALO device installed and free water heater element and thermostat replacement. Some exclusions may apply.

Sign up today for TALO! Call BrightRidge Customer Support at 952-5000, or visit us online at brightridge.com.

Thank you to BrightRidge customer, Katrina Sell of Johnson City for participating in the TALO Program. Mrs. Sell's device was installed by Ben Bowman, BrightRidge Class B Meterman.