

Get Connected BrightRidge®

A Publication for Customers of BrightRidge

Jan - Mar 2020

www.brightridge.com

Electric Permits No Longer Issued at BrightRidge

As of February 14, BrightRidge will no longer be an issuing agent for the State of Tennessee electrical inspection permits. Electricians will be able to go online to the State website at core.tn.gov to purchase permits. Questions should be directed to the State Permits & Licensing team at (615) 741-7170.

Behind the Meter

If you plan to install your own generating system, such as wind or solar, please contact BrightRidge first. Systems that are not properly installed could cause electrical damage, which could potentially result in serious death or injury to service crews. Behind-the-meter installs also require an inspection from a State Inspector and they cannot be directly connected to the BrightRidge distribution system.

Effective December 31, 2019, TVA no longer accepts new applications for its Green Power Provider (GPP) Program. Current program participant contracts remain in effect through contract terms. Call (423) 952-5142 for more info.

Sign up for Budget Billing in April - May.

Your energy bill is directly affected by outdoor temperatures. Our Budget Billing Program minimizes bill fluctuations by offering two budget-friendly options, Rolling or Fixed Budget.



BrightRidge® Make managing your energy usage **EASY!** smart hub

 Manage Your Account	 View and Pay Your Bill	 Monitor Usage 24/7
 Report Service Issues	 Receive Important Updates	 Available Anywhere, Anytime

Spring is Around the Corner -- New Construction

BrightRidge New Construction Requirements

We are committed to providing safe, reliable electric service at a reasonable cost. Our employees understand that meeting construction needs and timely scheduling are important. Follow these steps to expedite the process for obtaining electric service for new construction:

1. Obtain a 911 address.
2. Schedule an appointment. Schedule an appointment with the BrightRidge Engineering Department by calling (423) 952-5034. The Engineering Department will provide a work order number for the job.
3. Obtain an electrical permit from the State Electrical Inspector at www.core.tn.gov.

See brightridge.com for more information.





From the CEO

“The foundation stones for balanced success are honesty, integrity, faith, love, and loyalty.” - Zig Ziglar

This past year was one filled with a lot of hard work by our employees, as well as the enjoyment of volunteering to serve in our community. BrightRidge employees participated in many exciting community events and completed new projects designed to better

serve our customers. Our staff contributed much time and effort to launch broadband, designing and constructing electric system improvements, as well as serving the community during personal time off. BrightRidge employees are dedicated to serving you!

So far this year we have had a mild winter, but as we move into February and March, be sure to prepare for potential cold weather. Our Energy Services staff is an excellent source regarding weatherization tips, which can reduce energy usage. If you have any questions, contact Energy Services (423) 952-5142.

BrightRidge wants to provide you with products and services that will make life better for you and your family now and as we move into the future. Our goal is to be your energy and broadband advisor. Contact our Energy Services, Customer Service, and Broadband representatives to discuss our many offerings to serve you. Call (423) 952-5000.

“None of us got to where we are alone. Whether the assistance we received was obvious or subtle, acknowledging someone’s help is a big part of understanding the importance of saying thank you”

– Harvey Mackay

Jeffrey R. Dykes,
Chief Executive Officer



2600 Boones Creek Road
Johnson City, TN 37615

423-952-5000
www.brightridge.com

Jeff Dykes, Chief Executive Officer
Ceilya Campbell, Administrative Assistant

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

Angela Shrewsbury, Publication Editor

Volume 14, Number 1

Calendar Reminder

As we begin a new year, make sure to mark the enrollment dates for Budget Billing on your calendar! Budget Billing enrollment begins on April 1st and ends on May 31st. Applications will be available online starting in April.

What is Budget Billing?

Simply, your annual energy usage is spread into 12 convenient monthly payments. To determine your monthly payments, we take an average of your energy usage for the past year and bill it at the current rate. This allows you to pay equal amounts for a one-year period or near equal amounts depending on the Budget Billing Program you choose. Two budget types are available: Fixed and Rolling.

Visit www.brightridge.com to learn more!

Recipe Exchange

Goey Coconut Refrigerator Cake

By Angie Bennett

- 1 box Coconut Supreme Cake Mix
- 1 can cream of coconut
- 1 can sweetened condensed milk
- 1 large container Cool Whip
- 1 large bag of coconut



Bake cake mix as directed in a 9 x 13 inch cake pan. When the cake is done, poke holes in the top with a straw while it is still hot. Mix cream of coconut with condensed milk until blended well. Pour coconut and milk mixture over the cake while it is cooling. After it is completely cooled, cover the cake and place it in the refrigerator over night. Remove from refrigerator and spread Cool Whip over the top. Sprinkle coconut over the Cool Whip. Place back in the refrigerator until ready to serve.

Energy Tips: Consider using a microwave oven, small frying pan, grill or toaster instead of the oven. When replacing old appliances, purchase ENERGY STAR certified appliances. A dishwasher that has earned the ENERGY STAR label uses less water and energy, and costs less to operate.

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 contactus@brightridge.com or by mailing them to:

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

BrightRidge Mailbox



Electric Service / Fast Service

I just wanted to say that I appreciate how quickly the service team restored power to our street on Saturday night. A huge tree fell down and knocked out the power line. The team had the power restored within 3 - 4 hours. I thought it was going to be out all night. Thanks for the fast service!

L. Weist, Johnson City

BrightRidge Wireless Internet

Just a note to express my appreciation for the outstanding service I have received from the employees of BrightRidge, formerly JCPB. I was one of the first to get wireless internet in this area.

[When JCPB changed its name to BrightRidge], the names were different but the same service and helpful attitude continued . . . It is so gratifying to deal with people that truly care about the customer. They take time to listen and go out of their way to help. Thanks to BrightRidge. I am saving a lot of money compared to [other providers].

R. Honeycutt, Telford

BrightRidge Fiber-Serviced Internet

As a small business owner who primarily works from home, fast and reliable internet is crucial to my work every day. Making the switch to BrightRidge Internet has been easy and seamless, and the connection is blazing fast, and far more reliable than what I had before. As a web developer, I especially appreciate the symmetrical bandwidth for uploading. Surprisingly, we're actually paying less for BrightRidge internet than what we had previously, and we're thrilled to keep our business local!

C. Lewis, Johnson City

**We share your emails, cards,
and letters internally with
our team! Thank you!**

CRAZY-FAST INTERNET

Update on the Build-Out:

The second phase of our fiber-optic network build-out in Johnson City is now 85% complete. All overhead aerial fiber construction in phase two Johnson City and the underground fiber at Roundtree, Regency Dr, and Hunter's Lake subdivisions are now 100% complete. Other underground utility subdivisions in phase two will be constructed this spring, as weather conditions allow us to complete the micro-trenching work.

When completed this spring, the combined phase one and two fiber network build-outs will provide options for internet, voice, and video services to more than 12,000 customer locations. The phase two fiber expansion for Jonesborough is currently under way and will expand service options to an additional 1,580 customers by June. We now have ultra-high-speed fiber networks extended to the ten business and industrial parks in our service territory, which has the potential of attracting new businesses and jobs to the region. We will have the second phase of the fiber build in Jonesborough completed by summer.

The Fixed Wireless towers in Jonesborough and at Piney Knob (south of Telford) areas are now serving customers. We have two additional Fixed Wireless towers scheduled to be online in the areas of Fall Branch and Buffalo Ridge (south of Gray) by the end of March.

If you are not in a serviceable location yet, please rest assured that we have six more phase deployments scheduled. We are working to serve you as quickly as we can. Our goal is to be your single source for connectivity and energy! Thank you for your patience!

We launched our Triple Play of services -- internet, voice, and video -- in November! If you are within our current phase one or two fiber build areas of Johnson City or Jonesborough, we have you covered. We provide a free Broadband installation for home services and superior local technical support. There are no data caps on your Internet use, no residential contracts, and no surprises!

As part of our 10Gig community, your home or business have access to the fastest Internet service in the country. BrightRidge Voice provides you with great phone service at an extremely competitive price. Our IPTV Video solution gives you High Definition quality on every HD broadcasted television channel.

What is different about BrightRidge IPTV Video solution? No Set Top Box is required for our video service. You can rent a Digital Media Player from us at a nominal fee or bring your own Amazon Fire Stick, Apple/Android device, tablet, or personal computer. Never miss a show or sports event with our cutting-edge entertainment solution that has options such as 72-hour Replay, whole home DVR, Restart, and Video On Demand.

We unlock your video experience by allowing you to access other internet video streaming services from the same Digital Media Player devices. We also include our remote Managed WiFi service as a package item for BrightRidge Video customer, so you can leave the headaches of your home network and router to us.

Visit mybrightridge.com or call (423) 952-5000 for information about our high-speed internet, video, and voice services.

BrightRidge[®] Broadband

CHANNEL LINEUP

All channels are HD except for those denoted with an asterisk*.

STARTER PACKAGE

LOCAL

PBS (WETP)	2
KIDS (WETP)*	3
CW (WCYB)	4
NBC (WCYB)	5
ABC (WJHL)	9
FOX (WEMT)	10
CBS (WJHL)	11
Create	15
COZI TV	16
Escape*	17
MeTV*	18

NEWS

Gov't Access (Future)	27
CSPAN	75
CSPAN 2	76
CSPAN 3	77

RELIGIOUS

Living Faith TV (WLFQ)*	240
-------------------------	-----

SHOPPING

QVC	420
QVC 2	421
QVC 3	422
HSN	423
HSN 2	424
Jewelry Television*	425



24/7 Tech Support
(423) 952-5000



support@brihtridge.com
bizsupport@brihtridge.com

CHOICE PACKAGE

Includes Starter Channels

NEWS

The Weather Channel	50
CNN	51
FOX News	53
MSNBC	54
HLN	52

BUSINESS & FINANCIAL

FOX Business Net.	67
CNBC	68

KIDS & FAMILY

Disney Channel	100
Nickelodeon	105
INSP*	111
Freeform	123

SPORTS

ESPN	150
ESPN2	151
Fox Sports South	159
Fox Sports SE	160
FOX Sports 1	161
NBCSN	164
Golf Channel	165
SEC Network	168
Motortrend	185

DRAMA

FX	199
USA	201
AMC	202
Syfy	203
TV Land	204
Hallmark Channel	205
Hallmark Mov/Myst	206
BBC America	208
Oxygen	210
ION Television	211
WGN America	214
WEtv	215
Investigation Disc.	218
Sundance	219

RELIGIOUS

Hillsong Channel	241
TBN	242
EWTN	243

REALITY & LIFESTYLE

Lifetime	302
E!	303
Bravo	304
TLC	380
TruTV	306
A&E	307
TNT	308
Enlace (TBN)*	347
MTV	356
VH1	362
BET	366
CMT	371
Travel Channel	387

DOCUMENTARY & EDU.

HGTV	377
Food Network	379
Discovery Channel	385
Animal Planet	386
History	388
Nat Geo	389

COMEDY

FXX	200
Comedy Central	404
Cartoon/Adult Swim	406
TBS	412
Paramount TV	414

SHOPPING

Shop HQ	427
---------	-----

MOVIES

FXM	432
IFC	443

MUSIC

Hit List	901
Dance Clubbin	902
Gospel	903
Adult Alternative	904
ALT Rock Classics	905
Y2K	906
Nothin But 90's	907

MUSIC CONT.

Country Classics	908
Today's Latin Pop	909
Easy Listening	910
The Light	911
Bluegrass	912
Broadway	913

See mybrihtridge.com for a full channel lineup. We also offer a Premium Video Package with more than 160+ channels and a variety of add-on movie channels.

Jazz Now	929
Jukebox Oldies	930
Kids Stuff	931
Latino Tropica	932
Latino Urbana	933
Maximum Party	934
No Fences	935
Pop Adult	936
Pop Classics	937
Retro Latino	938
Rock	939
Rock Alternative	940
Rock Alt - Country	941
Rock En Espanol	942
Romance Latino	943
Smooth Jazz	944
Soul Storm	945
Swinging Standards	946
The Blues	947
The Chill Lounge	948
The Spa	949
Urban Beats	950

BrightRidge Video

With BrightRidge IPTV Video you can watch what you want when you want with the newest generation of television technology. This is a new viewing experience. It is the next generation of TV. With BrightRidge Video you can watch all your favorite local and national channels. Most channels are HD compatible and include a digital media player, as well as five hours of DVR.

What is "IPTV?" Basically, IPTV is TV provided across an IP (Internet Protocol) network, not via traditional methods like cable or satellite. IPTV offers the ability to stream source content continuously, which means you can watch and listen to content immediately without buffering, which is sometimes experienced with over-the-top streaming.

IPTV is the future of TV broadcasting. Why? Simply, it provides high-quality streaming with comparable pricing and channel line-ups.

Note: BrightRidge Video is available in certain areas only, and for those customers who are served via fiber.

Learn more at mybrihtridge.com.

11/18/19