

Get Connected BrightRidge®

A Publication for Customers of BrightRidge

July - September 2018

www.brightridge.com

The screenshot shows the BrightRidge website homepage. At the top left is the BrightRidge logo. Navigation links include My Service, Community & News, About, Resources, Careers, and Contact Us. A 'SmartHub Login' box is prominently displayed with fields for 'username' and 'password', a 'Sign In' button, and a link for 'New to SmartHub? Sign Up'. Below the login box is a banner for 'Public Power Works for You!' with a 'LEARN MORE' button. The main content area features three tiles: 'SmartHub' (with an image of a hand using a laptop), 'Live Outage Map' (with a map image), and 'Scheduler' (with a calendar image). Below these is a green banner for 'Go green with paperless billing.' with a 'SIGN UP FOR PAPERLESS' button. The bottom section has three more tiles: 'Kid's Korner' (with an image of children), 'eScore' (with a house image), and 'Beware of Scams' (with a 'Scammer calling...' image). The footer contains contact information, a 'Connect with Us' section with social media icons, and an email subscription form with a 'SIGN UP' button.

New: brightridge.com

Do not be alarmed, but you will notice a completely different look the next time you log on to brightridge.com. Our last major web revision was in 2008. It was definitely time for a new look to support our new brand, BrightRidge.

- ✓ At the request of our thousands of SmartHub users, you can directly login via our home page to SmartHub.
- ✓ You can easily sign up for new service, as well as transfer or stop service, by completing our online applications.
- ✓ Stay in-the-know during large power outages by viewing the BrightRidge Live Outage Map.
- ✓ Avoid wait times by scheduling appointments ahead of time with our Customer Service Department via the online Scheduler.
- ✓ Stay connected to pertinent BrightRidge news via the Community & News section.
- ✓ Learn how you can save energy, safely connect your generator, protect yourself against scams, and more via Resources.
- ✓ Stay abreast of BrightRidge employment opportunities and apply online at Careers.
- ✓ And, remember, we are local people serving local people. Visit Contact Us for directory listings.



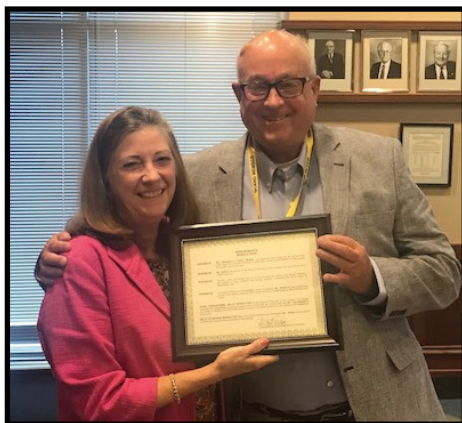
From the CEO

"Public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation." -Margaret Chase Smith

On June 26th, the Board of BrightRidge honored Tom McKee, pictured below with Dr. BJ King, BrightRidge Board Chair, as he formally announced his retirement. Mr. McKee, who tirelessly served the Board, Staff and citizens of BrightRidge was appointed as legal counsel in April 1997 and served faithfully in that capacity for 21 years and two months. Mr. McKee is truly dedicated to public service. He also served as City Commissioner, Mayor of Johnson City, and on numerous boards throughout the region. Mr. McKee is an avid train enthusiast, with one of his collections displayed at the ETSU train museum. If you ever want to get into a great conversation with someone who is knowledgeable of the history of the region, spend time with Mr. McKee. You will quickly learn of his dedication to this community and about his desire for it to move forward. Mr. McKee, thank you for all the great things you have done for us at BrightRidge. Thank you for helping us move forward and for paving the way for future endeavors.

In this newsletter, you will get an introduction to our new Chief Broadband Officer, Stacy Evans, who will be leading our initiative into broadband. Stacy joins our team with a solid background of success in the Broadband industry. Our goal is to provide the same reliable, dependable service you have received from our electric division. Many of our customers have asked when we will be providing Broadband service. We hope in the coming weeks to have some positive announcements from our Broadband Division.

"Patience, persistence and perspiration make an unbeatable combination for success." -Napoleon Hill



***Congratulations
Tom McKee on
your retirement.
Thank you for your
many years of
service to our
company.***

Jeffrey R. Dykes,
Chief Executive Officer



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Jeff Dykes, Chief Executive Officer
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Visit the BrightRidge website for
Board Member and
Administrative Staff Directories.

Angela Shrewsbury, Publication Editor

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SmartHub is a comprehensive e-commerce site equipped with conveniences that online 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 or Quick Tip Exchange

Tomato Pie

Submitted by Betty A., Chuckey

- 2 cups tomato
- 1/2 cup onion
- 1 cup mayo
- 1 cup shredded cheese
- 1 9" pie crust

Pour tomato and onion in crust. Mix mayo and cheese; pour over tomato and onion. Bake at 350 degrees until it bubbles.



Recipe 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

Calendar Contest Winners

BrightRidge has concluded its 2018-2019 Calendar Contest and is proud to announce 15 contest winners. *Check out their artwork below!* Fall Branch Elementary and Lake Ridge Elementary were the grand prize-winning schools with 3 winners each. Congratulations to all contest winners! The BrightRidge Calendar Contest was open to all fourth-graders currently enrolled in public schools, private schools, and homeschooling programs in the BrightRidge service territory. The theme of the calendar is "Energy Conservation & Electrical Safety" and features drawings by our local students showing off their electrical knowledge.

*Calendars will be available to the public in August.



Winners:

From Fall Branch Elementary:

Brooklyn James,
Caden Cain, and
Henry Ward

From Lake Ridge Elementary:

Avery Wondergem,
Grant Gentry, and
Sarah Leerssen

From Towne Acres Elementary:

Charlotte Dowdy
and Isabella Greene

From Gray Elementary:

Isaac Mussard

From Jonesborough Elementary:

McKaleigh Guinn

From Lamar Elementary:

Mason Burgess

From Miller Perry Elementary:

Graciela Mondragon

From Mountain View Elementary:

Stephen Coffey

From Sulphur Springs Elementary:

Max Lancaster

From University School:

Avian Pate

Thank you everyone who participated in the calendar contest!

Broadband Service Update

by Stacy Evans, Chief Broadband Officer



Stacey Evans is the new Chief Broadband Officer, directing our Broadband Division.

BrightRidge has been actively hiring personnel for the new Broadband division over the last two months. We have hired personnel for the positions of Chief Broadband Officer, Outside Plant Engineer, and two Network Engineer positions. We also have interviews underway for the positions of Network Support Center Manager and Field Service Manager.

At present time, we are focusing efforts towards reviewing the vendor and technology options that will be utilized to provide the Broadband services to our customers. In addition, we are performing analysis of the first phase of fiber optic and fixed wireless deployments to determine the materials and equipment needed.

The Broadband offerings will be deployed to our customers in a phased approach over an eight-year period of time. The timing details of the geographic service areas for each phase will be released at a later date. We are excited to provide you competitively priced and reliable Broadband services. You should expect to receive the same high quality of customer support and service as with our electric division.

Continue to monitor our website, social media outlets, and *Get Connected* for additional Broadband updates.

A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.

-James Dent

Budget Billing Sign Up Has Ended



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

*Enrollment is April - May. Remember, to sign up next **April - May 2019**.

If you missed the sign-up deadline this year, be sure to mark your calendar and sign up next April - May '19.

Rolling Budget Plan.

With this plan, there is no settle-up month. Payment amounts vary slightly from month-to-month depending on the energy usage.

Fixed Budget Plan.

Customers pay the same amount each month, as well as pays a debit or receives a credit during the settle-up month, June or July.



Congratulations

BrightRidge congratulates linemen Rob Davidson, Tim Blevins, and Dean Murray for completing the Advanced Lineman Training Certificate through TVPPA. This certificate is designed for mid-level line workers with an interest in furthering their knowledge, skills, and abilities. To achieve this certification, participants are required to complete classes over a two-year period covering a variety of material, such as, cable preparation, underground components, voltage regulations, and various other topics. BrightRidge currently has seven linemen that have completed the program.

Bank Draft

Make paying your monthly energy bill simple with our Bank Draft Program! By participating in the Bank Draft Program, you authorize BrightRidge to draft your checking or savings account for the amount of your bill each month.

Here's how it works: Once you receive the bank draft notification on your bill, the amount due for that particular billing period will be drafted per the date at the bottom of the bill.

In addition to Bank Draft, consider signing up for Paperless Billing via SmartHub. You still have full access to your account information online or via mobile device at any time. Each month you will receive either a text or email notification that payment has processed. Also, you can download copies of your paper bill if needed.



Sign up at brihtridge.com.