

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

February 18, 2025

PRESENT: James Haselsteiner
Andy Dietrich
Ronald Hite
Kenneth Huffine
John Hunter
Gary Mabrey
Dr. Kimberly McCorkle
James Smith
Robert Thomas
Jeffrey R. Dykes, Chief Executive Officer
Rob Arnold, Chief Operations Officer
Brian Bolling, CPA, Chief Financial Officer and Supply Chain Officer
Connie Crouch, Chief Employee Relations Officer
Bonnie Donnolly, Chief Development and Market Strategy Officer
Mark Eades, Chief Engineering and Facilities Officer
Eric Egan, Chief Data Officer
Stacy Evans, Chief Broadband Officer
Lori Farmer, Supervisor, General Accounting
Donnie Hall, Safety/Environmental Manager
Tiphonie Watson; Chief Customer Officer
Stephen Darden, Hunter Smith & Davis, LLP

ABSENT: Tim Whaley, Director of Public and Governmental Affairs

Chairman Haselsteiner called the meeting to order.

Upon motion of Mr. Smith, seconded by Mr. Mabrey, the Board approved adding a proposal for the purchase of Broadband equipment to the Broadband Consent Agenda. The motion carried unanimously by roll call vote.

Donnie Hall, Safety and Environmental Manager, presented the Annual Safety Report to the board. He reported that in 2024, there were 388,063 man-hours worked with only 8 injuries reported (only one resulting in lost time). This is a 62% reduction in total injuries since 2013. He also reported that in 2024, there were 1.2 million miles driven by

BrightRidge vehicles and only 14 accidents reported (10 at fault / 4 no fault). This is also a 52% decrease from 2013.

Mr. Hall also reported that BrightRidge employees completed 3,196 hours of safety training in 2024 and are in the process of implementing several new safety procedures and equipment for 2025. Some of these items include cut resistant gloves, class 3 vests, 360 steering wheel covers and fleet cones for the front and back of vehicles. They will also be updating the lockout/tagout switch procedure and adopting the new 17th edition of the APPA Safety Manual once released.

Mr. Hall ended his report by discussing building security, which is handled by Harrell Group Security Solutions who provide 2 guards on site. They assist with helping visitors and contractors in securing badges and maintaining gates and cameras. In addition, they are heavily focused on customer service and assisting with any injuries that may arise. The Envoy system logged approximately 7,400 visitors during 2024, taking each visitor's photo and helping to identify the current location of each visitor within our facility should an emergency arise.

Upon motion of Mr. Dietrich, seconded by Mr. Thomas, the Board approved the Consent Agenda, consisting of the minutes of the Board meeting on January 28, 2025. The motion carried unanimously by roll call vote.

Upon motion of Mr. Smith, seconded by Mr. Dietrich, the Board approved the Broadband Consent Agenda, including a proposal to purchase Calix equipment in the amount of \$614,171.50 in an effort to avoid an expected price increase over the next 3 capital budget years. The motion carried unanimously by roll call vote.

Upon motion of Mr. Huffine, seconded by Mr. Thomas, the Board approved the Master Services Agreement with Allen & Hoshall, for the design of the Buffalo 69-13 kV Substation in an amount not to exceed \$260,700.00. The motion carried unanimously by roll call vote.

Mrs. Bonnie Donnolly, Chief Development and Market Strategy Officer, presented an update on the Fast-Charging Station located in downtown Johnson City. The charging station opened in May 2024 and has registered 1,203 unique charging sessions and a total of 39,780.45 kWh usage. Customers access the charging station using the ChargePoint app, which registers customer data and payment. Through ChargePoint we can see that the largest number of customers are from Tennessee, North Carolina and Virginia; with others from California, Georgia, Florida, South Carolina and Kentucky.

The station has been well maintained and is inspected by our staff weekly. We receive notifications of any issues and are able to address them quickly. The station has only gone down one time, due to an issue with ChargePoint, but was up and running within a short timeframe. We have replaced a cracked handle that still worked but was a safety concern. Mrs. Donnolly reported that there have been no issues with vehicles

staying too long, as this is monitored by ChargePoint and customers are aware that their ChargePoint account will be flagged if not disconnected timely.

Stacy Evans, Chief Broadband and Technology Officer, delivered an update regarding the broadband project. Mr. Evans announced that at the time of the Board meeting, the Broadband Division has a total of 19,407 active customers, of which 1,630 are business or commercial entities.

For FY25, our goal is to add 4,136 new net customers (79.54 average net adds per week needed) by June 30, 2025. As of February 17th, we are 767 customers ahead of the linear budget line (19,481 v. budget 18,714). FY25 installations total 5,074 with total disconnects at 1,682; resulting in total net adds of 3,392 (66.85% of installs). Currently for FY25, this puts us at 82% of our goal met.

The current broadband customer base is as follows:

Jonesborough Fiber:	1,953	(10%)
Johnson City Fiber:	10,268	(53%)
Piney Flats Fiber:	552	(3%)
Telford Fiber:	170	(1%)
Limestone Fiber:	430	(2%)
Gray Fiber:	4,402	(23%)
Kingsport Fiber:	1,352	(7%)
Fall Branch Fiber:	242	(1%)
Chuckey:	1	
Managed Wi-Fi:	10,829	(61% "take rate")
IPTV Video:	577	(364 residential)
Telephone VoIP:	1,636	(968 residential)

Mr. Evans reported that U.S. broadband providers average between 1%-5% churn per month, with 2% considered normal. BrightRidge's current churn rate is 1.42% including moves (0.78% without moves). Mr. Evans reported 59 disconnects were due to customers moving to competitors.

Mr. Evans confirmed that video subscribers are on a good decline (23 disconnects this week), with 554 subscribers currently and continued efforts to get those switched before June.

Mr. Evans updated the board on the grant areas, stating that Group A construction was complete and Group B (South Central area) construction is currently 75% complete. The completion date set for all grant areas is October 2026, however he feels they are on target to finish by July 2026.

Mr. Dykes acknowledged the BrightRidge staff for their quick response to the locations affected by the outage this past Sunday.

Mr. Dykes also updated the board on a potential bill in the legislature by TDOT, regarding road widening and the potential costs to local power companies such as BrightRidge.

There being no further business, the meeting was adjourned.