

Get Connected BrightRidge®

A Publication for Customers of BrightRidge

July - Sept. 2019

www.brightridge.com

Boone Lake Clean Up

The 20th annual Boone Lake Clean Up was held on Saturday, April 27th from 9am – 3pm. This year, over 27 tons of trash were removed from the lake and its feeder streams, compared to 21 tons in 2018. Both individual and corporate volunteers walked the shorelines collecting trash and miscellaneous debris. All volunteers earned at least one door-prize ticket and a meal at the picnic held at Wing Deer Park's Meredith Pavilion.

The Boone Lake Clean Up is an annual event bringing together individuals and civic groups, along with government and corporate sponsors, to remove trash from the lake. Despite low water levels due to repair work at Boone Dam, volunteers have continued showing up each year to keep the lake as clean as possible.

BrightRidge supported the event by sponsoring one of the pick-up/drop-off locations at the 11E Ramp. For more information about Boone Lake Clean Up or Boone Lake Association, visit www.boonelakeassociation.org.

2019 Lake Clean Up by the numbers: 27.07 tons of trash, 189 tires, as well as, several PVC pipes, chairs, and propane tanks.

Heissee Johnson Hand Up Program



First, thank you to the thousands of generous individuals who contribute to the Heissee Johnson Hand Up Program. Each year, your contributions provide assistance to almost 800 families. The Heissee Johnson Hand Up Program was created in 1989. The late Rev. Dr. Heissee Johnson worked diligently for several years to coordinate a partnership between BrightRidge (then Johnson City Power Board), Atmos Energy, Good Samaritan Ministries, Salvation Army, and other local community supporters to collect and redistribute gifts collected through utility bills.

How does the program work?

Customer gifts are collected through BrightRidge and other local utilities. These gifts are forwarded to the United Way of Washington County and are redistributed to those in need of assistance via a screening process administered through the Salvation Army, Good Samaritan Ministries, and the Jonesborough Water Department.

What are the funds used for?

In addition to utility bills, funds may be used to purchase oil, kerosene, propane, wood, or coal. Individuals may receive assistance up to \$250 each calendar year.

How can I help?

You can help by contributing a minimum of \$1 each month, in addition to paying your monthly energy bill. Every dollar donated goes directly to help those in our community who may be in financial distress due to unexpected expenses, job loss, or other reason. Program costs are not deducted from collected donations. Your contributions go directly to help those in need.



Our local outage and tech support teams are available 24/7 to respond to your energy and broadband needs.

(423) 952-5000

Sign up via your energy bill or at brightridge.com.



From the CEO

“For what it’s worth: it’s never too late to be whoever you want to be. I hope you live a life you’re proud of, and if you find you’re not, I hope you have the strength to start over again.”

— F. Scott Fitzgerald

Summer is a time to cherish our outdoor activities. One activity many enjoy is home improvement projects, which includes landscaping and tree trimming. Please remember to “look up before you plant.” You should not plant trees or shrubs near or around power lines or electrical transformers. Please visit our website at brightridge.com for additional information about recommended tree planting as related to electric utility equipment.

At BrightRidge, we work year-round “landscaping.” We trim and remove trees throughout the year to help ensure your electric service is not interrupted as a result of trees or tree limbs falling. Most important, our tree trimming practices are to keep you (and us) safe. When you see our employees and contract crews trimming trees, please be mindful of their safety -- slow down and watch for flaggers designated to direct traffic.

Special thank you to all who have supported our Heisse Johnson Hand Up Program throughout the years. Together, local utilities and contributors have provided a means for those in need to ensure utility bills are paid. While the cold winter months increase usage for heating, the hot summer days also cause an increase in electrical usage for air conditioning. If you do not participate in the Heisse Johnson Hand Up Program, please consider doing so.. Collectively, our contributions really make a difference in people’s lives throughout our community.

I hope you all have a great summer. Furthermore, I hope you are able to enjoy the beautiful outdoors of our region that God has blessed us with. As you work and play this summer, be safe and enjoy!

“Everything good, everything magical happens between the months of June and August.” -- Jenny Han

Jeffrey R. Dykes,
Chief Executive Officer



BrightRidge®

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 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, power outage reporting, and more. Join thousands of others and sign up for SmartHub at brightridge.com.

Recipe Exchange

Crispy Hot Dogs on a Stick

Submitted by Margaret Timbs

- 1 box toothpicks
- 1 package hot dogs
- 1 - 2 cups crushed cornflake cereal
- 1/2 to 1 cup ketchup



Lightly cut “spirals” into hot dogs. Insert toothpicks on each end of the hot dog. Roll hot dogs in ketchup; then roll in cornflake crumbs. Place on a cookie sheet (spray with Pam first). Bake at 350 for about 15 minutes. Serve with mustard for dipping.

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



Fixed Wireless Towers

Our fixed wireless tower at Persimmon Ridge (near Jonesborough) is active, and several customers are now connected to BrightRidge Internet via wireless service. Additional wireless tower sites are scheduled for installation for Telford (near Nofattie Road), as well as certain locations near Buffalo Ridge and Fall Branch.

Jonesborough - Fiber

The Phase 1 BrightRidge Broadband fiber installation for Jonesborough is complete, and construction for Phase 2 is underway. BrightRidge Broadband services are now available to customers located between the intersection of 2nd Avenue / West Main toward the intersection of Holmes Road / East Main Street.



IPTV Video (TV)

BrightRidge is pleased to provide you with two video solutions. Our IPTV video service provides 250+ channels and is an excellent alternative to existing cable TV. If you want to “cut the cord,” consider BrightRidge’s Streaming Video Support. Call us at (423) 952-5000 to learn more.



Johnson City - Fiber

The Phase 1 BrightRidge Broadband fiber installation for Johnson City is complete, and construction for Phase 2 is underway. We are ready to connect customers located in Phase 1 located between the intersection of I-26 / N Roan Street to University Parkway.

Broadband FAQs

Can I sign up for BrightRidge Broadband services?

Answer: Customers within serviceable locations can sign up now for BrightRidge Broadband Internet, Voice, and Video. Due to hilly terrain and foliage, not every customer located in a wireless zone is eligible for service. You can determine if you are eligible for service by checking your address online or calling our Customer Service Department at (423) 952-5000. We can also perform a free wireless site survey to verify serviceability via one of our fixed wireless towers.

What is the difference between Fixed Wireless and Fiber (Fiber-To-The-Premise FTTP) service?

Answer: A fixed wireless network utilizes distribution towers to provide internet service to your home or business via stationary wireless antennas. The fiber internet service is provided via a direct fiber optic line to your home or business. Visit us online at brightridge.com to learn about our Fiber Optic and Fxed Wireless products.

How much bandwidth do I need?

Answer: Bandwidth describes the data transfer rate. Although, it is not a direct measure of network speed, a limitation in bandwidth can result in slower speeds and latency.

BrightRidge is pleased to be one of the few Internet Service Providers (ISPs) to provide 10 Gig symmetrical service. We have built our network to provide bandwidth capacities for the future.

How much bandwidth you need can be determined by considering these items:

- How many connected devices are in your home? Connected devices could include phones, tablets, computers, Smart TVs, as well as other interactive electrical devices (i.e. smart devices).
- How do you intend to use the internet in your home; such as, cloud applications, video streaming, gaming, and file sharing?
- How many devices will be streaming at the same time? Video streaming devices; such as, Smart TVs, Firesticks, and Roku devices typically use the greatest bandwidth (i.e. around 6Mbps per streaming device).

What is a smart device?

Answer: A smart device is an electronic device, generally connected to other devices or networks via wireless technology, which can operate interactively to control entertainment, HVAC systems, home automation, or security. Commands may be given either locally or remotely by voice, keypads, tablet, or smart phone.

NEW ARRIVAL

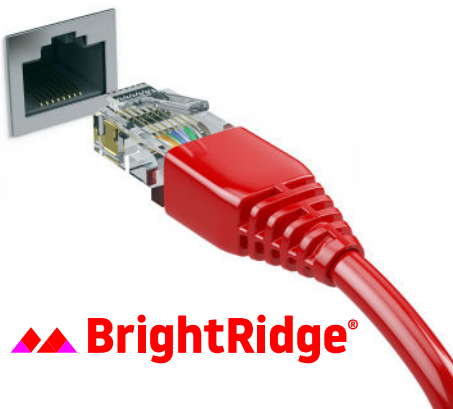
Fiber Optic
Advantage!

BrightRidge Broadband
is introducing a new
high-speed internet
option this summer!

offers symmetrical
speeds up to

for

Learn more about our
new arrival and all of our
broadband products at
www.brightridge.com!



ENERGY STAR

Since 1992, ENERGY STAR has helped American households and businesses purchase energy-efficient appliances. Through the ENERGY STAR label, consumers have learned how to assume environmental responsibility by receiving information on which appliances reduce greenhouse gas emissions through energy efficiency. According to www.energystar.gov, an average of 800,000 ENERGY STAR certified products were sold every day in 2017 with a total of 6 billion certified products sold since 1992.

ENERGY STAR is a partnership between the U.S. Environmental Protection Agency (EPA) and thousands of private companies, utilities, as well as state and local organizations that develop and deliver products that increase energy efficiency. In addition to consumer products, ENERGY STAR also offers resources for homes, commercial buildings, industrial plants, utilities, and local governments.

New and existing homes can benefit from installing or renovating with ENERGY STAR products. The following appliances, building products and electronics are some of the products that can carry the ENERGY STAR label (for a full listing, visit www.energystar.gov):

- Air Purifiers
- Clothes Dryers & Washers
- Computers and Monitors
- Dehumidifiers
- Dishwashers
- Freezers
- HVAC (Central AC, Furnaces, Heat Pumps, Ductless)
- Light Bulbs
- Pool Pumps
- Refrigerators
- Residential Windows, Doors, and Skylights
- Roof products
- Storm Windows
- Telephones and Televisions
- Water Heaters



ENERGY STAR – certified products play an important role to help utilities, like BrightRidge, manage system energy demands. ENERGY STAR heat pumps, water heaters, and appliances use less energy than other appliances, therefore reducing overall consumption and demand.

BrightRidge offers the eScore and TALO programs, which help consumers save energy and allow BrightRidge to best manage its overall system demand. These programs improve electric reliability and stabilize utility rates. For more information on programs and services offered by BrightRidge, visit brightridge.com. When shopping for new appliances, be sure to look for the ENERGY STAR label.

Trees & Service Lines

Trees and vegetation have grown at a rapid rate this summer. Greater than average rainfall during the past two years has contributed to the extreme tree growth, which has presented challenges for local utilities. BrightRidge staff and professional contract crews work daily to remove or trim trees that threaten the reliability of its electrical system. Please notify BrightRidge by calling (423) 952-5000 to notify our service department of trees that could create hazardous situations should they come in contact with power lines.

Please be safe when using a chain saw near utility lines. BrightRidge will disconnect your electric service at no charge so you can safely trim trees in the service line (i.e. span between the last pole to your home), provided the request to disconnect and re-connect are within normal business hours (Monday - Friday, 8am - 5pm).

For additional information follow this link: <https://www.brightridge.com/resources/trees-safety/>