

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

November 25, 2025

PRESENT: James Haselsteiner
Andy Dietrich
Ronald Hite
Gary Mabrey
Andrew Morse
James Smith
Richard Tucker
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
Sam Ford, Chief Engineering Officer
Eric Egan, Chief Data Officer
Stacy Evans, Chief Broadband Officer
Lori Farmer, Supervisor, General Accounting
Stephen Darden, Hunter Smith & Davis, LLP

ABSENT: Joe Wise
Dr. Kimberly McCorkle
Donnie Hall, Safety/Environmental Manager
Tiphonie Watson; Chief Customer Officer

Chairman Haselsteiner called the meeting to order.

Upon motion of Mr. Mabrey, seconded by Mr. Dietrich, the monthly power distributor's report submitted to the Tennessee Valley Authority for October 2025 were approved. The motion carried unanimously by roll call. Year-to-date income was \$857,229.35 more than last year's year-to-date figure and year-to-date actual net income was -\$242,864.64 less than the budgeted figure. The reserve fund balance stands at \$5,070,266.85, the special reserve fund balance stands at \$2,242,628.67, the tax equivalent fund balance stands at \$2,154,975.52, the economic development fund balance stands at \$2,075,397.97, the 2017 and 2021 bond and interest sinking fund balance stands at \$2,450,769.40, the renewal and replacement fund balance stands at \$537,820.26, the miscellaneous proceeds fund balance stands at \$2,688.83, the self-insurance fund balance stands at \$2,167,411.40, and the TN local government investment pool fund balance stands at \$8,376,979.92. BrightRidge is

currently serving 84,901 customers, which is an increase of 906 customers since the same time last year, which represents a 1.08% growth rate.

Upon motion of Mr. Mabrey, seconded by Mr. Dietrich, the monthly financial statement for October 2025 for the Broadband Division were approved. The year-to-date income was \$2,332,410.66 more than last year's year-to-date figure, and year-to-date actual net income was \$1,719,240.10 more than the budgeted figure. The broadband debt service fund balance stands at \$7,175,813.42, the reserve fund balance stands at \$1,979,357.38, the broadband checking account balance stands at \$1,497,890.67, the broadband money market account balance stands at \$53,875.58, the voice service balance stands at \$24,519.97, and the video service balance stands at \$8,215.67.

Mr. Bolling concluded his report by adding that current monthly kWh sales is up 14,047,418 over the prior year. The year-to-date Operating Revenues, less power costs, are up \$5.2 million. The year-to-date Operating Expenses, excluding power costs, are down \$644,180 and under budget by \$1.7 million. The year-to-date average load factor is 62.92%. Finally, the year-to-date Net Income is \$857,229, an increase of 18.16% over the last year.

Upon motion of Mr. Smith, seconded by Mr. Hite, the Board approved the following items on the Consent Agenda:

- (a.) The minutes of the Board meeting on October 28, 2025;
- (b.) The purchase of a Ford F-550 Terex LT40 Bucket Truck to replace service department bucket truck #23, in the amount of \$214,571.00;
- (c.) The purchase of a Ford F-550 Terex LT40 Bucket Truck to replace service department bucket truck #60, in the amount of \$214,571.00;
- (d.) The approval of the Right-of-Way Clearance bid contract for the 44.73 miles on Dodson 254, 49.19 miles on Telford 224, and 28 miles on Washington College, to Looks Great Services, in the amount of \$733,219.40; and
- (e.) The purchase of two sizes of three phase pad-mounted transformers from Gresco in the amount of \$140,277 as seen in Bid Tab #8999.

The motion carried unanimously by roll call vote.

RETIREMENT RESOLUTION OF MARK SIFFORD

On April 1, 2017 the Johnson City Power Board was renamed Johnson City Energy Authority; on October 3, 2017 Johnson City Energy Authority announced their DBA name as BrightRidge.

WHEREAS Mark Sifford was employed by BrightRidge on March 29, 2010, until retiring from BrightRidge on Tuesday, January 6, 2026, and;

WHEREAS during his fifteen years and nine months of service with BrightRidge, he served as a Customer Service Coordinator, Service Department Specialist, and Groundman.

WHEREAS the Board of Directors of BrightRidge wishes to recognize Mr. Sifford for his outstanding service to the customers and staff of BrightRidge by his years of dedication and loyalty;

NOW THEREFORE BE IT RESOLVED by the Board of Directors of BrightRidge meeting in regular session on the 25th day of November 2025, that Mark Sifford be, and hereby is, officially commended for his fifteen years and nine months of service to the customers of BrightRidge.

BE IT FURTHER RESOLVED that a copy of this Resolution be presented to Mr. Sifford and be spread in full on the minutes of the proceedings of this meeting.

Upon motion of Mr. Morse, seconded by Mr. Dietrich, the Board approved the Resolution by unanimous roll call vote. A copy of this Resolution now appears in full on the minutes of the proceedings of this meeting.

Ashley Neal and Triska Swecker, provided an update to the Board on the Quality Assurance and Training Programs within the Customer Service Department. Ms. Neal is the Analyst/Trainer for the electric division, where as Ms. Swecker is responsible for the Broadband division. They focus on upholding the 5-star customer service standards, bi-monthly 1-on-1 meetings with members of the customer service department to provide coaching and feedback, as well as customer call reviews. Their goal is to cultivate a culture of continuous learning and accountability.

In addition to continued learning and refreshers, focusing on areas such as high billing, budget billing, red flags, new construction accounts; they also help employees to become subject matter experts ('SME') or pursue a leadership path within the Customer Service Department, which has resulted in employees leaving the department due to only retirement or promotion. In addition, Ms. Neal and Ms. Swecker are also responsible for the initial onboarding and new hire training process which may take approximately 2-3 weeks, depending on which division they are assigned.

They concluded their report by addressing new coaching systems and gamification strategies that may be utilized in the future. They were also proud to report reaching their highest customer satisfaction score over the last twelve months, which averaged 98%.

Mr. Tucker and Mr. Hite thanked the customer service department for all their hard work, and acknowledged their personal experiences with BrightRidge customer service, stating they were well trained, always kind and extremely efficient.

Mr. Dykes thanked the Customer Service Department again for all of their hard work and dedication in handling the shift with Broadband remarkably well, noting they have been responsible for over 50% of the sales in that division.

Mr. Dykes advised that the December Board of Director's meeting will be held on the 16th at 4:15 p.m. Prior to the Board meeting the HR Committee will meet at 2:45 p.m. and Finance Committee at 3:30 p.m. The employee luncheon will also be on Dec. 16th from 11:00 to 1:30 p.m. at The Kitchen and all Board members are welcomed to attend.

Mr. Dykes also reminded everyone about the upcoming events, including Board training on Dec. 9th and the APPA session in February 2026, with more information to be provided to all Board members via email. In addition, the January meeting for the Business Development Committee will be scheduled and include economic development.

Mr. Dykes advised of several upcoming events this holiday season, including the Johnson City Turkey Trot on Thanksgiving, Jonesborough Tree Lighting on Friday, Johnson City Tree Lighting on Saturday and the Jonesborough Christmas parade on December 13th. He thanked the BrightRidge employees for all of their involvement and participation in each of these events.

Mr. Smith commended employees and departments at BrightRidge for raising the bar year after year.

There being no further business, the meeting was adjourned.