

NOVEMBER 2018 BOARD MINUTES

The regular meeting of the Bristol Tennessee Essential Services Board of Directors was held on Monday, November 19, 2018 at noon at 2470 Volunteer Parkway, Bristol, Tennessee.

Call to Order

Chairman Larry Clarke called the meeting to order at 12:01.

Board Members Present

Larry Clarke, Michelle Denise, David Akard, Gary McGeough and Erin Downs.

Staff

CEO Dr. Mike Browder, Director of Engineering Clayton Dowell, Director of Accounting and Finance Lola McVey and Director of Management Services Tara McCall.

Others Present

Matt Hill, CPA, Partner at Mauldin & Jenkins.

BTES Audit for Fiscal Year Ending June 30, 2018

Mr. Matt Hill from Mauldin & Jenkins presented an overview of the BTES Certified Annual Financial Report (CAFR). The audit will be finalized when the State of Tennessee finalizes their audit of the Tennessee Consolidated Retirement System. Mr. Hill indicated that Mauldin & Jenkins found no issues during the audit and plans to issue a clean, unmodified opinion. Mr. Hill stated that the BTES audit "was as good as an organization can get."

Minutes

Mr. Clarke presented the minutes of the October 2018 meeting. Ms. Downs made a motion to accept the minutes, Mr. Akard seconded the motion and they were unanimously approved.

Safety Report

Ms. McCall reported that BTES has completed 127,332 safe working hours as of October 31, 2018 without a lost time accident. This month's safety training was Cover Up - Hot Lines.

Proposed 2019 Board Meeting Dates

Dr. Browder presented the proposed 2019 Board of Directors' meeting dates. After some discussion, the July 2018 meeting was moved from July 17, 2019 to July 24, 2019 due to a Board member conflict. Mr. Akard made a motion to approve the proposed meeting dates below, Ms. Denise seconded the motion and the Board unanimously approved.

Day	Date	Time
Wednesday	January 16, 2019	Noon
Wednesday	February 20, 2019	Noon
Wednesday	March 20, 2019	Noon
Wednesday	April 17, 2019	Noon
Wednesday	May 15, 2019	Noon
Wednesday	June 19, 2019	Noon
Wednesday	July 24, 2019	Noon
Wednesday	August 21, 2019	Noon
Wednesday	September 18, 2019	Noon
Wednesday	October 16, 2019	Noon
Wednesday	November 20, 2019	Noon
Wednesday	December 18, 2019	Noon

Transfer of Data from BTES to SEDC discussion

Consistent with earlier requests for periodic updates on cyber security and customer data protection, Mr. Dowell provided the following:

- a flow chart outlining the data collection and management system
- how the data flows from the customer premise through the BTES system
- how it interconnects with outside systems
- how BTES has installed firewall protection (separation) within the system and between our vendor partners (SEDC and Carina Technologies)
- how BTES restricts the use of data to specific employees only
- how only specific computers/machines are authorized to utilize the information
- the security measures with specific user names and passwords, only authorized and credentialed computers can access the data

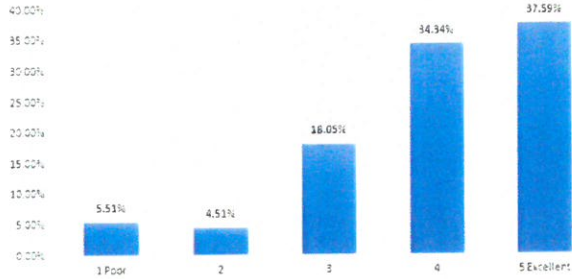
Pending Items

Prepay Program

Ms. McVey reported that BTES has completed one training session on the Meter Data Management (MDM) system and has another session scheduled for the last week of November. Carina Technology is testing the prepay system internally and will be testing the data in a Southeastern Data Cooperative (SEDC) test environment soon. BTES is conducting weekly conference calls to monitor activity, progress and operations.

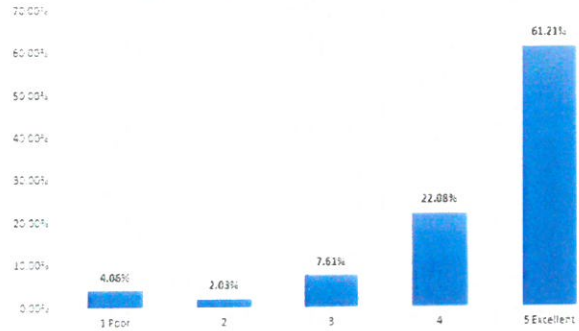
Considering what you pay for what you receive, how do you rate the value of the services provided by BTES?

Please use a scale of 1 to 5, where 1 is poor and 5 is excellent.



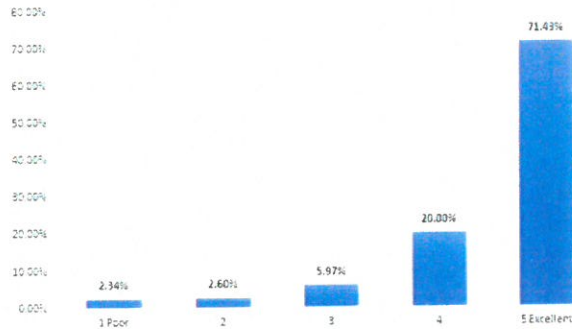
How do you rate the overall customer service provided by BTES electric?

Please use a scale of 1 to 5, where 1 is poor and 5 is excellent.



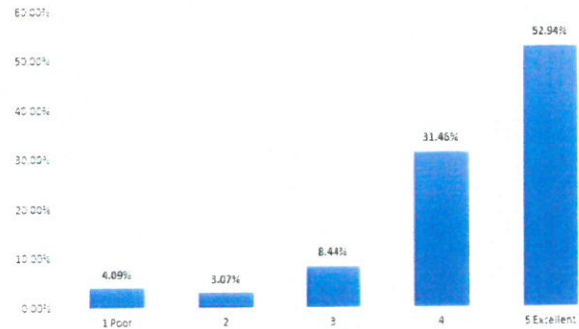
Considering all of your experiences with BTES electric employees, how do you rate the employees overall?

Please use a scale of 1 to 5, where 1 is poor and 5 is excellent.



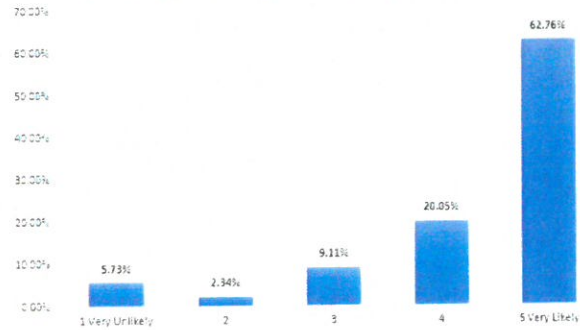
How do you rate BTES on informing and communicating with you as customer?

Please use a scale of 1 to 5, where 1 is poor and 5 is excellent.



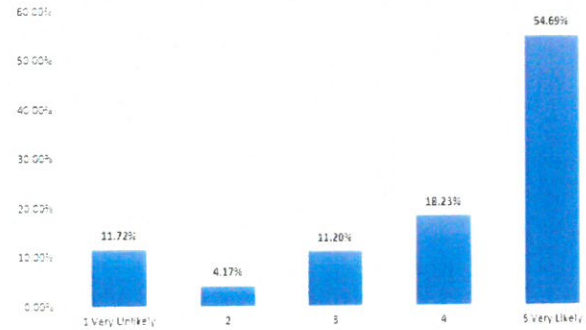
How likely are you to refer BTES to a friend or family member?

Please use a scale of 1 to 5, where 1 is "Very unlikely" and 5 is "Very likely."



If given the opportunity to go with another company, how likely are you to continue as a customer of BTES?

Please use a scale of 1 to 5, where 1 is "Very unlikely" and 5 is "Very likely."



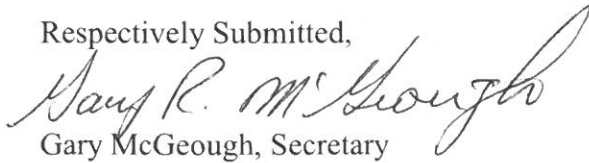
Board Comments:

There were no board comments or issues.

There being no further business to come before the Board, the meeting was adjourned at 2:00.

The next meeting is scheduled for Wednesday, December 19, 2018 at noon.

Respectively Submitted,

A handwritten signature in cursive script that reads "Gary R. McGeough". The signature is written in dark ink and is positioned above the printed name.

Gary McGeough, Secretary