

NAVIGATING YOUR NEW BTES BILL

Your BTES bill has a new look! Find the same important information with additional features to help manage your account.

YNNN

BTES
Bristol Tennessee Essential Services

PO Box 549
2470 Volunteer Parkway
Bristol, TN 37621
www.btes.net

Office Hours
To Report an Outage M-F, 8:30 AM - 5:00 PM
423-968-BTES (2837)

Customer Experience:
423-968-1526
ce@btes.net

24/7 Fiber Tech Support:
423-793-5555
ts@btes.net

Account History

Previous Billing	\$341.23
Payments Received	-\$341.23
Balance Forward	\$0.00

Summary of Charges

Electric Service	\$109.66
Internet Service	\$55.41
TV Service	\$168.51
Telephone Service	\$36.31
Charges	\$369.89

Amount Due By 02/07/2026
Last Day to Pay

Amount Due
\$369.89
Payment Due By:
02/07/2026

Message Center

CUSTOMER NAME: JOHN DOE
Account Number: 100000001
Service Address: 123 ELECTRIC WAY
Bill Date: 01/23/2026

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BTES
Bristol Tennessee Essential Services

PO Box 549
2470 Volunteer Parkway
Bristol, TN 37621

For outage reporting purposes, please verify your contact information on the reverse of this stub.

0 0 AV 0.0
JOHN DOE
123 ELECTRIC WAY
BRISTOL, TN 37620-0000

5 511
C-0

BRISTOL TENNESSEE ESSENTIAL SERVICES
PO BOX 549
BRISTOL TN 37621-0549

Bill Date 01/23/2026
Account Number 100000001

Amount Due
Please pay by Feb 7, 2026
\$384.94 due if paid after due date

\$369.89

INFORMATION KEY

- A Contact Information**
Ways to contact us about your bill or account are clearly noted on your bill. We can be reached at 423-968-1526 and btes.net.
- B Your Account Information**
Your name, account number, service address, and bill date are listed here.
- C Total Amount Due**
Summarizes total amount due. Bank Draft would be indicated, if you are enrolled.
- D Account History & Summary of Charges**
The previous billing, payments received, and summary of charges will be listed here.
- E Message Center**
Learn more about BTES' programs and services.
- F Due Date & Last Day to Pay**
Full payment posted by the due date avoids late fees. If payment is not received by the close of business on the last day to pay, the account is subject to disconnection.
- G Payment Stub**
Return this stub with your payment to ensure proper credit.

HAVE QUESTIONS?

CONTACT US

Phone: 423-968-1526

Email: ce@btes.net

Website: btes.net/improvements

YouTube Video Library: @btesvideos

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BACK

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Service Address: 123 ELECTRIC WAY **Account: 100000001**

Electric
Rate: RESIDENTIAL SINGLE FAMILY

Meter #	Type	Services From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	Demand Read	Billed kW
00000	Consumption	12/18/2025	01/22/2026	30	3610	4607	1.0	997	0.000	0.000

Kilowatt Hours ☐ Monthly Use ☒ Average Temperature ☐ Temp

Energy Charge \$109.66
Electric Total \$109.66

COMPARISONS

	DAYS	TOTAL kWh	AVG. kWh	DAILY COST
CURRENT BILLING	30	997	33	\$3.66
PREVIOUS BILLING	28	997	36	\$3.92
LAST YEAR BILLING	33	2,099	64	\$6.96

Internet Service
Service: INTERNET
Internet

Monthly Charges - 12/18/25 to 01/22/26
High Speed Internet 100Mbps \$49.95
Wireless Router Rental (Qty: 1) \$5.00
Internet Subtotal \$54.95

Taxes
Monthly Charges - 12/18/25 to 01/22/26
TN State Tax \$0.35
Sullivan County Tax \$0.11
Taxes Subtotal \$0.46
Total Current Internet Service \$55.41

TV Service
Service: TV
TV

Monthly Charges - 12/18/25 to 01/22/26
Digital Cable \$95.14
Digital HD Set-Top Box (Qty: 2) TV \$19.90
Subtotal \$115.04

For outage reporting purposes, please revise your contact information if it is different from our records:

Mailing Address _____
City _____ State _____
Email _____
Home Phone _____ Cell Phone _____

Other Ways to Pay Your Bill
Full list at btes.net/paymentoptions

Bank Draft
Free automatic payment from checking, savings, BTES Engage App
BTES.net

In-Person
Dropbox locations
Local Banks
Retail locations

Credit Card/Echeck
BTES Engage App
BTES.net
Call 423-968-1526 to pay by phone.

Pay with cash at participating retailers. \$1.50 fee will be applied. Find a location near you at www.vanilladirect.com/pages/retailers

For full terms and receipt visit: www.vanilladirect.com/pay/terms and www.vanilladirect.com/pay/receipt

BTES ENGAGE

Sign up for the BTES Engage app at btes.net/engage or download the app on your mobile device!

Make Payments | Report an Outage | Track Electric Usage | Update Info.

INFORMATION KEY

- A Location Information**
This area includes details about your location, meter, days of service, meter reading, and kWh usage.
- B Energy Comparisons**
This area includes an energy usage graph, as well as a table with the previous month and last year's billing information.
- C Fiber Services Breakdown**
This section gives you a breakdown of your services and monthly charges. The breakdown will continue on additional pages, if needed.
- D Update Contact Information**
Review the information we have on file and make any necessary changes.
- E Ways to Pay**
Some of the ways to pay your BTES bill. The full list is available at btes.net/paymentoptions
- F Vanilla Direct Barcode**
Use this barcode to pay with cash at participating retailers. A \$1.50 fee will apply.

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LEARN MORE

