

# 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.

## INFORMATION KEY

## 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](http://btes.net).

## Your Account Information

Your name, account number, service address, and bill date are listed here.

### Total Amount Due

Summarizes total amount due. Bank Draft would be indicated, if you are enrolled.

## Account History & Summary of Charges

The previous billing, payments received, and summary of charges will be listed here.

## Message Center

Learn more about BTES' programs and services.

## 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.

## Payment Stub

Return this stub with your payment to ensure proper credit.

# HAVE QUESTIONS? CONTACT US

Phone: 423-968-1526

Email: ce@htes.net

Website: [htes.net/improvements](http://htes.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	Meter Multiplier	kWh Usage	Demand Read	Billed kW
00000	Consumption	12/18/2025	01/22/2026	30	3610	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	\$49.95
High Speed Internet 100Mbps	\$5.00
Wireless Router Rental (Qty: 1)	
<b>Internet Subtotal</b>	<b>\$54.95</b>

**Taxes**

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

**TV Service**  
Service: **TV**

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

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

**D** Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Email \_\_\_\_\_  
Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_  
(423) 000-0000 (423) 000-0001

**BTES ENGAGE**   
Sign up for the **BTES Engage** app at [btes.net/engage](http://btes.net/engage) or download the app on your mobile device!  
[Make Payments](#) | [Report an Outage](#) | [Track Electric Usage](#) | [Update Info](#).

**Other Ways to Pay Your Bill**  
Full list at [btes.net/paymentoptions](http://btes.net/paymentoptions)

**D** **Bank Draft**  Free automatic payment from checking, savings, BTES Engage App, BTES.net  
**E** **In-Person**  Dropbox locations, Local Banks, Retail locations  
**F** **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](http://www.vanilladirect.com/pages/retailers)

For full terms and receipt, visit [www.vanilladirect.com/pay/terms](http://www.vanilladirect.com/pay/terms) and [www.vanilladirect.com/pay/ereceipt](http://www.vanilladirect.com/pay/ereceipt)

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## INFORMATION KEY

### Location Information

This area includes details about your location, meter, days of service, meter reading, and kWh usage.

### Energy Comparisons

This area includes an energy usage graph, as well as a table with the previous month and last year's billing information.

### Fiber Services Breakdown

This section gives you a breakdown of your services and monthly charges. The breakdown will continue on additional pages, if needed.

### Update Contact Information

Review the information we have on file and make any necessary changes.

### Ways to Pay

Some of the ways to pay your BTES bill. The full list is available at [btes.net/paymentoptions](http://btes.net/paymentoptions)

### Vanilla Direct Barcode

Use this barcode to pay with cash at participating retailers. A \$1.50 fee will apply.

## LEARN MORE

