



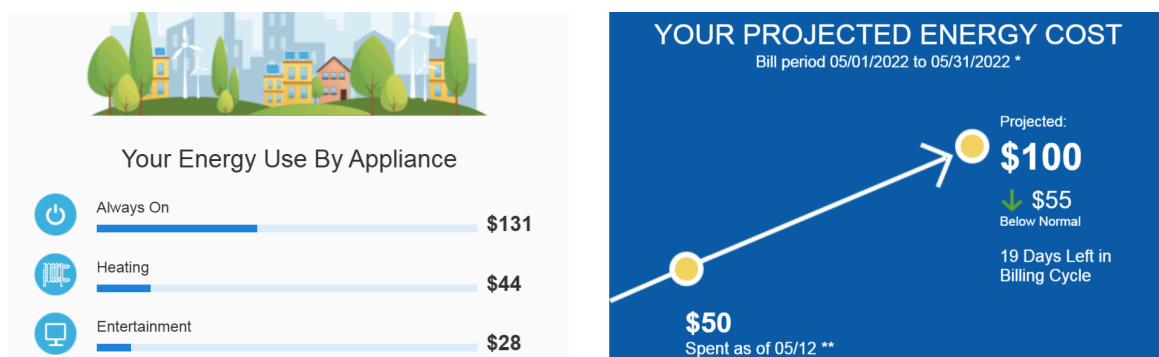
New features in SmartHub to help you save

Earlier this year, BrightRidge added new features to the SmartHub application. Not only can you view your electric usage, but now you can see a breakdown of that usage by category to help you understand where your home is using the most energy every day. For even more accuracy, you also have the option to build a home profile. By using these new features within SmartHub, you'll receive helpful tips that can help save energy and ultimately reduce your energy bills. Other features include:

- Bill projections are triggered halfway into the month so you can proactively adjust your usage to avoid high bills*
- Energy tips on how to use your appliances most efficiently
- High usage alerts when usage is higher than typical weekday or weekend usage
- Monthly summary bill notice after receiving your monthly bill to analyze your usage*

**Requires you to opt-in for these services on the application.*

For more help on these new tools in [SmartHub](#) or to sign up for the SmartHub app, call our Customer Service Team at 423-952-5000. You can set your preferences to email or the app, there are many options to help you save!



Summer Fun

BrightRidge will be participating in a few summer events in July, so be sure to stop by and say hello as we all enjoy some summer fun!



Jonesborough Days

July 4 & 5

Friday – July 4 at 10am - Parade on Boone & Main Streets

Main Stage Sponsor all weekend – Story Teller Sam Payne, Carson Peters & The Iron Mountain Band, MAMMA MANIA!

[Learn More](#)



Johnson City Doughboys

BrightRidge Night – Friday, July 18 at 7pm

Doughboys vs Danville Otterbots

[Learn More](#)

Mandatory 10-Digit Dialing is Effective August 5, 2025

Significant surges in our regional population have led the FCC to assign a **new area code (729)** to supplement the existing 423 area code for telephone numbers.

Important Note for All Calls: Beginning **August 5, 2025**, all calls will **require dialing** the entire 10-digit number. This means you will no longer be able to dial numbers without the area code (e.g., 952-5000). Instead, you will be required to dial the full 10-digit number, such as 423-952-5000.

You can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711 or 811 if available in your area.

If you have questions, please visit www.tn.gov/tpuc.



Traveling this summer?

Summertime means vacation time! TVA is offering a few tips to get your home ready for you to be gone so check out these ideas and have a fun vacation!

[Learn more →](#)

Save Energy, Save Money

Take a free DIY Home Energy Assessment from BrightRidge and TVA to get custom energy-saving tips, a free energy savings kit, and a \$10 home improvement gift card.

[Learn more →](#)



CEO Letter

“To plant a garden is to believe in tomorrow.”
– Audrey Hepburn

We hope that you have a wonderful summer spending time with family and friends. As school is out and we begin our time together, be sure you are safe on your travel and adventures. In this feature there is a link to a TVA YouTube video that addresses many of the energy efficiency tips that come in to play as you travel.

Also, it is a great time to do the DIY Home Energy Assessment to see if there are additional improvements that can mean great savings on your monthly bill. Just go to our website and access this self-audit.

As you go about your summer be safe and may God bless your time with your family and friends.

“A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawnmower is broken.” – James Dent

BrightRidge Broadband Update

Our Neighbors Choose BrightRidge Broadband!

BrightRidge Broadband continues to be the preferred choice over large national brands. We now proudly serve **over 21,000 homes and businesses** in our community, enhancing the lives of **58,000 local residents** within our service area.

Fiber Broadband network expansion:

BrightRidge continues its strong investment in the local community, **extending fiber broadband** to more than **90 new subdivisions and apartment complexes** during Fiscal Year 2025 (July 1, 2024 – June 30, 2025). This expansion enables **over 9,000 additional homes** to choose our nation-leading 10 Gig internet options, **far exceeding our annual goal of 6,832 new homes** for the period.

This significant progress brings our total potential customer count to **53,500 passings as of June 30th**. We anticipate further expanding options to more than **4,000 additional homes in Fiscal Year 2026** (July 1, 2025 – June 30, 2026).

Middle-Mile Broadband Grant Partnership Accelerates:

Our middle-mile broadband grant partnership with the Tennessee Department of Economic and Community Development (TNECD) continues to be **ahead of schedule!** We've successfully completed the **Fall Branch fiber builds** and will begin activating fiber services in the grant-eligible portions of **South Central this month (July 2025)**. We anticipate completing all middle-mile grant builds during the **second quarter of 2026**. This joint investment by BrightRidge and the TNECD will ultimately provide high-speed broadband options to **2,067 previously unserved homes**. Furthermore, once the grant is complete, BrightRidge plans to extend services to adjacent homes in these communities through our own local investments.

What's Holding You Back? Lets Talk.



You are receiving this email because you signed up to receive Newsletters from BrightRidge. To opt out of future newsletters, [unsubscribe here](#).

This email was sent by:
BrightRidge
2600 Boones Creek Road
Johnson City, TN 37615