



## You're not alone

At NES, we understand that sometimes customers struggle to pay their power bill. We have a host of resources to help.

**Project Help:** This NeedLink Nashville program allows NES customers to add funds to their monthly bill payment to be distributed to neighbors in need of financial assistance.

**Low-Income Home Energy Assistance Program (LIHEAP):** Eligible Davidson County customers can apply to receive payment assistance on energy bills through the Metro Action Commission.

**Home Uplift:** Eligible residents can apply to this TVA and NES-led program to receive up to \$10,000 in energy-saving home upgrades, impacting monthly payments for years to come.

.....  
*Learn more at [neshelps.com](https://www.neshelps.com)* ➔



As we look forward to our next 85 years, we thank our customers and employees. For more than eight decades, you have trusted us to power your businesses, homes and communities. That is not something we take lightly. This year, we will continue to find ways to meaningfully engage in our community, explore cleaner ways to power our communities, and most importantly, continue to provide Music City with safe and reliable power.



[nespower.com](https://www.nespower.com)

October 2024

# NESconnect

A Quarterly Newsletter from  
Nashville Electric Service





## Making it easier to pay your bill



### Online

Register for NES E-bill to pay online using your bank account. Or, make a one-time payment by e-check, card, PayPal, Venmo or ApplePay.\*



### Phone

Use a credit/debit card or e-check to pay your bill by phone.\*



### Self-Service Kiosk

Make a payment with cash, card or e-check at one of our new self-service kiosks! Outside our business office or the Donelson and Hendersonville Enbright Credit Unions 24/7, and inside the customer lobby during normal business hours.\*



### In Your Neighborhood

Authorized Payment Agents like Walmart and Kroger are approved by NES to accept payments. *The service provider charges a convenience fee of \$1.50 – 2.50.*



### Mail

Send the payment stub at the bottom of your bill, along with a check or money order to P.O. Box 305099, Nashville, TN 37230-5099.



### In Person

Pay your bill by cash, check or money with a teller in the NES Customer Lobby on weekdays 8 a.m. – 4 p.m.

For more information, see a service advisor, call (615) 736-6900, or visit [NESpower.com](http://NESpower.com)

\*The service provider charges a convenience fee of \$2.25 for e-check, payment network transfers and card payments.

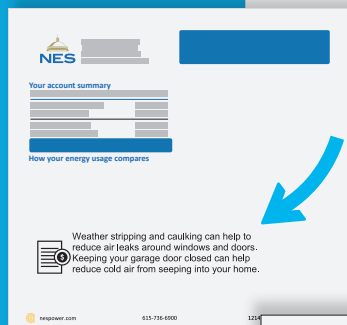
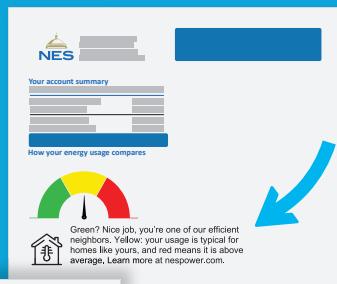
For Customer Relations policies, rules and regulations, and a breakdown of fees and charges, please visit [nespower.com](http://nespower.com) and click on "Policies" at the bottom of the page or visit our office.



## Get More Out of Your Monthly Bill

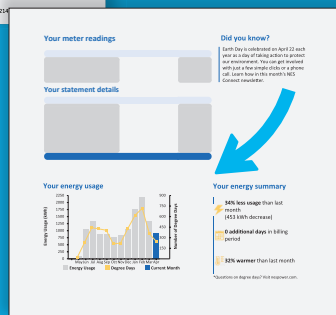
### Usage Comparison Meter

See how your energy usage compares to your neighbors'.



### Past Energy Usage Graph

Discover how your usage has changed over time.



## Fire Prevention Week™ is October 6–12, 2024



## Key smoke alarm safety tips and guidelines

**Install** smoke alarms in every bedroom, outside each separate sleeping area (like a hallway), and on each level (including the basement) of the home.

**Test** smoke alarms at least once a month by pushing the test button.

**Replace** all smoke alarms when they are 10 years old or stop responding when tested.

Visit [nespowernews.com/safety](http://nespowernews.com/safety) for more tips.