



Green Spaces

Bamboo in Landscaping

Bamboo has become a popular addition to the Nashville landscape. The delicate leaves add grace to the Nashville skyline, but some species are problematic near power lines. Vigorous sprouting makes bamboo hard to control. Shoots can appear 20 to 30 feet from established stands and many species reach a height of over 20 feet. Bamboo is a grass, and cannot be directionally trimmed like trees. To guarantee that bamboo does not grow into the lines between trim cycles, it must often be cut to ground level. By choosing a clumping variety of bamboo, with a lower height at maturity, you can cut down on uncontrolled growth. Proper placement of bamboo away from utility poles, and out of the right-of-way, will allow you to enjoy the long-term benefits and beauty of your bamboo and the reliability of your power.



With NES Text, Outage Reporting is Simple

NES Text allows you to quickly report power outages via text from your mobile device. It's a faster, more convenient way to get the lights back on.

How do I sign up?

Log into My Account at nespower.com or text **"REG"** to **637797** (NESPWR).

What if the power goes out?

Text **"OUT"** to **637797** (NESPWR) from your mobile device. NES will send you a text when power is restored.



For Customer Relations policies, rules and regulations, and a breakdown of fees and charges, please visit nespower.com and click on "Policies" under Our Company at the bottom of the page or visit our office.



nespower.com

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NESconnect

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Nashville Electric Service



Ward Off Vampire Power

Energy vampires are appliances and electronics that continue to draw power, even when they're turned off. Also called phantom loads, these devices are always lurking, draining your energy budget even in the dead of night. It all sounds pretty spooky, but there are steps you can take to put your energy vampires to rest.



Unplug charging devices when they're not charging anything.



Plug groups of devices, such as entertainment centers, into a single power strip for easy power shutoff.



Use advanced or "smart" power strips that sense when a device is turned off or not being used and automatically shuts off power.



Pull the plug on devices that are rarely used, such as the TV and DVD player in the guest room.



Purchase ENERGY STAR® certified appliances and electronics. ENERGY STAR products use less energy and typically draw less standby power.

How to Spot a Scam



Be aware of a growing phone scam targeting utility customers.

Phone scammers posing as NES employees call and insist you are delinquent on your bill. They may also threaten to turn off your power, rig caller ID to make it look like the call is from NES or tell you to put the money on a prepaid debit card and ask for the card number. Don't believe it.

Some common scams include:

Calls That Appear To Be From Your Utility

Your caller ID may even display "Nashville Electric Service."



Immediate Payment Requests

If someone requests immediate payment by prepaid debit card – it is a scam.



Power Disconnection

You may receive threats to turn off power to your home or business within an hour. Some scammers have even gone door-to-door to threaten disconnection.



Suspect a scammer? Here's what to do.

Hang up. Call us at the phone number on your bill: 615-736-6900. **DO NOT** pay over the phone if immediate payment is demanded to avoid a disconnection.