

# NES Customer Information Booklet



## INSIDE:

Electrical Safety and Education  
Emergency Advice  
Electricity Rates and Energy Tips  
NES Services and Programs  
Billing Policies and Payment Options  
Important Telephone Numbers



# Numbers

## IMPORTANT NES PHONE NUMBERS

REPORT A POWER OUTAGE	234-0000
CUSTOMER SERVICE	736-6900
TREE-TRIMMING HOTLINE	695-7400

## PAYING YOUR BILL

NES provides several options to make bill paying as convenient as possible. You may pay:

- **By mail.** Return the payment stub at the bottom of your bill, along with a check or money order, in the envelope provided to:  
Nashville Electric Service  
1214 Church Street  
Nashville, TN 37246
- **In person.** Pay in person at our main office at 1214 Church Street or at our North Nashville office at Ninth Avenue North and Monroe Street, Monday through Friday, except holidays. Main office hours are 8 a.m. to 6 p.m.; North Nashville office hours are 9 a.m. to 6 p.m.
- **By phone.** Pay by credit card or e-check by calling (866) 585-2577 and following the instructions. There is a processing fee for using this service.
- **By Internet.** Visit our website at **[www.nespower.com](http://www.nespower.com)**. Click on “Pay My Bill,” and you can make a one-time payment online. There is a processing fee for using this service.
- **By using NES’ E-bill service.** Visit **[www.nespower.com](http://www.nespower.com)**. Click on “Pay My Bill,” and you can pay your bill online free through your bank account. E-bill also allows you to check your bill amount, schedule payments from your bank account, manage your profile information, and access up to 24 months of billing and payment history. E-bill saves time, money and the environment!
- **At an authorized bill-payment agency.** A complete list of authorized agencies is available at **[www.nespower.com](http://www.nespower.com)**. Your payment does not post immediately, so it is important that you obtain a receipt.
- **With cash at E-Wiz kiosks.** Pay your bill in cash at more than 20 area Exxon Tiger Market and On the Run convenience stores. Payments are made by inserting cash into the E-Wiz branded kiosks. Your transactions can be securely completed in either English or Spanish. There is a \$2 service fee per transaction. Visit **[www.nespower.com](http://www.nespower.com)** to view a list of kiosk locations.

# Welcome

Dear Nashville Electric Service Customer,

We at NES are glad to have you as our customer. For more than 70 years, NES has provided the Metro Nashville area with safe, efficient and reliable electrical power.

We are a nonprofit electric utility governed by a board of directors appointed by the mayor of Nashville. NES is one of the 12 largest public power distributors in America, with revenues in excess of \$1 billion annually.

This Customer Information Booklet provides important information about NES. I strongly encourage you to read it and keep it handy for future reference.

Should you have any additional questions about NES, please feel free to contact us. Our customer service personnel are available at **736-6900**, or you may visit our website at **[www.nespower.com](http://www.nespower.com)**. We also welcome you to follow us on Twitter ([www.twitter.com/NESpower](http://www.twitter.com/NESpower)) and “like” our page on Facebook ([www.facebook.com/NESpower](http://www.facebook.com/NESpower)) to learn conservation tips and stay up-to-date on the latest NES news.

Sincerely,  
Decosta Jenkins



President and CEO



# Safety & Education

## **POWER OUTAGES**

If your electricity goes out, call **234-0000** to report your outage through our automated telephone system. When reporting an outage, you will need to enter the phone number associated with your NES account or have your meter number or account number.

Sometimes the outage may be in your home only. Check the neighborhood to see if the power is out in other homes. If the outage is only in your home, check the breaker or fuse box for a blown fuse or tripped service breaker. If you need assistance, please call us.

## **DAMAGED METER BOX**

If the meter box is pulled away from your house and you have no power, the homeowner is responsible for contacting a licensed electrician to repair the damage. In some instances, an electrical inspection may be required before NES can reconnect your service. Your electrician should be aware and advise you accordingly.

If the meter box is pulled away from the house and you have power, you should call an electrician to re-attach the meter box. Again, an electrical inspection may be required.

## ELECTRICAL SAFETY

*Electricity is an important part of our lives, but it cannot be taken for granted. Electricity must be treated with caution and respect. Please practice safety precautions, and share the following tips with your family.*

## INDOOR SAFETY

### POWER CORDS

- Replace cords that are damaged or frayed.
- Don't place cords under carpet or rugs.
- Extension cords are for temporary use only.
- Never pull a cord; always pull the plug.
- Remember that overloaded outlets can cause a fire.
- Child-proof your home with outlet covers or plastic outlet caps.
- Fix loose-fitting plugs, exposed wires and broken plates.

### ELECTRICITY AND WATER

- Never touch an appliance that has fallen into water.
- Shut off power at the breaker before unplugging or removing the appliance.
- Make sure your hands are dry before touching a switch.
- Turn off appliances near the sink after each use.
- Never set a radio or telephone on the edge of the bathtub.
- Don't use a hair dryer if you have wet hands or if you are standing on a damp floor.

### MAINTENANCE

- Maintain your home's electrical system.
- Don't touch an electric appliance if it smells hot or buzzes. Turn off electricity at the circuit breaker.
- Always use the correct ampere rated fuses and circuit breakers.
- Follow the manufacturer's suggested wattage for bulbs in light fixtures and all other appliances.
- Place halogen lamps away from curtains and flammable material.
- Keep space heaters away from curtains, rugs and newspapers.

### IN CASE OF A FIRE

- Don't use water to put out an electrical fire.
- Use a recommended Class C fire extinguisher.
- Follow your fire escape plan, and make everyone leave the house.
- Call the fire department or **911**.

## OUTDOOR SAFETY

### POWER LINES

- Never go near or touch a power line. Assume every wire is live.
- If you see a downed wire, call **911** to report its location.
- Never fly a kite or play near power lines.
- Look up before moving metal ladders and scaffolding to avoid contact with power lines.
- Don't attempt to remove tree limbs or debris from power lines. Leave it to the professionals.
- Stay inside the car if power lines fall across your vehicle. If you are forced to abandon your car, jump clear and never touch the car and the ground at the same time.

### POWER TOOLS

- Never use power tools while standing on a wet surface or in the rain.
- All tools should have three-pronged plugs or double insulation.
- Look for the Underwriters Laboratories (UL) approval on every power tool.
- Wear sturdy, rubber-soled shoes when working outdoors.
- Check for grounding. Make sure all three-wired tools and appliances with flexible cords are properly grounded.
- Turn off power tools before plugging in or unplugging.
- Before using an extension cord, make sure the amperage rating is greater than or equal to the tool you are using.

## CALL BEFORE YOU DIG

Call before you dig. It's the right thing to do, and it's the law. With one phone call learn where underground lines, pipes and cables are buried in your yard. Digging without this information not only is dangerous, but could be costly. The number to call is **811**.

## HAZARDS OF SIGNS ON UTILITY POLES

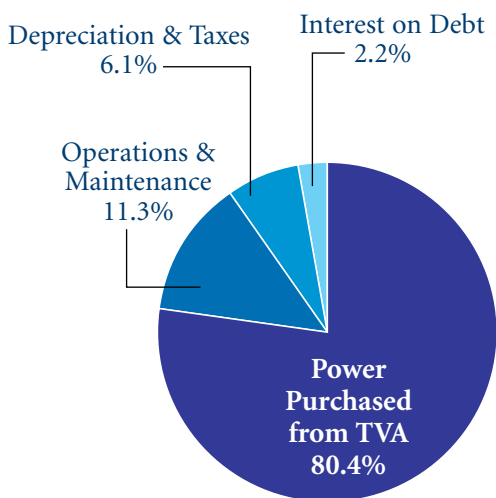
Not only is placing signs on an electric pole or other distribution equipment an eyesore, it is against both state and Metro law and is punishable with a variety of penalties. It is against the law because it endangers the lives of utility workers whose protective gear may be damaged by tacks, nails and staples.



## DID YOU KNOW?

- NES is one of the 12 largest public electric utilities in the nation.
- NES is the largest taxpayer in Metro Davidson County.
- The NES system covers about 700 square miles – all of Davidson County and portions of Cheatham, Robertson, Rutherford, Sumner, Williamson and Wilson counties.
- Six out of 10 homes in Nashville have electric heat.
- NES has nearly 700,000 customers.
- Out of every dollar NES receives in revenue, more than 80 cents goes to the Tennessee Valley Authority (TVA) to pay for purchased power.
- A compact fluorescent lightbulb named Edison is the “spokesbulb” for NES.
- NES has a Facebook page. “Like” our page by visiting [www.facebook.com/NESpower](http://www.facebook.com/NESpower).
- NES has a Twitter page. Visit our Twitter page at [www.twitter.com/NESpower](http://www.twitter.com/NESpower).
- NES has a YouTube channel that features educational and instructional videos regarding electricity and energy efficiency. Tune in at [www.youtube.com/NashvilleElectric](http://www.youtube.com/NashvilleElectric).

## HOW NES REVENUE IS SPENT



2009 DISTRIBUTION

# Rate Information

## RESIDENTIAL RATES

### **Residential Power Costs**

NES does not generate its own electricity but rather purchases it from the Tennessee Valley Authority; therefore, NES energy rates are set and regulated by TVA. All residential customers in the NES service area pay the same electric rate regardless of social status, income or place of residence.

### **NES Customer Charge**

The monthly customer charge is the base charge for electricity. It covers the cost of establishing electric service and the recurring fixed expenses that are associated with serving a customer.

## TVA FUEL COST ADJUSTMENT

The TVA Fuel Cost Adjustment is a variable energy rate that can fluctuate from month to month as TVA's fuel and purchased power costs rise and fall. The FCA allows TVA to more quickly match costs with revenue and avoid implementing permanent rate increases.

The FCA is determined by comparing the actual cost of fuel and purchased power to the projected costs the rates were based on. The difference is then multiplied by the kilowatt-hours of energy used to account for any changes in price.

## SERVICE CHARGES

A service charge will be collected for each of the following services:

### Turn-on Charge for New or Moving Customers

If power is on:	\$15
If power is off:	
Same day	\$45
Future day	\$30

### Reconnection Charge for Non-payment After Cut-off

Residential:	
If paid before 6 p.m.	\$35
If paid after 6 p.m.	\$45

Commercial:	
If paid before 6 p.m.	\$60
If paid after 6 p.m.	\$85

All reconnects at the pole:	
If paid before 6 p.m.	\$60
If paid after 6 p.m.	\$85

**Returned Check Charge** \$15

**Meter Test** \$30

**Standard Temporary Service** \$225  
(\$200 when application for permanent service is made at the same time)

All fees are subject to change.



## ENERGY TIPS

### Heating and Cooling

- Set your thermostat at 78 degrees or higher in the summer and 68 degrees or lower in the winter.
- Clean or replace air filters monthly.
- Invest in a programmable thermostat.
- Use a ceiling fan to circulate air. Fan blades should rotate clockwise in the summer months and counter-clockwise in the winter.

### Appliances

- Take the dollar bill test. Close your refrigerator door on a dollar bill and then try to pull it out. If the dollar comes out easily, you may need new seals or a new refrigerator.
- Plan what you need inside the refrigerator before you open the door.
- Set your refrigerator at 40 degrees.
- Let food cool before putting it in the refrigerator. Hot foods will raise the temperature in the refrigerator and make it work harder.
- Consider cooking outside on a grill during the summer months. Using an oven makes your home hotter.
- Wash full loads of clothes, and use cold water when possible.
- Don't overload the dryer.
- Clean the dryer lint filter before each load.
- Don't run the dishwasher unless it's completely full.

### Lighting

- Use energy-efficient compact fluorescent lights. They cost a small amount more to purchase, but they use only one-quarter as much energy as incandescent bulbs and last up to 10 times longer.
- Keep light fixtures and bulbs clean. Dust absorbs 50 percent of light.
- Turn off any unused lights.

### Around the House

- Weather-strip doors, and caulk windows.
- Close the fireplace damper when you aren't using it.
- During the winter, open drapes on sunny days to admit natural warmth. Close window coverings at night and on cloudy days.
- Turn the water heater off if you are going to be gone more than three days.
- Use less hot water by installing low-flow showerheads.
- Repair leaky faucets. A drip can waste up to 48 gallons of water in one week.
- Landscaping can provide shade to your home and significantly reduce your cooling costs.

## POWER OUT?

### **Need to report a power outage? Call 234-0000.**

When reporting an outage, you will need to enter the phone number associated with your NES account or have your meter number or account number. NES customers can track power outages across Nashville and Middle Tennessee on our outage map. It is updated continuously to provide the most current information on power outages and is accessible on the NES website, [www.nespower.com](http://www.nespower.com).

### **Keep emergency supplies on hand, including:**

- Batteries and flashlights
- Portable radio
- Battery-powered clock
- Nonperishable food items and bottled water
- Cell phone or single-line telephone (cordless phones don't work without electricity)

### **Other Important Tips**

- Turn off appliances and electronics to protect them against power surges.
- Keep your refrigerator and freezer doors closed to preserve food as long as possible.
- Never cook indoors with charcoal.
- Use flashlights instead of candles to avoid fire hazards.
- Stay away from downed or sagging power lines.
- Consider staying at a hotel or with a relative during an extended outage.

### **What are NES' priorities for restoring service?**

Crews work around the clock until everyone has power again. Hospitals, police departments, fire stations, and other public health and safety facilities are priority one. NES follows a three-step process recognized as an industry-standard best practice.

Step 1 – Repairs are made at substations and on main distribution lines that leave the substations.

Step 2 – Crews fix damage to tap lines that branch off into groups of homes or neighborhoods.

Step 3 – Power is restored to pockets of customers and then to individual homes.

### **CRITICAL REFERRAL**

If you or a family member relies on an electrical life-sustaining medical device in your home, call us to make sure we're aware of it. That way we'll know there is someone in your household whose life may be in danger if power is not promptly restored. In some cases, severe storms can damage our electrical system so badly that it takes days to fix. Customers who are dependent on electrically powered medical equipment should have an emergency back-up plan in place. For more information on critical referral, call **736-6900** to talk with a customer service representative.

# Policies

## DEPOSITS

New customers will need to pay a \$180 deposit before service can be connected. That fee can be waived if the customer can provide a satisfactory letter of credit or credit check.

A satisfactory letter of credit for the last 12 months of service can be obtained from any gas or electric utility. A customer must have no more than two disconnect notices, no more than one returned check, and no disconnects for non-payment.

An instant credit check can be done with a credit bureau at no expense to the customer.

## BILLING CYCLE

Customers are billed monthly. The billing period is no less than 28 days and no more than 34 days, unless there are unusual circumstances between two regularly scheduled meter readings. If we are unable to read your meter, we may estimate your usage. **The bill will clearly indicate that the usage is estimated.**

## HOW MANY DAYS TO PAY?

Bills are due when issued, and you are allowed 15 days to pay the net amount due without having to pay a late charge. Failure to receive a bill does not release you from your obligation to pay it. After the net amount due date, the gross amount is due. Any bill paid after the net date will be considered delinquent. A final unpaid bill accrued by a customer at a former address may be added to the same customer's bill at any other address.

## METER ACCURACY

If you believe your meter isn't working properly, it can be tested for accuracy. Call Customer Service at **736-6900**. There is a \$30 test charge if the meter is found to be accurate. However, if a problem is found, your account will be adjusted at no cost to you.

## CUT-OFF NOTICE

We don't like turning off anyone's service, but we will disconnect your electricity if you don't pay overdue bills. You will receive a disconnect notice on your bill that clearly indicates the past due amount and the date that it is due. If that notice expires, service will be turned off. If you haven't been disconnected in the last four years, NES will place a 3-day notice on your door.

## RECONNECTION OF SERVICE

In the event service is disconnected due to a customer's failure to pay, a reconnection fee will be charged for each restoration. Payment of a past due bill or a satisfactory payment arrangement will be required before service is restored. NES will not be liable for damages for delay in restoring service. An additional deposit may also be required.

## THEFT OF SERVICE

If your neighbor is stealing power, you and other customers will ultimately pay for that power through higher rates. NES has a Revenue Protection Program to detect and prosecute customers who tamper with meters or steal electricity. Please report any suspected cases of meter tampering to NES. Sources remain anonymous.

## APPLICATION FOR NEW CONSTRUCTION

All new service connections, permanent and temporary, require approval from either a Metro or state electrical inspector. NES cannot connect power until this inspection is passed. A non-refundable fee will be charged for the installation of new service.

## APPLICATION FOR SERVICE

Application for new service may be made by telephone, facsimile, mail or in person. Applicants for new service are required to provide identification, such as driver's license, Social Security card, passport or birth certificate, before electric service is provided.

# Services & Programs

(For information about the programs listed below, call **736-6900** unless otherwise noted.)

## BILL-PAYING SERVICES

### BALANCED BILLING

The Balanced Billing Program is designed to spread your electric costs as evenly as possible during the year. With Balanced Billing, your monthly bill will be a rolling average of your kilowatt-hour (kWh) usage for the previous 11 months plus your kWh usage for the current month. That amount will be divided by 12, taking into consideration the current electric rate. Under this system, any increase in cost is immediately averaged into your monthly bills to avoid having a large unplanned-for balance due at the end of the year. On the 12th month, your account is balanced to reflect actual usage. To qualify for Balanced Billing, you must have had service at your present address for at least one year and be current on your NES bill payments.

### NES E-BILL

With NES E-bill, you can save time, money and paper, too! This service allows you to receive and pay your bill online free of charge through your bank account. It also lets you check your bill amount, set up automatic payments from your bank account, manage your profile information, and access up to 24 months of billing and payment history.

### NASHVILLE ELECTRIC AUTOMATIC TRANSFER (N.E.A.T.)

With N.E.A.T., the exact amount of your electric bill is transferred from your bank account on the due date each month. You will receive a bill prior to the transfer that notifies you of the exact amount and date of the transfer.

## SUMMARY BILLING

Keeping track of multiple accounts can be difficult. Now you can handle all your bills with one easy payment. NES will continue to read the meter for each of your accounts on the normal meter-reading date; but instead of sending you the bill when we read the meter, we'll hold it and send it along with your other bills on a master summary invoice when all the meters have been read. For more information about Summary Billing, go to [www.nespower.com](http://www.nespower.com).

## ONE-TIME ELECTRONIC PAYMENT

You can use a credit card, debit card or electronic check to make a one-time payment on our website, [www.nespower.com](http://www.nespower.com). The processing company charges a fee for this service.

## PAY THROUGH YOUR FINANCIAL INSTITUTION

You can use your financial institution's online services to pay your electric bill. (Note: It may take several days for your payment to post to your NES account.)

## THIRD-PARTY NOTIFICATION

If you or someone you know occasionally needs a reminder that an electric bill is delinquent and subject to disconnection, NES will send a reminder to a third party – at no charge. The third party is not responsible for the bill, and it may be anyone you choose – a friend, a relative or an agency. Although this special notification will not stop service from being disconnected, it will serve as an additional reminder that payments are falling too far behind.

## NES PROGRAMS

### PROJECT HELP

Project Help provides emergency assistance to customers who cannot afford to pay their electric bills. You can help these needy families and individuals by simply adding a dollar amount of your choice to your monthly NES bill. One hundred percent of the contributions go to assist those who need help paying their electric bills.

### TREE-TRIMMING PROGRAM

NES must routinely trim trees and brush along right-of-ways for safety reasons and to minimize power outages. For information about the best place to plant trees to avoid power line and tree interference, visit [www.nespower.com](http://www.nespower.com). If you have questions about tree-trimming in your neighborhood, call the NES tree-trimming hotline at **695-7400**.

### SUPPLIER DIVERSITY PROGRAM

Our goal is to provide small, minority- and women-owned businesses with opportunities to submit bids, and to make sure that these companies have an equal opportunity to compete. Our Supplier Diversity Program representatives will explain how to qualify as an NES supplier or contractor, and how to participate in our competitive bidding process. For more information about the Supplier Diversity Program, or to request the program brochure, call **747-3720**, or visit the vendor section of the NES website at [www.nespower.com](http://www.nespower.com).

### LANGUAGE LINE

In our continuing efforts to deliver superior customer service to a diverse community, NES' Language Line provides interpreters for customers who speak a language other than English. Language Line works like a three-way call. Customers call NES, and our Customer Service Representative connects the Language Line operator, who then interprets the conversation between the customer and the NES representative.

### SPEAKERS' BUREAU

The NES Speakers' Bureau provides knowledgeable speakers on a variety of topics – from electrical safety to using energy wisely. Call **747-3865** to schedule a speaker for your club or organization.

## NES ENVIRONMENTAL PROGRAMS

### GREEN POWER SWITCH®

NES is proud to offer Green Power Switch. The “green” refers to renewability. It is power generated by renewable resources like wind, solar and landfill gas. The whole process of use and renewal helps benefit our environment. You can buy green power in 150 kilowatt-hour blocks (about 12 percent of a typical household’s monthly energy use). Green power costs more because the technology used to capture these renewable resources is more expensive than traditional power generation methods. A green power investment of \$8 per month on your electric bill is equivalent to not driving your car for four months. To learn more about Green Power Switch, visit [www.nespower.com](http://www.nespower.com).

### GENERATION PARTNERS

TVA offers incentives for customers to help increase the supply of renewable energy in the Tennessee Valley. Generation Partners provides technical support and incentives for homes and businesses that generate their own renewable power. The startup incentive for customers to help offset installation costs is \$1,000. Solar, wind generation, biomass and low-impact hydropower are the renewable power sources eligible for the Generation Partners program.

Under the program, TVA buys all of the green power you generate at a rate of 12 cents per kilowatt-hour for solar and 3 cents per kilowatt-hour for other renewables above the local electric rate. Payment is made in the form of a credit on your monthly NES bill. You may also qualify for federal tax credits.

### POWERWISE

NES’ online PowerWise bill analyzer can help you find out quickly and easily where your home’s energy dollars are going. After entering your NES account number and completing a short home profile, PowerWise will create a personalized energy analysis for your home and provide you with tips on how you can save energy and money.

To access PowerWise and to start learning how you can save, visit [www.nespower.com](http://www.nespower.com).

## CUSTOMER SERVICE & ENERGY MANAGEMENT PROGRAMS

### CONTACT INFORMATION

Emergency or Power Failure **234-0000**

Discuss Bill  
Bill-payment Services  
New Service or Change Service  
Credit Arrangements  
Reconnects  
Balanced Billing  
Green Power Switch®/  
Generation Partners  
Critical Referral  
Street Lights or Security Lights  
Energy Gift Certificate Program  
Bill Payment Stations

**736-6900**

Tree-trimming Hotline **695-7400**

### OTHER DEPARTMENTS

Supplier Diversity Program **747-3720**

Speakers' Bureau **747-3865**

All Other Calls **747-3981**

NES Website [www.nespower.com](http://www.nespower.com)

NES Facebook Page [www.facebook.com/NESpower](http://www.facebook.com/NESpower)

NES Twitter Page [www.twitter.com/NESpower](http://www.twitter.com/NESpower)

NES YouTube Channel [www.youtube.com/NashvilleElectric](http://www.youtube.com/NashvilleElectric)



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