



Green Spaces

Pretty plants. Not-so-pretty consequences.

Exotic plant species are those which are introduced into an area where they do not grow naturally. While they may be attractive, you should avoid them in your landscaping because they can damage the native ecosystem. They often outcompete native species for water and nutrients in the soil thanks to rapid growth and few natural predators.

Common invasive plants in Nashville include bamboo, Japanese honeysuckle, and privet.



Bamboo can be extremely invasive and, once established, is almost impossible to control. Bamboo sprouts can grow 12 inches a day!



In North America, Japanese honeysuckle has few natural enemies. Vigorous root competition and copious seed production choke out native species, leading to dense thickets.



Privet is the most widely occurring invasive species in Tennessee. It also has a natural chemical in its leaves that makes it toxic to pets.

These types of invasive plants contribute to power outages and slow down restoration, so NES seeks to remove any growing under power lines and near our facilities. You can help by removing exotic varieties in your landscaping and promoting native species.



NES Helps

If you're struggling to pay your utility bills, help is here. We created NESHelps.com to make it easy for you to find assistance. The site connects you to Metro Action Commission, United Way and \$1.5M in funding for past-due balances at NeedLink Nashville.

**Income restrictions apply.*

October 2022

NESconnect

A Quarterly Newsletter from
Nashville Electric Service



nespower.com



New Rates

A rate increase went into effect as of **October 1, 2022**.

The average residential bill will be about

**3.6%
HIGHER**

Commercial customer bills will increase by approximately

3%

NES' last rate increase was in

**OCTOBER
2017**

This planned rate increase is necessary to continue to provide safe, reliable service to a growing city.

16%↓

Even with the increase, NES rates are still about **16% lower than the national average.**



Coming Soon – More Ways to Pay

NES is making it even more convenient and easy to pay your bill! We're adding payment kiosks outside our main office, in the customer lobby and at Enbright Credit Union locations where you'll be able to pay with cash, card or electronic check.

**Fee of \$2.25 is charged by the service provider for card or electronic check payments.*

Rather pay a different way? We have plenty of options!

BY PHONE OR ONLINE

NES E-Bill – Pay online by e-check for FREE. Never miss a payment when you set up AutoPay or sign up for payment reminders and pay by text.

Interactive Voice Response System (IVR)* – Make a one-time card or e-check payment, or go online to NESPower.com to pay as a guest without logging in. You can even use Apple Pay.

**Fee of \$2.25 is charged by the service provider.*

IN-PERSON

Enbright Credit Union* – Get assistance from an NES Service Advisor at both locations—in Donelson at 2340 Jackson Downs Blvd. and in Hendersonville at 270 Indian Lake Blvd.

While You Shop – Pay at area Kroger and Walmart stores for a nominal fee.

NES Customer Lobby* – Our cashiers are happy to assist you Monday through Friday from 8 a.m. to 6 p.m.

BY MAIL

Pay by Mail – Please include your bill stub with the envelope provided in your statement and mail to Nashville Electric Service, P.O. Box 305099, Nashville, TN 37230-5099.

**Cash, check or money order only; cards are not accepted.*

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.