



# 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 24/7 or 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 order with a teller in the NES Customer Lobby on weekdays 8 a.m. - 6 p.m. You can also pay inside Enbright Credit Union or via its drive-thru on weekdays 7:30 a.m. - 4:30 p.m. with modified hours on Wednesdays 8:00 a.m. - 4:30 p.m.\*\* (Donelson and Hendersonville locations only).

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.  
\*\*Please note: credit/debit cards are not accepted.

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.



## 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 NeedLink Nashville for support with past-due balances.

*\*Income restrictions apply.*

October 2023

# NESconnect

A Quarterly Newsletter from  
Nashville Electric Service



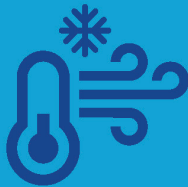
[nespower.com](http://nespower.com)



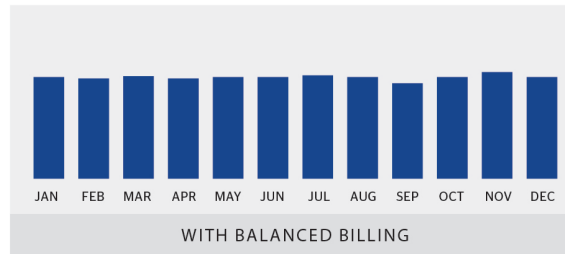


**Avoid unpredictable bills this winter.**

Balanced Billing averages your energy use to provide predictable bills, month after month.



**Balanced Billing takes the surprise out of bills.**



**Sign up today.**

Visit the [Billing and Payment Programs](#) page through the [Programs and Services](#) menu option on [NESpower.com](#)

**Don't let the cold weather impact your finances.**

**Prepare for winter with three simple steps:**



If you notice an air leak, seal it up with caulk to prevent high energy costs.



Ensure your home is properly insulated. Adding insulation can help maintain comfortable temperatures.



Maintain your home's heating system by inspecting and replacing your furnace filter regularly.