



Green Spaces

NES Property Access
Rights and Obligations

NES has over 400,000 customer accounts to inspect, maintain, improve or access to operate its equipment. NES has a duty and obligation to provide safe and reliable power. As distributing electricity is an inherently dangerous job, we must regularly maintain our facilities. Without access to facilities, NES cannot operate efficiently or effectively.

While Tennessee law does not require that NES notify or seek permission from residents, Vegetation Management employees and contractors are expected to provide a courtesy notification at the address before entering property. If the resident is not present, we will leave a communication advising residents of our ingress onto property.



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 at the bottom of the page, or visit our office.

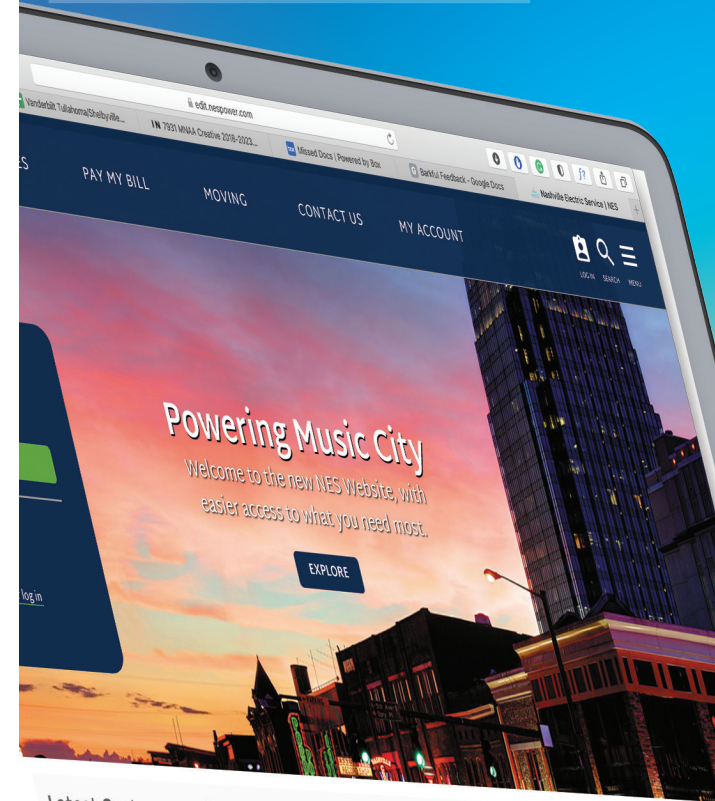


nespower.com

April 2021

NESconnect

A Quarterly Newsletter from
Nashville Electric Service



Latest Customer Updates



Project Help

A Single Dollar



Better Site. Better Service.

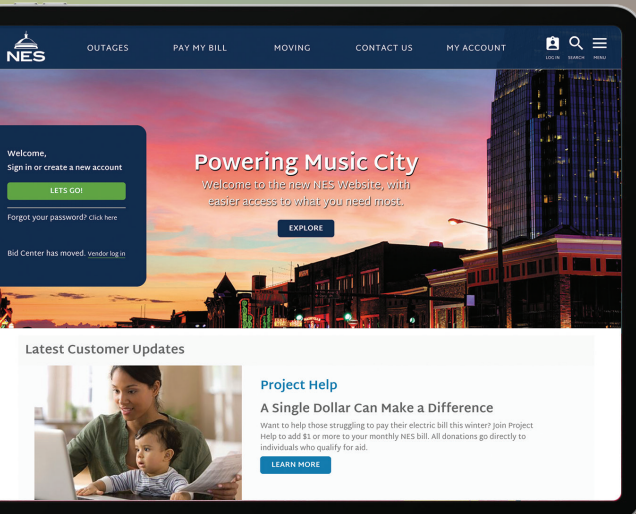
www.NESpower.com



Our website is an important resource for our customers, whether for paying bills, reporting outages, or the latest NES news.

To further enhance the customer experience, we are excited to announce a new, improved and fresh **NESPower.com**.

The site has been completely redesigned with clear, easy-to-find navigation for frequently used features, with outage map information and news right on the home page. Visit NESPower.com and take a look around. We think you'll like what you see!



NASHVILLE SPOKE. NES LISTENED.

Our customers have been asking for alternative energy, and we at NES have listened. With advances in solar technology, clean energy has become more accessible than ever, enabling us to convert an abandoned landfill off I-65 into Nashville's first solar park. With Music City Solar, clean energy is now available without the hassle and costs associated with installing panels on homes or businesses.

How Solar Works

The electricity generated by each panel is metered at the solar site. Clean energy is added to the power grid, and a solar credit is included on your electric bill each month. You can monitor your panel output by clicking on **My Solar Data** when logged into your NES account.



How to Sign Up

Log into **My Account** at nespowers.com, or register to create an online profile.

Find Music City Solar on the left-hand navigation menu and select **Subscribe**.

Select **Solar Sign Up**, choose the total number of panel subscriptions and follow prompts from there.

Visit **GoSolarMusicCity.com** to learn more!