Dear NES customer,

The forecast is showing an early arrival of wintry weather for our area, and I want to share what has changed at NES since last winter's ice storm hit our area.

Knowing when your power will be back
After a major storm, we will share an early estimate of when we expect everyone's power to be back. As crews assess the damage, we will narrow that to an estimate for your area. Estimates can change as crews find more damage. If the estimate for your area changes, you will get a text from us.

During a major storm, we will continue to provide updates as restoration efforts progress. Our outage map and phone system can now handle far more customers at once, and we have added additional call center staff for major storms.

More crews when we need them
A large storm needs far more line workers than any utility keeps on staff. We now estimate how many crews a storm will need before it arrives, and we ask other utilities for help early. Our contracts with outside line, tree, and damage assessment crews are already in place, so they can start work sooner.

More room between trees and power lines
Ice-covered limbs are one of the biggest reasons power lines come down in a winter storm. Over the past 10 months, our crews have worked with certified arborists to trim trees farther back from our lines and make the system more reliable. We are on track with our goals to trim limbs and properly manage more than 4,500 miles of overhead power lines. This work should mean fewer outages this winter, and faster restoration when outages do happen.

What you can do now
Make sure we have your current mobile number to receive outage texts. You can also download the NES app via the iOS App Store or Google Play. If your power is out and it isn't showing on our outage map, call us at (615) 234-0000. It is possible that you are part of a larger known outage.

If someone in your home uses medical equipment that needs power, register for our Critical Referral program. Registration is now simpler. It does not guarantee your power will come back first, so please have a backup plan, too.

Keep flashlights, batteries, a phone charger or power bank, and drinking water on hand. Decide now where you will go if your home gets too cold. We work closely with emergency management offices in each county NES serves, and they are the best resource for warming centers and other emergency resources.

If ice or a falling limb damages the pipe and fitting on your house where the power line connects, a licensed electrician must repair it before we can reconnect you. Now is a good time to research a licensed electrician in your area and save their contact information.

Never run a generator indoors or in a garage, because carbon monoxide poisoning kills. If you see a downed power line, assume it is live, stay at least 30 feet away, and call 911.
Severe weather will hit our area again. When it does, we will be ready to respond faster and keep you better informed along the way. We want to be the utility every community we serve can count on, especially when the weather turns. Thank you for the opportunity to serve you.

Teresa Broyles-Aplin
President and CEO
Nashville Electric Service