

You will notice your bill looks a little different. We've listened to our customers and have designed a new bill that will give you the important billing information needed, in an easy-to-read format. Here is an overview of what you will see.

FRONT

At the top left, you'll find your account details.



This section contains the summary of charges for the billing period, the previous balance and any payments received since the last cycle.



"Your energy usage" gives a graphic representation to compare your current month's usage (the blue bar) to the past year (gray bars).



Here you will find key insights to show why your bill may be higher or lower than last month.



Account Details: SMITH, JOHN, 1234 MAIN STREET, Rate class: RESIDENTIAL, Account #: 1234567-8911234

Total amount due: \$67.33

Your account summary: Billing period: 10/24/19 - 11/22/19. Previous balance: \$73.22, Payments/Credits: -\$73.22, Remaining balance: \$0.00, Current month charges: \$67.33, Total amount due: \$67.33.

Your energy usage: Bar chart showing energy usage (kWh) and degree days from Nov to Nov. Current month usage is highlighted in blue.

Your energy summary: 14% less usage than last month (75 kWh decrease), 1 fewer day in billing period, 66% cooler than last month.

Back of bill: Please detach and return this bottom portion with your payment. Total amount due: \$67.33. You pay on time every month, and we thank you!

BACK

Under "Your meter readings," you'll find information on the number of kilowatt hours used during the current and previous month.



This section's content will vary each month. It will contain timely and helpful information for customers.



Your meter readings: Meter # 123456, Meter read date 11/22/19, Meter read 18264, Billing period 29 days. Previous month 10/24/19, Meter read 17788, Billing period 30 days. Change from last month 476, Billing period -1 day.

Did you know? The combination of cooler weather and holiday activities don't have to break your budget. You can save energy and be safe while you celebrate. See this month's insert for holiday energy-saving and safety tips.

Your statement details:

Type of charge	Calculation	Amount
Service Charge		\$14.90
TVA Grid Access Charge		\$6.66
Energy Charge	476 kWh @ \$0.09616	\$45.77
Payments Received		-\$73.22
Previous Balance		-\$73.22
Total amount due		\$67.33

* Payments received after due date will result in a late fee

How to contact us: nespower.com, facebook.com/NESpower, twitter.com/NESpower, Customer Relations 615-736-6900, Report an outage 24 hours / 7 days 615-234-0000, In person: 1234 Church Street Nashville, TN 37246

Other ways to pay: Online nespower.com @Check/Debit/Credit*, Pay by phone 615-736-6900 @Check/Debit/Credit*, In person Customer Lobby 1234 Church Street Nashville, TN 37246 Cash/Check

* Fees may apply



Notará que su factura se ve un poco diferente. Hemos escuchado a nuestros clientes y hemos diseñado una nueva factura que le brindará la información de facturación importante que necesita, en un formato fácil de leer. Aquí hay una descripción general de lo que verá próximamente.

FRENTE

1 En la parte superior izquierda, encontrará los datos de su cuenta.

2 Esta sección contiene el resumen de cargos durante el período de facturación, el saldo anterior y cualquier pago recibido desde el último ciclo.

3 "Your energy usage" (Su consumo de energía) le brinda una representación gráfica para comparar su consumo del mes actual (la barra azul) con el del año pasado (barras grises).

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Your energy usage: Bar chart showing Energy Usage (kWh) and Degree Days from Nov to Nov. Current month usage is significantly lower than previous years.

Your energy summary: 14% less usage than last month (75 kWh decrease), 1 fewer day in billing period, 66% cooler than last month.

4 Aquí encontrará datos clave para entender por qué su factura podría ser más elevada o más reducida que el mes anterior.

REVERSO

5 En la sección "Your meter readings" (registros de su medidor), encontrará información sobre la cantidad de kilovatios-hora consumidos durante el mes actual y el anterior.

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6 El contenido de esta sección varía cada mes. Contiene información útil y oportuna para nuestros clientes.

