



## Will NES remove my ash tree?

Emerald Ash Borer infested trees can be hazardous to people and property. Property owners should consult a private arborist to identify sick or damaged trees on their property. Consult an attorney or insurer for details of your coverage for liability.

Metro Nashville Public Works will respond to tree health issues for trees in the right-of-way, even if the tree trunk is only partially in this area. Call hubNashville at **615-862-5000** to report an ash tree in the right-of-way.

- If an ash tree is within 10' of primary power lines, an NES ISA Certified Arborist will come to your property to assess the tree. Based on NES' Utility Vegetation Management guidelines, the arborist will determine eligibility for removal. Call the VM Hotline to request an assessment at **615-695-7400**.
- If the ash tree is near the service wire (the wire that attaches to your home or private light), the tree is not eligible for removal by NES. Trees on private property are the responsibility of the property owner.



For more information on Emerald Ash Borer, go to [trees.nashville.gov](http://trees.nashville.gov).

# 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](http://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](http://nespower.com) and click on "Policies" under Our Company at the bottom of the page or visit our office.

---



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

July 2020

# NESconnect

A Quarterly Newsletter from  
Nashville Electric Service



# You're not alone. We're here to help.



We know the COVID-19 pandemic has greatly disrupted our lives, and many families have been hit

hard financially. NES wants to ensure that you are aware of resources that may be available to you to help with your utility bills. However, funds are often approved on a first-come-first-serve basis, so don't wait to call. The agencies listed below offer energy assistance to NES customers:

**NeedLink Nashville:** You can apply online at [needlink.org](https://needlink.org). If you are 75 or older or have no way to apply online, call **615-269-6835**.

**United Way 211:** Visit [uw211.org](https://uw211.org) to chat with an advisor, call **211**, or text your zip code to **898-211**. Also, United Way has developed a website to guide individuals to available resources for assistance with mental health, food, unemployment and several other issues. Visit [nashvilleresponsefund.com](https://nashvilleresponsefund.com).

**Metro Action Commission:** If you live in Davidson County, visit [nashville.gov/Metro-Action-Commission](https://nashville.gov/Metro-Action-Commission) to apply for energy assistance, or call **615-862-8860 ext. 70100** to request an application to be sent by mail. You can also request an application by emailing [maccustomer@nashville.gov](mailto:maccustomer@nashville.gov).

**Mid-Cumberland Community Action Agency:** Visit [midcumberland.org](https://midcumberland.org) or contact the county outreach office in which you live for more information.

## How to Spot a Scam



Be aware of a growing phone scam targeting utility customers. Phone scammers posing as NES employees call and insist you are delinquent on your bill. They may also threaten to turn off your power, rig caller ID to make it look like the call is from NES or tell you to put the money on a prepaid debit card and ask for the card number. Don't believe it.

### Suspect a scammer?

#### Here's What To Do

- Hang up. Call us at the phone number on your bill: **615-736-6900**.
- **Do NOT pay** over the phone if immediate payment is demanded to avoid a disconnection.



### Time for Yard Work?

## Before You Dig, Call 811



Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first.

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job.

When you call 811, operators will ask for the location of your digging job and notify the appropriate utilities. Each utility will send a professional locator to mark your lines for free.

It's important to call 811 before every digging job, even small projects like planting trees and shrubs. You'll prevent possible injury, damage to your property, utility outages and potential fines and repairs.

To learn more, visit [call811.com](https://call811.com).