

# POWER OF UNITY

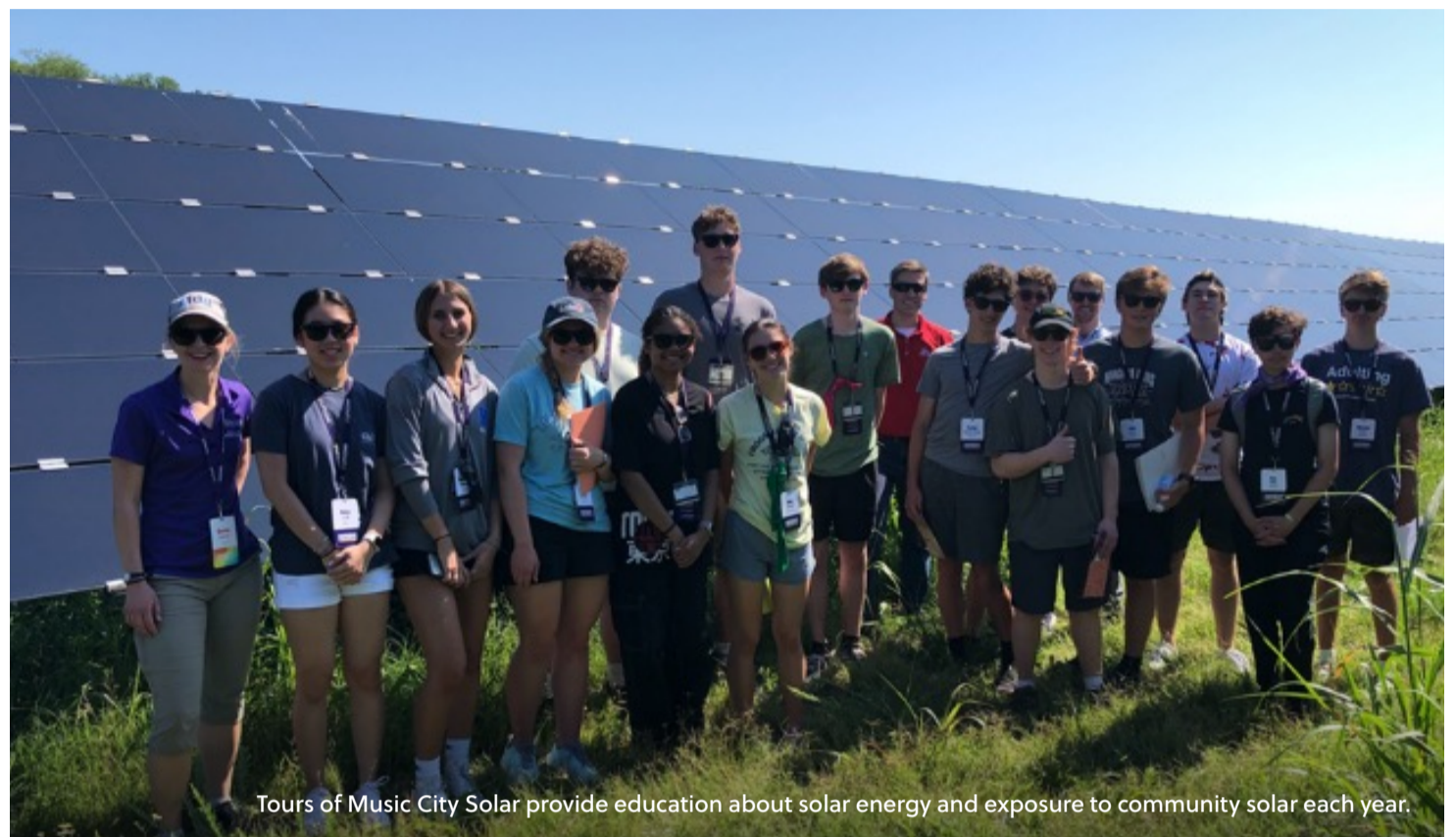


UPDATE Q1 2025

## Energy Options to Satisfy Any Customer Experience

**P**roviding a variety of options for customers to purchase the energy they choose is important to NES. For example, in 2018 Music City Solar allowed customers to subscribe to panels through community solar program, removing barriers from renters, apartment dwellers, or even homeowners with shady rooftops. Since then, NES has partnered with Tennessee Valley Authority (TVA) to support businesses who want to purchase energy or energy credits to fulfill business goals.

In 2024, NES proudly announced two new programs for customers, NESolar Connect and NESolar Savings. NESolar Connect is designed for customers with larger solar systems (200 kW or more) while NESolar Savings for customers with smaller solar arrays, allowing them to offset their electricity usage and sell excess energy back to NES at seasonal rates. These programs benefit all customers by creating a more resilient energy grid, while providing fair compensation to customers who want to invest in solar energy.



Tours of Music City Solar provide education about solar energy and exposure to community solar each year.

### Success by Numbers:



**As of January 2025, the program generated 17,021,143 kWh equivalent to charging 924,536,730 smartphones**



The fleet transition to electric vehicles is one of many initiatives that APPA recognized to designate NES as a Smart Energy Provider.

## Transportation Electrification

### Community-based

The electrification of individual and fleet vehicles presents exciting opportunities for the greater Nashville area. Building on the work in the Tennessee Valley Pathways Report, NES worked with industry experts in vehicle electrification projections to develop a modernization strategy, leveraging advanced data and insights for increased capacity needs, including predicting adoption of electric vehicle (EV) and electric vehicle supply equipment (EVSE). This study aimed to provide NES with data of a range of potential adoption scenarios to balance community and business needs.

These are not standalone efforts but collective endeavors that build on needs within the NES territory and

throughout the state. This inclusive approach ensures all stakeholders are part of the journey towards modernization.

### Fleet

Implementing an NES Fleet Electrification Plan provides our team with additional real-world experience with operating and maintaining EVs and chargers. In 2024, nine Ford Lightnings were added, and more light-duty, low-emission vehicles will be added in 2025, in addition to electric bucket trucks.



## Fostering Community to Enhance the Customer Experience

Serving millions of customers from all walks of life, NES recognizes the value of the individual perspective and experience. From developing infrastructure plans to responding to a customer's inquiry about tree trimming, NES employees work best as a team. Training is provided to support best practices in teamwork throughout the organization. Recently, the theme of these trainings was Fostering Community to Enhance the Customer Experience. Employees engaged with expert trainers and were given interactive group challenges to improve their skills. In addition to educating employees, these sessions create opportunities for interdepartmental interactions and provide insight into the strengths of coworkers and personal similarities that otherwise may never been connected.

Another way NES builds comradery is through giving back to the community. In November 2024, Human Resources invited all employees to come together to celebrate Thanksgiving and simultaneously provide canned goods for the Second Harvest food bank. In a friendly competition, employees contributed 3,392 items for donations! The leftovers from the Thankful Thursday Thanksgiving Food Drive employee lunch were also donated.



**3.3K**  
Items Collected

