

1. Company Overview

Nexus Electric Company is a U.S.-based utility provider delivering safe and reliable electricity to residential, commercial, and industrial customers. Nexus emphasizes transparency, sustainability, and customer satisfaction through smart infrastructure, automated billing, and AI-assisted customer support.

All billing, payment, and service-related queries are managed through the **Nexus Smart Support** system — a unified digital platform combining AI-powered chat and human assistance.

2. Billing and Charges

- Bills are issued **monthly**, based on **smart meter readings** collected automatically.
- Each billing cycle covers approximately **30 days**, starting from the last reading date.
- Bills are generated on the **5th of each month** and are due within **15 days**.
- Charges are calculated on **kilowatt-hour (kWh)** consumption plus applicable fixed fees.

Bill Components:

- **Energy Charges:** Based on total units consumed.
- **Service Fee:** Covers delivery and maintenance costs.
- **System Access Fee:** A small fixed charge applied to every customer account.
- **Fuel Adjustment Cost:** Reflects changes in the cost of power generation fuel.
- **State and Local Taxes:** Applied per local utility regulations.

Example Calculation:

Units Consumed: 350 kWh
Rate: \$0.15/kWh
Energy Charges: $350 \times 0.15 = \$52.50$
Service Fee: \$5.00
System Access Fee: \$3.00
Taxes (8%): \$4.52
Total Payable: \$65.02

3. Tariff Structure

Nexus offers **standard residential**, **commercial**, and **time-of-use (TOU)** rate plans.

Residential Plan:

- 1–500 kWh: \$0.14 per kWh
- 501–1000 kWh: \$0.16 per kWh
- Above 1000 kWh: \$0.18 per kWh

Commercial Plan: Flat rate of **\$0.20 per kWh**.

Time-of-Use (TOU) Plan:

- **Peak Hours (4 PM – 9 PM):** \$0.22 per kWh
- **Off-Peak Hours:** \$0.12 per kWh

Customers can switch plans once every six months through the Nexus customer portal.

4. Meter Readings

- All Nexus customers are equipped with **smart meters** that automatically transmit usage data.
- Readings are securely collected and stored by Nexus systems with no manual intervention.
- Bills are generated directly from these automated readings.
- In rare cases of network delay, estimated usage is applied temporarily and adjusted once data synchronization resumes.

5. Payment Methods

Customers can pay their bills using any of the following options:

- **Nexus Website or Mobile App** – Instant payment via credit/debit card or ACH.
- **AutoPay Enrollment** – Automatically deducts payment on the due date.
- **Authorized Payment Centers** – Available across Nexus service regions.
- **Mail Payment** – Checks payable to “Nexus Electric Company.”

A **1.5% late fee** applies for payments received after the due date.

6. Common Queries and Responses

Q1: Why is my electricity bill higher this month?

A: Changes in seasonal usage, appliance load, or energy rates can increase total charges. Review “kWh Used” on your bill for details.

Q2: What is a Fuel Adjustment Cost?

A: This reflects changes in the fuel cost used for power generation. The adjustment ensures fairness when energy production costs fluctuate.

Q3: What if my bill seems inaccurate?

A: Smart meter data can be verified through the Nexus system. Any discrepancies are reviewed and corrected automatically in the next billing cycle.

Q4: How do I access my previous bills?

A: Log into your Nexus online account and view billing history under “My Bills.”

Q5: Can I change my billing plan?

A: Yes. You can request a plan change in the Nexus portal under “Rate Plan Options.”

7. Complaints and Escalations

If customers encounter billing errors, outages, or other service issues, they can contact Nexus through:

- **Toll-Free Helpline:** 1-800-NEXUS-US
- **Email:** support@nexuspower.us
- **Customer Portal:** www.nexuspower.us

Resolution Timeline:

- Acknowledgment: within 24 hours
- Billing issue resolution: within 5–7 business days

Escalation Levels:

1. Customer Support Specialist
2. Billing Supervisor
3. Regional Operations Manager

Unresolved complaints are automatically escalated to management review.

8. Disconnection and Reconnection Policy

- Non-payment within **15 days after the due date** may lead to disconnection.
- Notifications are sent by **SMS, email, and postal mail** before disconnection.
- **Reconnection** occurs within **24 hours** after payment, including reconnection charges.

9. Outage Information and Service Interruptions

- Nexus notifies customers of **planned outages** via email and mobile alerts.
- **Unplanned outages** are updated in real time on the Nexus Outage Tracker.
- Customers can report outages directly through the **Nexus App** or **online dashboard**.
- Restoration times depend on the extent and cause of the outage.

10. Customer Feedback and Quality Assurance

Nexus values feedback to improve its energy services. After key interactions or billing cycles, customers may receive automated surveys.

Feedback helps Nexus enhance billing transparency, reduce outage times, and optimize customer experience.

11. Contact Information

- **Helpline:** 1-800-NEXUS-US
- **Email:** support@nexuspower.us
- **Website:** www.nexuspower.us
- **Mailing Address:** Nexus Electric Company, 500 Energy Avenue, Austin, TX 73301
- **Office Hours:** Monday–Friday, 8:00 AM – 6:00 PM