

## NextEra Energy Services is Your New Natural Gas Provider

**In August 2024, NextEra Energy Services New York, LLC (NextEra Energy Services) acquired your natural gas supply contract from Approved Energy II, LLC (Approved Energy). This means that NextEra Energy Services is now your natural gas supplier. As part of the transition, you are now receiving your first NextEra Energy Services bill.**

**You will need to create a new account on the NextEra Energy Services Customer Portal.** In order to do this, you will need your new account number, the email address that matches our record, and the first five digits of your billing zip code.

**If you have an electricity account with Approved Energy,** your electricity bill is unaffected by this change. Please make electricity-related payments to Approved Energy and natural gas-related payments to NextEra Energy Services.

**If you have an outstanding balance or would like to access your bills before October 2024,** then you will need to access your Approved Energy Customer Portal or contact Approved Energy at 833.256.3637 or CustomerService@ApprovedEnergy.com.

### Please contact us if you have any questions or concerns

#### Customer Service Phone Number

917.969.5844

#### Customer Service Email

NaturalGasNE@NextEraEnergyServices.com

#### Website

NextEraEnergyServices.com/Approved-Gas

## How to access the NextEra Energy Services Customer Portal



This customer portal is for customers who receive their natural gas bill directly from NextEra Energy Services. Use this portal to do the following:

- » View and retrieve invoices
- » Pay bill online via ACH
- » Access contract information
- » Download billing data to Excel
- » View monthly energy consumption and rate

**To access the customer portal, please visit:**

**<https://nextera.esgglobal.net/>**



**To create a login account, you will need the following:**

1. **Account number** – the first 8 digits of your billing account number as it appears on your bill



2. **Email address** – the email address must match what we currently have on file

3. **Billing zip code** – the first 5 digits of your billing zip code