

WELCOME



We make it simple & convenient—when it comes to paying bills and getting support, easier is smarter.

Nationwide Energy Partners is proud to serve on behalf of your community as your new billing provider! No need to sign up; an account is automatically created for you when you move in and you will receive your first bill in the mail within 30 days.

When it comes to paying bills, your community wants to make it as simple and convenient as possible. That's why we provide one unified bill for all of your services; you simply pay one bill each month and you're done. We offer several options for paying each month or finding support, including many convenient digital options. You choose the one that works best for you.

payment options

BILLING BREAKDOWN

COMMUNITY

Community charges are charges your community has chosen to allocate to its residents for services rendered in common areas. These charges are typically outlined in your lease.

UTILITY

Utility charges are measured and billed based on meter reads and applicable local utility rates for residential service. These charges represent the utilities portion of your rent or dues.

SECURITY DEPOSIT

A security deposit may be applied to your first bill. This deposit is 100% refundable after 12 months of on-time payments. There are two ways to have this deposit waived:

- Sign up for Autopay
- Submit a letter of credit from a previous provider

FRIENDLY SUPPORT

ONLINE/WEBCHAT

Go to NationwideEnergyPartners.com to find FAQ's, use our convenient webchat feature, or sign up for our Resident Portal to view detailed tracking of your usage and billing.

EMAIL

Contact our Resident Support team at ResidentSupport@NationwideEnergyPartners.com

PHONE

Call 614.918.2031 or 877.818.2637 We offer live support 8am-6pm, Monday-Friday and live emergency support 24/7.



MY ACCOUNT

Log in to your Resident Account to pay bills or sign up for autopay.



ONLINE

Pay through "My Account" at no additional cost to you or pay with our personal online banking.



AUTOPAY

Pay automatically from your bank account or credit/debit card each month at no cost.



PHONE

Call 614.918.2031 or 877.818.2637 to pay via auto bill pay or speak with an agent.



MAIL

Nationwide Energy Partners
P.O. Box 183009
Columbus, OH 43218



IN PERSON

Payments accepted in all Walmart & Kroger locations in the continental US. Service fees apply.

LATE FEES

A late fee of \$20 will be assessed for past due balances over \$100. Failure to receive a bill does not change the due date or possibility of late fees due to non-payment.

A \$30 charge may be applied to your account for all payments not honored by your bank for any reason.

GO PAPERLESS

Never worry about missing a bill by signing up for paperless billing! You'll receive an email when your bill is available. Sign up through "My Account" at NationwideEnergyPartners.com.