



# New Customer Service Feature Now Available to Newport Utilities Customers

EFFECTIVE MAY 29, 2012



**New Toll Free Telephone Number Offers NU Customers a Secure Automated Method to Check your Account Status, Pay your Bill, or Update your Phone Number— 24 hours a day, 7 days a week**

Dial

**877-779-8581**

24 hours a Day—  
7 Days a Week

## Option 1

Pay Your Bill

## Option 2

Check your Ac-  
count Balance

## Option 3

Create or Change  
your PIN for Se-  
curity Purposes

## Option 4

Update your Ac-  
count's Home,  
Mobile, or Work  
Phone Numbers

### **STEP ONE: Create your PIN by calling 877-779-8581 & Choose Option 3**

For Security Purposes, Customers will be required to Create a PIN in order to check their account status, update phone numbers, or pay their bill.

In order to Create a PIN, the customer will need their NU Account Number and the last 4 digits of the Social Security Number of the primary person responsible for the account.

The NU Account Number is shown on the bill located on the top right hand corner.

### **STEP TWO: Once you have your PIN, you can now call 877-779-8581 and:**

- Pay your Bill ( option 1 )  
Credit or Debit Card  
Checking or Savings ( need account & routing numbers )
- Check your Account Status ( option 2 )
- Update your Phone Numbers ( option 4 )  
Keeping NU informed of your current phone numbers allows us to notify you of planned power outages or other important notices.

**Note: If your service has been disconnected for non-payment and you pay your bill after normal NU business hours through this option , NU will not be able to turn your service back on until the next business day. Also, if the payment amount made is less than the amount required for reconnection, NU cannot reconnect service.**

Call Customer Service at (423) 625-2800 If Any Questions