NEWPORT UTILITIES

A letter to our valued customers:

NU is carefully monitoring the latest news about the coronavirus (COVID-19). At Newport Utilities, we recognize the important role our employees play in providing the essential services you need and have come to rely on. To these ends, we are doing all we can to make sure those services continue uninterrupted while keeping the health and well-being of our customers and our NU family as a top priority.

Therefore, out of an abundance of caution, NU is closing its lobby to foot traffic to minimize the risk of infection and to help prevent the spread of the virus, and protect the health and well-being of our customers, our employees, and our community. NU will tentatively schedule to reopen the lobby to foot traffic on Monday March 30th, 2020.

NU is aware that coming into the lobby is a very popular way to pay your bill. During the lobby closure, there are numerous options our customers will continue to have as they always have. These options are outlined in greater detail below:

Payment Options (**Please be sure to have your account number handy)**

- Pay by phone: Call the NU main number at (423)625-2800 and select Option 2 to make a secure payment by phone. Or you may call the payment portal directly by dialing **toll free (877)779-8581.**
- The NU payment kiosk, located in the drive between the NU office and Lowland Credit Union, is available 24 hours a day, 7 days a week. The kiosk accepts checks, credit and debit cards, or cash.
- As long as your bill is not past due, you may pay your NU bill at any Tennessee State Bank location. Visit www.newportutilities.com/payment-options for a complete list of locations. You may also pay using MoneyGram at the following locations: CVS, 346 Cosby Hwy; Advance America, 191 W. Broadway St.; or Wal-Mart, 1075 Cosby Hwy, as well as the Priority Pack & Ship, 741 Cosby Hwy.
- Pay online at www.newportutilities.com. Just click the **"Pay Bill"** link located at the top, right corner of the screen to be directed to the NU Smarthub site. If this is your first time using the online system, you will need to register.
- Download the **Smarthub** app from the Apple or Google Play store. It's FREE and easy to use. Make payments and track your usage with the app.
- Eliminate worries over misplaced bills and potential late fees by signing up for our convenient automatic payment program. Call Customer Service at (423)625-2800 to sign up for Auto Pay.

If you require any other assistance or have additional questions, please contact our customer service help line at **(423)625-2800 Option 7.**

We thank you for your support and understanding during this rapidly evolving situation.

Sincerely,

Newport Utility Customer Service Team