NEWPORT UTILITIES

Automated Outage Management Call System (OMS)

Call (423) 625-2800

Press 1 to Enter OMS System

| Report an Outage **Press 1** | Check Status on Existing Outage **Press 2** | Update Phone Number **Press 3** |

Choose how to look up your NU Account

| By Account # **Press 1** | By Phone # **Press 2** | By Meter # **Press 3** |

Verify Service Address. If correct, **Press 1.**

Choose whether you would like to receive a call-back

Choose the type of Outage you are reporting:

1. Water or Sewer
2. Power - Tree on Line
3. Power Blinking
4. Security Light
5. Leave a Message
6. Repeat Menu Options

Note:
After verifying your Service Address, the system will alert you if NU is already aware of the Outage.