NEWPORT UTILITIES

You Asked, We Listened



We value your feedback
and are always looking for ways to
improve your customer experience.

Based on your input, we have re-designed
the phone tree system on our main line to make it
simpler, easier to navigate, and more user-friendly.
Our goal is to help you reach the right department
quickly and get the assistance you need
with fewer steps and less frustration.

Thank you for sharing your feedback
and helping us serve you better!

(423) 625-2800

Effective 11/16/2026

NEWPORT UTILITIES

(423) 625-2800



“Welcome to Newport Utilities”

During Regular Business Hours
Monday-Friday | 8:00-4:30

Main Menu → Option 1 — SERVICE-RELATED QUESTIONS:

- **Option 1** Electric, Water & Sewer
  - Option 1 New Construction
  - Option 2 Staking
  - Option 3 Changeovers *(Electricians)*
  - Option 4 Customer Service ★ ***Live Representative** *during business hours*
- **Option 2** Broadband (Internet/Phone)
  **Call Direct: (423)532-3555*
  - Option 1 Issues with Internet/Phone
  - Option 2 Support/Sales Inquiries

Main Menu → Option 2 — REPORT AN OUTAGE:

- **Option 1** Electric Outage — **This option will route you to the Outage System for account lookup.*
- **Option 2** Broadband Outage — **This option will transfer you to Broadband Technical Support.*
- **Option 3** Water/Sewer Outage — **This option will prompt you to leave a voicemail detailing your issue.*

Main Menu → Option 3 — MAKE A PAYMENT VIA PHONE

**Call Direct: (855) 939-3560*

Main Menu → Option 4 — HEAR NU’S BUSINESS HOURS

Revised November 2026

NEWPORT UTILITIES

(423) 625-2800



"Thank you for calling Newport Utilities. Our office is currently closed."

After-Hours Options

Main Menu

Option 1

REPORT ELECTRIC/WATER/SEWER OUTAGE OR REACH BROADBAND TECH SUPPORT

Option 1	Electric, Water & Sewer Outages **at** Service Address
Option 2	Electric, Water & Sewer Outages **not at** Service Address
Option 3	NUConnect Internet/Phone Technical Support

Main Menu

Option 2

MAKE A PAYMENT VIA PHONE

Main Menu

Option 9

HEAR NORMAL BUSINESS HOURS

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