

# WELCOME TO



# NEWPORT UTILITIES

## Services:

Electric • Water • Wastewater • Broadband

## Contact Us:

(423) 625-2800

[CustomerService@NewportUtilities.com](mailto:CustomerService@NewportUtilities.com)

170 Cope Blvd.  
Newport, TN 37821

[NewportUtilities.com](http://NewportUtilities.com)

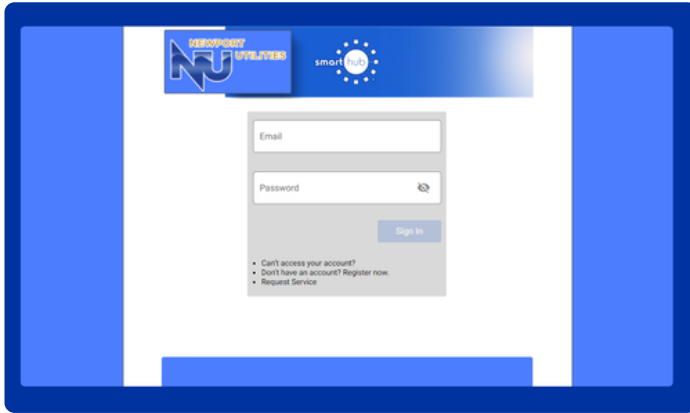




# HOW TO SIGN UP FOR SMARTHUB

## 1 Go to [NewportUtilities.SmartHub.coop](http://NewportUtilities.SmartHub.coop)

\*You can also go to [NewportUtilities.com](http://NewportUtilities.com) → Pay Bill → SmartHub (Pay Online) or Download the App



## 2 Click “Don’t have an account? Register now.”

## 3 Register Your Account

\*You will need your Billing Account Number, located on your most recent bill.

ACCOUNT REGISTRATION

Billing Account Number \*

Only numbers are allowed.

Last Name or Business Name \*

Email \*

Confirm Email \*











Cancel Continue

For Questions about SmartHub, contact Customer Service:

(423) 625-2800  [CustomerService@NewportUtilities.com](mailto:CustomerService@NewportUtilities.com)



# WAYS TO PAY

 <p><b>PAY ON SMARTHUB</b> On your computer, cell phone, or tablet *Go to <a href="http://NewportUtilities.SmartHub.coop">NewportUtilities.SmartHub.coop</a> or download the app *Available 24/7</p> <div style="display: flex; justify-content: space-around;">   </div> <p style="text-align: center; font-size: small;">Apple                  Android</p>	 <p><b>PAY NOW SITE</b> <a href="http://NewportUtilities.SmartHub.Coop/PayNow">NewportUtilities.SmartHub.Coop/PayNow</a> *Input Account # &amp; Name on Account *Available 24/7</p> 
 <p><b>AUTOPAY</b> Enroll in automatic bank draft or credit card transaction to securely pay your bill each month without the worry. *Go to <a href="http://NewportUtilities.com/Forms">NewportUtilities.com/Forms</a> to download and complete your enrollment form.</p>	 <p><b>PAY BY PHONE</b> <b>(423) 625-2800 opt. 3</b> Call Direct: <b>(855) 939-3560</b> *Available 24/7</p>
 <p><b>PAY AT THE KIOSK</b> Scan your paper or digital bill at the drive-thru Kiosk located in the parking lot next to NU's main building. <b>ACCEPTS EXACT CASH &amp; CARD</b> *Available 24/7</p>	 <p><b>VANILLA DIRECT</b> Pay your bill at any CVS, Walgreens, Dollar General, or Family Dollar - nationwide. Please bring your paper bill or the barcode from your SmartHub account under "Pay by Cash." *Cash only. *\$1.50 Convenience Fee applies</p>
 <p><b>OVERNIGHT DROP-BOX</b> Located in the NU drive-thru *Check or Money Order only. *Available 24/7</p>	 <p><b>PAY BY MAIL</b> Mail payments to: Newport Utilities P.O. Box 519 Newport, TN 37822</p>
 <p><b>PAY AT THE BANK</b> Pay your current bill at any Tennessee State Bank location. *Please bring bill *Bill must not be past-due</p>	 <p><b>PAY AT OUR OFFICE</b> <b>Lobby &amp; Drive-Thru</b> Monday - Friday 9:00 AM - 4:30 PM</p>

## Learn More:

[NewportUtilities.com/Payment-Options](http://NewportUtilities.com/Payment-Options)

### Accepted Cards





# BILL ASSISTANCE OPTIONS

## Variable Budget Billing

With the Variable Budget Billing program, your monthly bill amount will be determined by a calculation of your current month and the prior 11 months *actual consumption*, divided by 12 months to give an average monthly bill amount. Your bill may be slightly different from month to month but should rarely change by more than \$20\*. With the Variable Budget Billing Plan there isn't a "catch up" month- it just keeps rolling, always billing your most recent 12-month average bill amount.

This can be a beneficial program to avoid unwanted high bills and keep the surprises at bay.

### Enrollment Criteria:

- Have been an NU customer for 12 mos.
- "A" Credit Rating (*upon soft credit check*)
  - Occurrences that may affect credit:
    - Late Payments
    - Payment Extensions
    - Returned Payments
    - Disconnects

\*Please note: If you experience higher-than-average usage for any service during a billing period, your Budget Billing will reflect the usage.

## PrePay

### Conveniently load funds to your NU Prepaid Account:

- On SmartHub (card/bank draft)
- At the Kiosk (cash/card)
- At our Office (cash/check/card)

**whenever you are able.**

**When your account balance gets low, we will notify you by email or phone to reload your account.**

**\*A \$50 minimum opening balance is required to enroll in Prepaid**

+ Standard Connection Fees  
if you are not a current customer

## Payment Extension

**You have 6 days from the due date of your bill to make a payment before being disconnected.\***

\*You will incur a 5% late fee if bill is not paid by end of due date.

**A Payment Extension allows you to delay your bill's due date by 11 days total to allow you more time to collect sufficient funds.**

If your payment is not received by the new extension due date, your payment extension will default and your utility may be eligible for disconnect. Please note that if your utility is disconnected, you will have to pay a reconnection fee.

**NU allows one Payment Extension per rolling 12-month period.**

**Ex:** If you extend in January, you will be unable to request another extension until the following January.

## Project Help & Round Up

**Project Help is a temporary bill assistance program for customers who are unable to pay their utility bills.**

Funding for Project Help comes from voluntary contributions from other NU customers through our **Round Up** program. Customers can choose to contribute to the program by "rounding up" their bill to an even dollar amount and the extra funds are added to our Project Help account.

\*Contributions are tax deductible & a summary will be shown on your December bills.

**To apply for Project Help funds, contact:**  
**Douglas Cherokee Economic Authority**  
**(423) 623-3066**

# BILL BREAKDOWN

## Terms to Know



**Watt:** standard unit of power

**Kilowatt (kW):** measure of 1,000 watts

**Kilowatt-Hour (kWh):** kilowatt consumption for one hour



**Rate:** the cost of services consumed

Example:  $1,000 \text{ kWh} \times \$0.10/\text{kWh} = \$100.00$

$1,000 \text{ gal} \times \$0.005/\text{gal} = \$5.00$

**Balance:** the amount owed on a bill

### For More Info:

[NewportUtilities.com/Bill-Breakdown](http://NewportUtilities.com/Bill-Breakdown)

USAGE



FEES



MONTHLY BILL

\***Credits:** Sometimes a credit is applied to a customer's bill; this is for various reasons. If you see a minus sign (-) next to an amount on your bill, that implies that this amount is credited to your bill and will be subtracted from your total usage and fees subtotal.



- **Electric Service Charge:** Standard customer charge for electric service
  - **Why?** Utilities charge a baseline customer fee for each utility for the cost of maintaining service.
- **Energy Charge:** Cost of the energy you have consumed during the billing period
  - **Why?** Customers are charged a rate per kilowatt-hour (kWh), which is determined by their Rate Class, for the cost of the energy they have consumed
- **TVA Fuel Cost Adjustment (Adj):** TVA's mechanism used to forecast, track, and reconcile fuel-related costs that are passed on to customers each month
  - **Why?** TVA has charged this fee since 2007. It is a fee for the cost of "uranium, coal, oil, and natural gas that TVA must purchase to run its nuclear, fossil, combined cycle, and combustion turbine plants to keep the energy flowing affordably and reliably throughout the Tennessee Valley."



- **Water Service Charge:** Standard customer charge for water service
  - **Why?** Utilities charge a baseline customer fee for each utility for the cost of maintaining service.
- **Water Charge:** Cost of the water you have consumed during the billing period
  - **Why?** Customers are charged a rate per gallon, which is determined by their water Rate Class, for the cost of the water they have consumed
- **Water Tax:** This is the sales tax applied to the cost of your water service
  - **Why?** Water sales are eligible for local sales tax in the state of Tennessee



- **Sewer Service Charge:** Standard customer charge for wastewater/sewer treatment service
  - **Why?** Utilities charge a baseline customer fee for each utility for the cost of maintaining service.
- **Sewer Charge:** Cost of the wastewater you have displaced during the billing period
  - **Why?** Customers are charged a rate per gallon for wastewater, which is determined by their wastewater Rate Class, for the cost of the wastewater they have displaced.

# Introducing Your New Newport Utilities Bill

## Information on Side 1 of your bill:

- 1 **Total Amount Due:**  
The total amount due (or budget amount due), along with the due date, is printed in the circle.
- 2 **Message Center:**  
Stay up to date with the latest information from Newport Utilities. This section will be updated regularly with available programs, upcoming events, useful tips, and more!
- 3 **Billing Summary:**  
All account activity since your prior billing, including any payments received or outstanding balances, are listed in the Billing Summary. The Service Summary provides a breakdown of charges for each service during the current billing period.
- 4 **Payment Stub:**  
Reflects your total amount due and due date. If you are mailing in your payment, please detach this stub and enclose with your payment.

**NEWPORT UTILITIES** Main Office: 170 Cope Boulevard  
Lobby Hours: Mon - Fri 8:30 am - 4:00 pm  
Drive Thru: Mon - Fri 8:00 am - 4:30 pm  
Customer Service & Outages (423) 625-2800  
www.newportutilities.com

**Message Center**  
WELCOME TO YOUR NEW BILL!  
We listened to your suggestions and created an all-new, user-friendly way to read your monthly bills and usage data. For a step-by-step overview on how to read your new bill, view the "Introducing Your New Newport Utilities Bill" attached to this document. Keep your eye on this Message Center section for important updates regarding your account with NU.

Thank you for your feedback - we hope you enjoy the new look!

Page 1 of 2

CUSTOMER NAME | JOHN A DOE  
JANE B DOE  
Account Number | 123456  
Statement Date | 08/07/2024

1

TOTAL DUE

\$363.16

Payment Due By:  
08/22/2024

**Billing Summary**

Balance From Last Billing	\$337.64
Payments Received - 07/18/2024	-\$337.64
Balance Forward	\$0.00

**Service Summary**

Electric Service	\$278.45
Water Service	\$27.19
Sewer Service	\$57.52
<b>Current Charges Due By 08/22/2024</b>	<b>\$363.16</b>
<b>Total Charges</b>	<b>\$363.16</b>

**MANAGE YOUR NEWPORT UTILITIES ACCOUNT ON-THE-GO**

- Set Bill Reminders
- Pay Your Bill
- Safe & Secure
- See Usage Data
- Contact Customer Service
- ... all at no cost to you!

Scan to sign up for NU SmartHub

**KEEP SEND** Please do not staple or paperclip payment.

**NEWPORT UTILITIES**  
PO Box 519  
Newport, TN 37822

We Accept: DISCOVER, VISA, mastercard

Account Number 123456  
Total Amount Due **\$363.16**  
Total Due After 08/22/2024 \$376.77

NEWPORT UTILITIES  
PO BOX 519  
NEWPORT TN 37822-0519

JOHN A DOE  
JANE B DOE  
1234 N MAIN ST  
NEWPORT TN 37821-0000

KIOSK

Service Location: 1234 N MAIN ST

Service Description: HOUSE-SFD

Page 2 of 2

**Electric**

Meter #	Billing Period From	To	Days	Readings Previous	Present	Meter Multiplier	Usage	Avg Daily Use	Avg Daily Cost	Rate
H98765432	07/02/2024	08/02/2024	31	59228	61413	1	2,185	70	\$5.98	RES

Temp Average Temperature

Electric Service Charge	\$21.71
Energy Charge	\$206.59
TVA Fuel Cost Adj	\$50.15
<b>Electric Service Subtotal</b>	<b>\$278.45</b>

**Water**

Meter #	Billing Period From	To	Days	Readings Previous	Present	Meter Multiplier	Usage	Avg Daily Use	Avg Daily Cost	Rate
H9876543	07/02/2024	08/02/2024	31	168579	171403	1	2,824	91	\$0.88	WI

Monthly Use Gallons

Water Service Charge	\$15.15
Water Charge	\$9.63
Water Tax	\$2.41
<b>Water Service Subtotal</b>	<b>\$27.19</b>

**Sewer**

Sewer Service Charge	\$36.76
Sewer Charge	\$20.76
<b>Sewer Service Subtotal</b>	<b>\$57.52</b>

**smart hub** ANDROID ios

**Other Ways to Pay Your Bill**  
Visit [www.newportutilities.com](http://www.newportutilities.com) to see all the ways you can pay your bill. Members can pay online, on our app or by phone using one of these major credit cards: DISCOVER, VISA, mastercard

- Online** Log into your account at [newportutilities.com](http://newportutilities.com)
- Phone** Call 855-939-3560 to pay by phone.
- App** Download the SmartHub app on your mobile device.
- In Person** Visit our local office lobby, drive-thru, or night depository  
OR Visit [newportutilities.com/payment-options](http://newportutilities.com/payment-options) to find your nearest 24/7 kiosk, Tennessee State Bank, or participating MoneyGram location.

**Paperless Billing** Save time, money, and trees - go paperless.

**Outage Information** Track the status of current outages and sign up to receive outage notifications.

**Energy Use Data** Track your monthly, daily and hourly usage.

**Address and phone number changes** New address or phone number? SmartHub makes updates easy or you can call our office at 1-423-625-2800.

## Information on Side 2 of your bill:

- 5 **Monthly Service Detail:**  
The table below your service location includes the service type, rate, meter number, service dates, meter readings and monthly usage.
- 6 **Current Monthly Charges:**  
Charges that make up the amount due for the specified service are broken down to provide more detail.
- 7 **Usage Graph:**  
The graph shows usage for the past 13 months, and average monthly temperatures are indicated by the blue line.
- 8 **Payment Options and Contact Information:**  
Newport Utilities offers convenient ways to pay your bill. Download the SmartHub app and enroll in autopay and paperless billing.

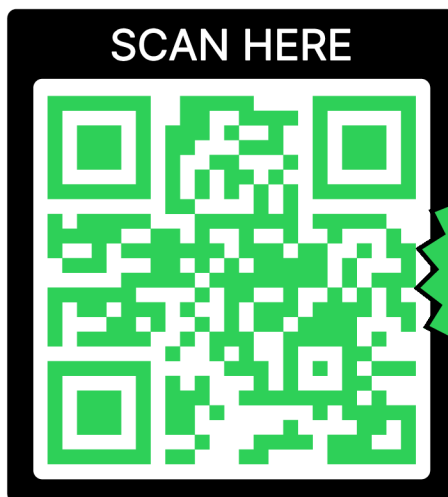


Complete the  
**DIY Home Energy Assessment**  
to learn how to save money on power bills



Answer a quick questionnaire about your home to learn energy efficiency upgrades that could help you save money, find contractors, and stay up-to-date on energy incentives.

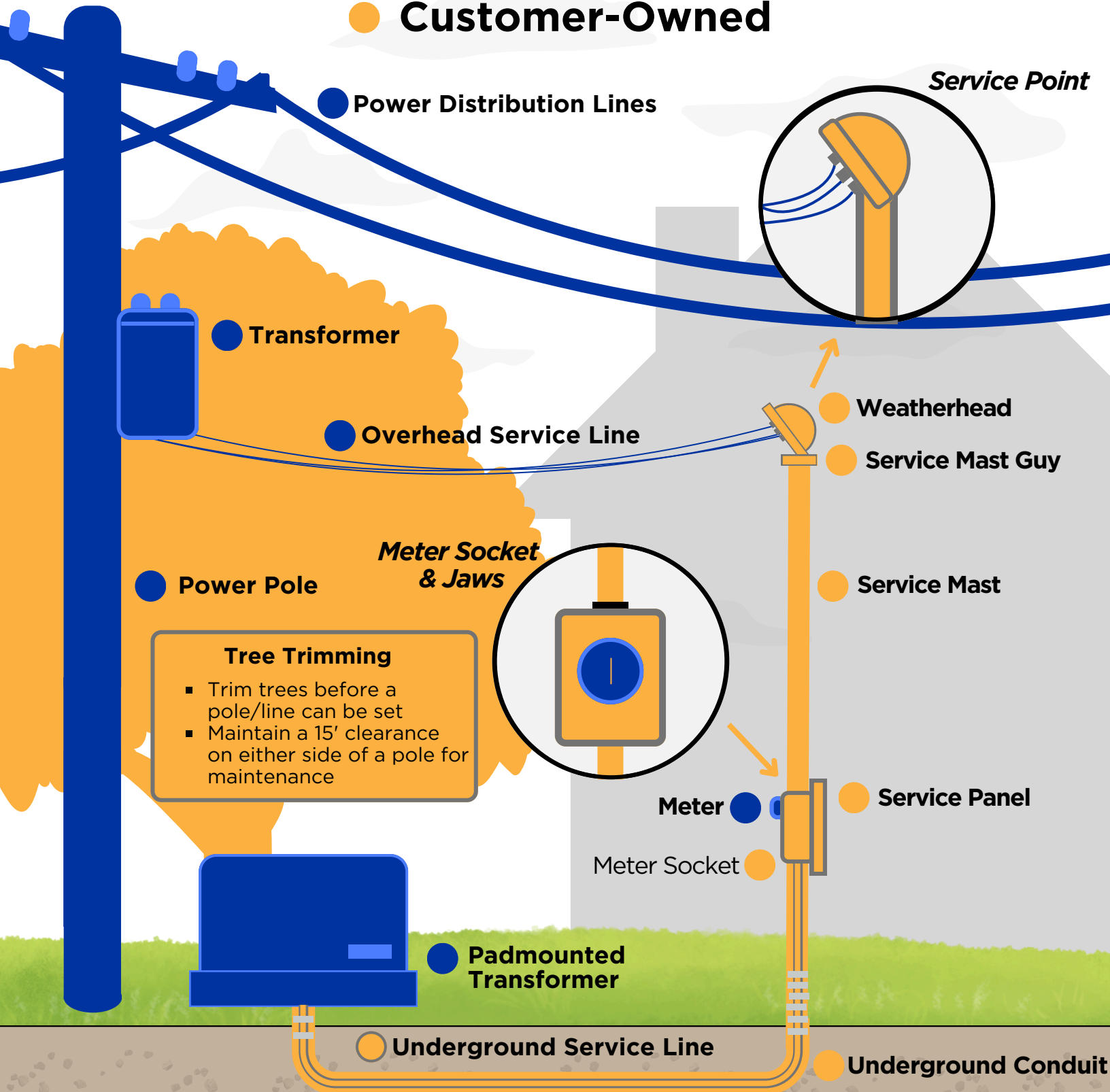
**Go to [HEA.MyTVA.com](https://HEA.MyTVA.com)**  
**to complete the DIY Home Energy Assessment:**



# What's **Mine** and What's **Yours**?

● **NU-Owned**

● **Customer-Owned**



**\*This graphic shows above and below-ground equipment.**  
It is the responsibility of the customer to inquire about the type of service they receive at their residence or building.



## HOW TO SET UP USAGE ALERTS IN SMARTHUB:

### Step 1: Download *SmartHub* in your app store



### Step 2: Log in or Create your Account

### Step 3: Review Your Hourly/Daily Usage Breakdown

- On the homepage of SmartHub, click Usage
- Choose your Service (*Electric or Water*) & Select the Account
- Choose a Usage View
- \*To view an hourly breakdown, click the bar in the chart above each date you'd like review.
- \*Use the Usage measurement along the side of the chart to set your Usage Alert thresholds (*next step*).

### Step 4: Enable Your Usage Alerts

\*\*Make sure the contact information on your account is correct to ensure timely delivery of notifications.\*\*

- Open your SmartHub App
- Go to Settings → Manage Notifications → Usage (under Notification Type) → Usage Alert
- Click “Add New Alert”
- Choose the Account & Meter you want to receive notifications for (*all active electric and water meters will be listed*)
- Click “Continue,” then choose the contact methods that you would like to receive Usage Alert Notifications on (email, SMS).
- Click “Save”
- \*If you want to set alerts for multiple accounts or meters, repeat the above process with your chosen account/meter selected at the start.

### Step 5: Monitor your usage and adjust as needed