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

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"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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