



SETTING UP A PAYMENT EXTENSION

***Note: Only **one** Payment Extension can be made in a rolling 12-month period.**

(Ex: If you set up an extension in December, you will be unable to set up another extension until December of the following year.)

OPTION 1: In your SmartHub Account

1. Log in to [SmartHub](#)
2. Locate the main navigation menu
3. Click **Bill & Pay**
4. Click **Payment Extensions**
5. Accept the Terms & Conditions ()
6. Click **EXTEND**
7. A pop-up will appear with your new due date (*14 days*)

Download the App:



Apple



Android

OPTION 2: Contact Customer Service

- Call [\(423\)625-2800](tel:4236252800) to speak to a representative
- Email CustomerService@NewportUtilities.com

*You will need your account number to set up an arrangement.

OPTION 3: Contact our Pay by Phone System

- Call Direct: [\(855\)939-3560](tel:8559393560) option 3