





# 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> <u>Lobby</u> Tuesday - Thursday 8:30 AM - 4:00 PM <u>Drive-Thru</u> Monday - Thursday 8:00 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**