



# Introducing your new Customer Portal

## Convenient payment options with our new account management tools. Pay from home or from your smart phone or tablet with NO FEES!

Our new, contactless options allow you to securely:

- Pay your bill anytime and anywhere, with no fees
- Monitor your utility usage
- Receive important notifications and alerts
- Set up auto-pay
- And more!

## SIGN UP – It's easy to manage your account online or through the new mobile app.

Have your 12-digit account number handy. It is printed on the top left of your bill. "LOCATION" number is the first half of your hyphenated account number and "CUSTOMER" number is the second half. You will need to enroll in the new Customer Portal even if you were signed-up for the old online payment service. Simply set up your User ID and Password the first time you use the new payment system. *(Please use Firefox, Safari, Google Chrome or Edge for your browser. Internet Explorer is NOT a compatible browser.)*

Follow these steps to enroll:

- Scan the Customer Portal QR code at right OR
- Go to <https://newalbanylgw.utilitynexus.com/sign-up> OR
- Go to <http://www.visitnewalbany.com/index.html>
  - Click "City Services" in the top menu bar
  - Go to "Pay Utility Bill" from the dropdown menus
  - Select "Sign Up" and then create your account



Customer Portal

*Other ways to pay are by phone at (888) 595-8239, or by mail (be sure to include the payment stub from your bill.)*

## Quick and simple – DOWNLOAD the MOBILE APP.

Now you can pay from anywhere, anytime and manage your account with the new mobile app. Simply scan the QR code, install the app and follow the prompts.



Mobile Apps



## Avoid missed payments – SIGN UP for AUTO-PAY

When you enroll in auto-pay, your bill will be paid on your due date. IMPORTANT: If you were signed up for auto-pay with the old service, you will need to discontinue the auto-pay feature on the old site and reenter your payment information in the new Customer Portal to continue this service.

To enroll in auto-pay:

- Log in to the Customer Portal
- Select "Pay Your Bill"
- Select "Enable Autopay"
- Complete the prompts and your auto-pay enrollment is done!



## Questions and Answers about the new Customer Portal

### Q. Why should I use the Customer Portal or mobile app to pay my bill?

A. We have set up these new payment methods for you because they are easy to use, secure and convenient. You do not need to leave your home to manage your utility account, check your balance or due date, monitor how much electricity you are using or pay your bill. And, there are no fees associated with payments online or through the mobile app.

### Q. What is the mobile app?

A. The New Albany Light, Gas & Water mobile app enables you to manage your account right from your smart device, anywhere, anytime. The app is secure, easy to get and simple to use. All you need to do is confirm what type of device you have (Android or iPhone) and download the correct app from Google Play (Android) or the App Store (iPhone.) Your device can only install the app that was developed for your operating system.

### Q. How do I find the Customer Portal?

A. There are 4 simple ways to get to the Customer Portal. You can:

1. Go to <https://newalbanylgw.utilitynexus.com/sign-up> on your computer, laptop or smart device. Please do not use Internet Explorer as your browser; it is not compatible with the Customer Portal. For the best results, use Google Chrome, Microsoft Edge, Safari or Firefox as your browser.
2. Scan the Customer Portal QR code on the front of this document with your smart device. The portal sign-up page will load for you.
3. Go to our website at [visitnewalbany.com](http://visitnewalbany.com) and click on City Services, then select Pay My Bill. On the Customer Portal site, choose "Sign Up" to set up your new log in ID and password
4. Download and install the mobile app for your smart device. Scan the QR code for Google Play or the App store. When the app comes up on your screen, click "Install" (Google Play) or "Get" (App Store.)

Once the app is downloaded and installed on your device, you will see a welcome screen that allows you to log in or sign up for the Customer Portal. You will need to sign up the first time you use the portal and create your log in credentials for the next time you want to use the portal.

### Q. What do I need to sign-up for the Customer Portal?

A. You will need some personal information to register in the new Customer Portal.

1. You will be asked for your Account Number. This 12-digit number is found in a box on the upper left portion of your electric bill.
2. Next you will be asked to verify your identity with one of the following:
  - a. The last 4 digits of your social security number - your entry must match the social security number that is on file at the utility
  - b. Your current account balance
  - c. Your phone number - your entry must match the phone number that is on file at the utility.
3. When your identity is confirmed, you will see a screen to set up your account. Once you have completed and submitted this form, you will receive an email indicating that your account has been activated. You are now ready to check your bill, review statements, monitor your utility usage and make payments.