

# How to Access Account Information on New River's Customer Portal

Once you have logged into the online portal, you can see lots of information about your account by clicking on the links in the menu at the left of the screen.

**Account Summary:** This shows current information on your account. If you have multiple accounts, you can use the drop-down at the top to switch between accounts.

**New River Light & Power**  
Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Account Summary

### ACCOUNT SUMMARY

Select Account 940 [REDACTED] Electric: [REDACTED]

#### Current Account

Account Number	[REDACTED]
Account Holder Name	[REDACTED]
Service Address	[REDACTED]

#### Account Snapshot

Current Balance	\$ [REDACTED]
Past Due Amount	\$ [REDACTED]
Account Status	Current
YTD Budget Billing Difference	\$ 0.00
Actual Net Balance	\$ 0.00

#### Current Bill

Billing Date	30-Sep-2015
Current Bill Amount	\$ [REDACTED]
Payment Due Date	15-Oct-2015

[View Billing History](#) [Pay Online Now](#)

#### Last Payment

Last Payment	\$ [REDACTED]
Last Payment Date	21-Nov-2013

[View Payment History](#)

There are also buttons on this page to view billing history, pay your bill and view your payment history.

**Billing History:** This page shows billing history for your account.

# New River Light & Power

Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Billing History

## BILLING HISTORY

Select Account 94 [REDACTED] - Electric [REDACTED]

### Current Account

Account Number [REDACTED]  
Account Holder Name [REDACTED]  
Service Address [REDACTED]

Information represents key information from your most recent historical billings.

Bill Date	Days of Service	Beginning Balance	Current Charges	Adjustments	Payments / Credits	Ending Balance	Due Date
<a href="#">30-Sep-2015</a>	32	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Oct-2015
<a href="#">31-Aug-2015</a>	31	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Sep-2015
<a href="#">31-Jul-2015</a>	28	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Aug-2015
<a href="#">30-Jun-2015</a>	33	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Jul-2015
<a href="#">31-May-2015</a>	28	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Jun-2015
<a href="#">30-Apr-2015</a>	31	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-May-2015
<a href="#">31-Mar-2015</a>	32	[REDACTED]	\$ [REDACTED]	-\$ [REDACTED]	\$ 0.00	\$ [REDACTED]	15-Apr-2015

Previous Page 1 of 4 Next

View Billing History Graph

©Copyright 2015 New River Light and Power - All rights reserved.  
PO Box 1130, Boone, NC 28607  
(828) 264-3671  
[LEGAL](#)

**NOTE:** On this screen, The Bill Date is a link to a pdf of the actual bill.

The dollar amount under Current Charges is a link to a breakdown of the current charges.

The "View Billing History Graph" button displays a graph of your billing history.

**Pay Online Now:** This screen allows you to pay your bill by Credit Card or E-Check.

# New River Light & Power

Appalachian State University

ADMINISTRATIVE USER Home Sign Off

[Home](#) > Pay Online Now

- Account Summary
- Billing History
- Pay Online Now**
- Payment History
- Usage History
- Draft Payment Options
- Account Management / Paperless
- Notifications
- Notifications Log
- Sign Off

## PAY ONLINE NOW

Select Account 940 Electric: [REDACTED]

Current Account	
Account Number	[REDACTED]
Account Holder Name	[REDACTED]
Service Address	[REDACTED]

Utility Payment Locations	
Address	Phone
146 Faculty St. Ext, Boone, NC 28607	(828) 264-3671

## ONLINE PAYMENT

**CREDIT CARD** : Pay your bill with Visa, Mastercard, or Discover. This is a one time payment option.

**E-CHECK** : Pay your bill via electronic check. This is a one time payment option.

**Payment History:** This screen shows payment history for your account.

# New River Light & Power

Appalachian State University

ADMINISTRATIVE USER Home Sign Off

[Home](#) > Payment History

- Account Summary
- Billing History
- Pay Online Now
- Payment History**
- Usage History
- Draft Payment Options
- Account Management / Paperless
- Notifications
- Notifications Log
- Sign Off

## PAYMENT HISTORY

Select Account 940 [REDACTED] Electric: [REDACTED]

### Current Account

Account Number [REDACTED]  
Account Holder Name [REDACTED]  
Service Address [REDACTED]

The following data represents the most recent historical payments against your account.

### Payment History

Payment Date	Status	Payment Amount	Total Payment Amount
21-Nov-2013	Processed	[REDACTED]	[REDACTED]

[Previous](#) Page 1 of 1 [Next](#)

### Total Payment Report

To view or print your payment history, select a beginning and end date to run the report.

From  to  [submit](#)

**Usage History:** This screen shows your usage by month.

## New River Light & Power

Appalachian State University

ADMINISTRATIVE USER | [Home](#) | [Sign Off](#)

[Home](#) > Usage History

- Account Summary
- Billing History
- Pay Online Now
- Payment History
- Usage History
- Draft Payment Options
- Account Management / Paperless
- Notifications
- Notifications Log
- Sign Off

### USAGE HISTORY

Select Account 94 [REDACTED] Electric-[REDACTED]

Current Account

Account Number [REDACTED]

Account Holder Name [REDACTED]

Service Address [REDACTED]

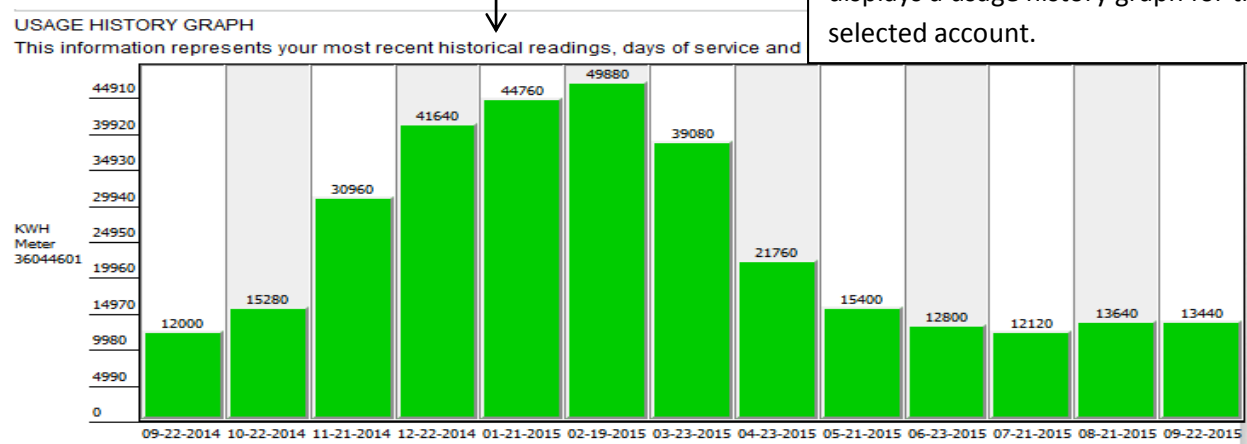
This information represents your most recent historical readings, days of service and kwh usage used for billing calculations.

METER READING DATE	DAYS IN BILLING CYCLE	KWH USAGE	KW USAGE
22-Sep-2015	32	[REDACTED]	[REDACTED]
21-Aug-2015	31	[REDACTED]	[REDACTED]
21-Jul-2015	28	[REDACTED]	[REDACTED]
23-Jun-2015	33	[REDACTED]	[REDACTED]
21-May-2015	28	[REDACTED]	[REDACTED]
23-Apr-2015	31	[REDACTED]	[REDACTED]
23-Mar-2015	32	[REDACTED]	[REDACTED]
19-Feb-2015	29	[REDACTED]	[REDACTED]
21-Jan-2015	30	[REDACTED]	[REDACTED]
22-Dec-2014	31	[REDACTED]	[REDACTED]
21-Nov-2014	30	[REDACTED]	[REDACTED]
22-Oct-2014	30	[REDACTED]	[REDACTED]
22-Sep-2014	28	[REDACTED]	[REDACTED]

Previous | Page 1 of 2 | Next

View Usage History Graph

The View Usage History Graph button displays a usage history graph for the selected account.



**Draft Payment Options:** This screen allows the user to set up draft payment options.

# New River Light & Power

Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Draft Payment Options

## SET UP DRAFT

Select Account 940 [REDACTED] Electric- [REDACTED]

Credit Card Draft  Bank Draft

Card Type  VISA  MasterCard  DISCOVER

Card Account Number [REDACTED]

Expiration Date Choose Month Choose Year

I authorize New River Light & Power (NRLP) to draw monthly bank/credit card drafts through the automatic payment plan on the account/card shown above for the payment of my bill in full and any other services I authorize. I understand that I may discontinue my participation at any time by notifying NRLP in writing. Both NRLP and my bank may terminate this agreement with 10 days notice. I understand that NRLP reserves the right to limit participation in the program to customers in good standing and that if funds are not available for my draft to clear, a fee will be posted to my NRLP account

Submit

©Copyright 2015 New River Light and Power - All rights reserved.  
PO Box 1130, Boone, NC 28607  
(828) 264-3671  
[LEGAL](#)

**Account Management/Paperless:** This screen allows you to edit security question and password as well as paperless options.

# New River Light & Power

Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Account Management / Paperless

## ACCOUNT MANAGEMENT/PAPERLESS

EDIT ACCOUNT INFORMATION

Login Info. Paperless Options

### Login Information

Email Address

Mother's Maiden Name  .....

Password  Password strength  
Password not entered

Password Verify

Receive Payment Confirmation Email

### Manage Paperless Options

Paperless Billing  Yes  No

I understand that I have authorized the utility to communicate with me in the above manner

Submit All



**Notifications:** This screen has its own set of instructions. See [Notifications 101](#)

**New River Light & Power**  
Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Notifications

**NOTIFICATIONS**

Select Account [Redacted]

For help with Billing Alerts, call (828) 264-3671. Message and data rates may apply. 10 msgs/mo.

**Step 1: Setup**

1 Choose a contact method      2 Enter a contact destination

Select A Message Type [Dropdown]      [Text Input]      Register

**Step 2: Verify**

1 Register Contact Destination(s)      Enter Verification Code

[Text Input]      Enter Verification Code      Submit

©Copyright 2015 New River Light and Power - All rights reserved.  
PO Box 1130, Boone, NC 28607  
(828) 264-3671  
[LEGAL](#)

**Notifications Log:** This screen just logs notifications that were sent to you.

**New River Light & Power**  
Appalachian State University

ADMINISTRATIVE USER Home Sign Off

Home > Notifications Log

**NOTIFICATIONS LOG**

Select Account [Redacted]

Select a date range

Begin Date      End Date      Submit      or      Choose A Timeframe [Dropdown]

Account Number: [Redacted]  
Currently Viewing: 10/06/2015 to 10/20/2015

There is no notification data available.



**Sign Off:** The Sign Off signs you off the portal.

[Home](#)

- Account Summary
- Billing History
- Pay Online Now
- Payment History
- Usage History
- Draft Payment Options
- Account Management / Paperless
- Notifications
- Notifications Log
- Sign Off

Sign off is located in 2 areas of the website:  
The menu on the left:  
OR the top right corner of the site:



Once you have signed off, you will see the following message:

