

How to Register Your NRLP Online Profile:

Browse to nrlp.appstate.edu and Click **Pay Bill Online**

New River Light & Power
Appalachian State University

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- Pay Bill Online
- Customer Service Information
- Service Forms
- About Us
- Resources

BUSINESS AFFAIRS WEBSITES

-- Select --

Contact Us
New River Light and Power
P.O. Box 1130
Boone, NC, 28607 USA
Phone: (828) 264-3671
FAX: (828) 262-6726

Contact Numbers:

(828) 264-3671 Customer Service (including New Services and Billing)

(828) 264-8621 Outages, 24 Hour Emergency Repair

[For special announcements concerning large-scale outages or other matters, click here.](#)

Click the ***click here** link

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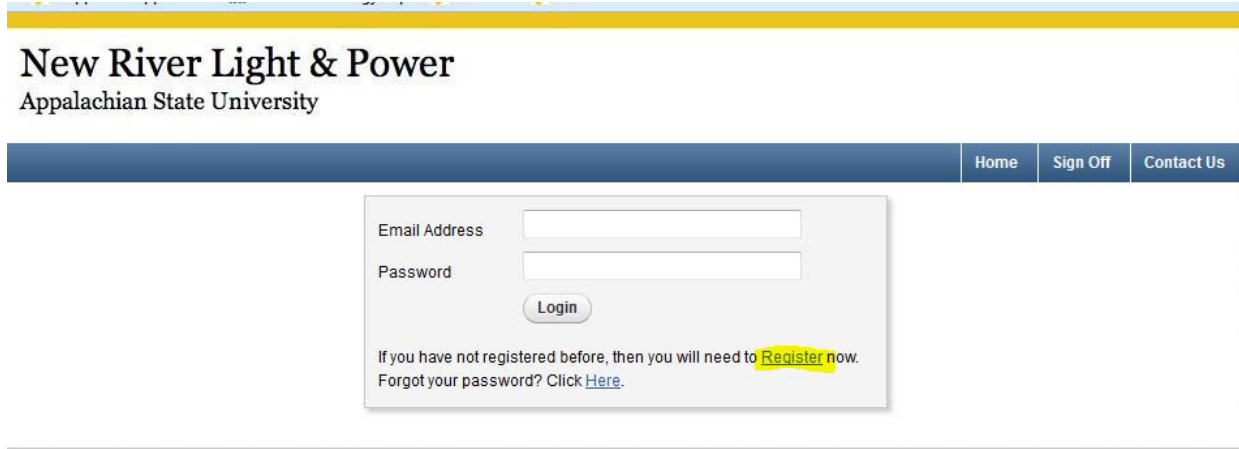
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Pay Bill Online

NRLP now offers the convenience of bill paying online using:
E-Check, Visa, MasterCard, or Discover

*** click here** to pay your bill

You will be redirected to the billing gateway website. Click **Register**



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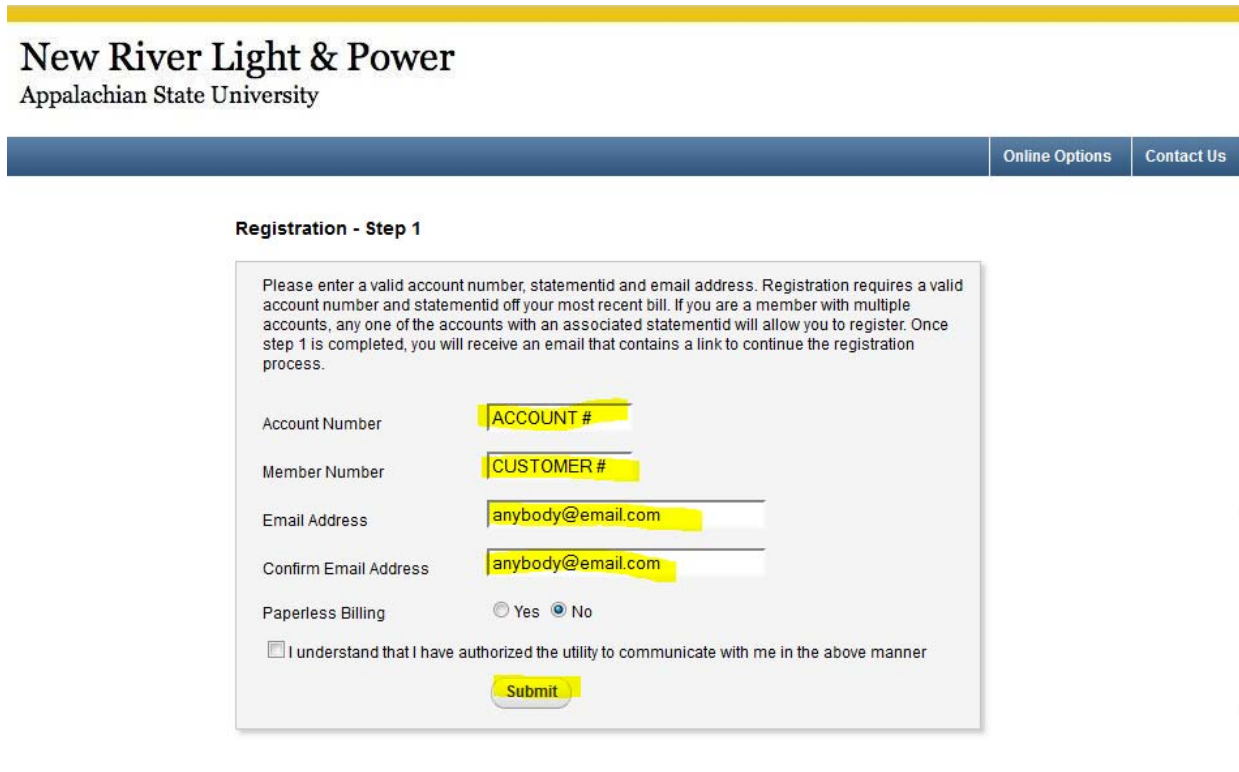
Email Address

Password

Login

If you have not registered before, then you will need to [Register](#) now.
Forgot your password? Click [Here](#).

Enter your **Account Number, Customer Number** and **Email address (twice)**. Click **SUBMIT**



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Online Options Contact Us

Registration - Step 1

Please enter a valid account number, statementid and email address. Registration requires a valid account number and statementid off your most recent bill. If you are a member with multiple accounts, any one of the accounts with an associated statementid will allow you to register. Once step 1 is completed, you will receive an email that contains a link to continue the registration process.

Account Number

Member Number

Email Address

Confirm Email Address

Paperless Billing Yes No

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

Submit

All of the needed information is printed on your newest bill (new bills with black and gold logo). If you have a copy of a green bill, call our office for this information. 828-264-3671.

NOTE: If you have an AOL email address, please add: nrlp-billing@appstate.edu to your contacts list.

After you click submit, you will receive an email with a link that will allow you to complete your registration.

Click on the link in the email. You will see a window that will let you complete the registration process.

The screenshot shows a web browser window with a dark blue header containing 'Home' and 'Contact Us' links. The main content area is titled 'Registration - Step 2'. Below the title is a light gray box containing the following text: 'Please re-enter the account number that was used in step 1. Once you enter a password and mother's maiden name your registration will be complete.' Below this text are four input fields, each with a yellow highlight: 'Account Number', 'Password', 'Confirm Password', and 'Mother's Maiden Name'. A yellow 'Submit' button is located below the 'Mother's Maiden Name' field.

Fill in your account number, and make a password, confirm password, and answer the security question.

Click **Submit** and you will be ready to pay online.

From this point on, your email address will serve as your username and you will use the password created in step 2 to login to the site. Once logged in, you can pay your bill online, view bills and usage history.

If you have any problems with registration, please call our office for assistance.

828-264-3671 ext. 140.