Play it your way

Now you can set up Autopay and review bill statements conveniently from home or from your smart device with our easy-to-use Customer Portal or Mobile App.

Our contactless options allow you to securely:
- Pay your bill anytime, anywhere
- Monitor your utility usage
- Receive notifications
- And more!

SIGN UP – It's easy to manage your account online or through new Mobile App.

Have your 12-digit account number handy. It is printed on the left side of your bill. You can easily set up your User ID and Password by following the directions below to access the Customer Portal with a QR code or by using Firefox, Safari, Chrome or Edge as 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://russellvilleutilities.utilitynexus.com
- Select "Sign Up" and fill in the information to create your account. You will need your account number.

You may also pay by phone at 888-665-9309. To avoid late payments or cut off, please do not use third party vendors to pay your utility bill. These payments do not come directly to Russellville Utilities.

 Customer Portal

Quick and simple — DOWNLOAD the Mobile APP

Now you can pay from anywhere, anytime and manage your account with the convenient Mobile App. Simply scan the Mobile App QR code at right, install the app and follow the prompts. It's easy!

Avoid missed payments — SIGN UP for Autopay

When you enroll in Autopay, your bill will be paid on your due date.
To enroll in Autopay:
- Log in to the Customer Portal
- Select "Pay My Bill"
- Select "Enable Autopay"
- Complete the prompts and your Autopay enrollment is done!

 Mobile App works for both App Store and Google Play

RUSSELLVILLE UTILITIES

Questions and Answers about the Customer Portal and Mobile App

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. Our new Customer Portal and Mobile App provide services that customers find helpful, such as Autopay enrollment and bill images. You do not need to leave your home to manage your utility account, check your balance or due date, or pay your bill.

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

A. There are 3 simple ways to get to the Customer Portal. You can:

1. Go to https://russellvilleutilities.utilitynexus.com 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 below using your smart device. The portal sign–up page will load for you. Select "Sign Up" to enroll.

3. Scan the Mobile App QR code below. When the app comes up on your screen, click "Install" (Google Play) or "Get" (App Store.)

Q. **What is the Mobile App?**

A. Russellville Utilities' 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 scan the Mobile App QR code below and your device will install the app that was developed for your operating system.

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 login 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 your 12–digit account number to register in the new Customer Portal. This 12–digit number is found in a box on the left side of your electric bill. Enter the number and click "Continue."

Next 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 your statements, monitor your utility usage and make payments.

Q. **Are there other ways I can pay my Russellville Utilities bill online?**

A. No, the Russellville Utilities Customer Portal and Mobile App are the only official ways to pay your utility bill online. If you pay through a third party, the funds do not come directly to Russellville Utilities and can result in a late payment or shut off.

Your Life. Your rhythm. Your way.

Customer Portal

Mobile App works for both App Store and Google Play

 GET IT ON Google Play

 Download on the App Store

Sign Up Today!

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