Customer Portal Information

New account management tools bring you convenient options. 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 autopay
- And more!

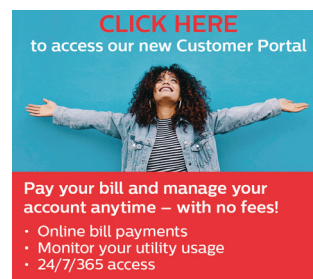## SIGN UP – It's easy to manage your account online or through the new mobile app.

Have your 12-digit account number handy. It is printed on the top left of your bill. It's simple to set up your User ID and password when you enroll in the Customer Portal. Please do **not** use Internet Explorer as your browser; it is not compatible with the portal.

Follow these easy steps to enroll:

- Scan the Customer Portal QR code at right OR
- Go to https://cullmanpowerboard.utilitynexus.com/sign-up OR
- Go to www.cullmanpowerboard.com
    – Click the pop-up for the Customer Portal.
- Fill in the Create Your Account page and follow the prompts to complete your enrollment in the new payment system.
- Reset your Cullman Power Board payment bookmark for https://cullmanpowerboard.utilitynexus.com in your browser.

Customer Portal

CLICK HERE
to access our new Customer Portal

Pay your bill and manage your account anytime – with no fees!
- Online bill payments
- Monitor your utility usage
- 24/7/365 access

Please use the official Cullman Power Board portal or mobile app to pay online. Payments through third-party websites do not come electronically to Cullman Power Board and may result in late payments or disconnection. Other ways to pay are by phone at 888-595-8159, at the kiosk just outside our office, 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.

GET IT ON Google Play

Download on the App Store

No more worries about missing a payment — SIGN UP for AUTOPAY

When you enroll in autopay, your bill will be paid on your due date. IMPORTANT: If you were signed up for autopay with the old service, you will need to re-enter your payment information in the Customer Portal to continue this service.

To enroll in autopay:

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

CPB Cullman Power Board

Q&A about Cullman Power Board's 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. 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.

Q. What is the mobile app?

A. The Cullman Power Board 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://cullmanpowerboard.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 cullmanpowerboard.com and click on the image that says "Click Here to access our new Customer Portal".

4. Download and install the mobile app for your smart device. Scan the mobile app QR code, click Google or Apple, then 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 is found in a box on the upper left portion of your electric bill.

2. Next you may 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.

Sign Up Today!