

Ripley Power and Light is taking steps to improve our services



You can pay your utility bill at any time of day or night with the new kiosks we've installed in our drive throughs at our Ripley and Halls locations.

Customers on our pre-pay program will have a special card that they will scan to enter their accounts on the kiosk machines.

Customers who get a monthly bill will have a barcode on the back of their bills that they can scan to get into their accounts.

Customers also can enter their Ripley Power and Light Company customer number to enter their accounts.

The kiosks will accept cash and credit cards.

More good news ...

We're installing a new outage management system that will help us pinpoint outages and restore power faster.

When you call our office after hours, this automated system will search for your location based on the telephone number in your account with us. To help make our new outage management system work, we need all customers to update their phone numbers in our system.

You can easily do that online at ripleypower.com.

Go to the Ripley Power and Light section inside this Tennessee Connections for more information about the 24-hour kiosks and outage management system.