

Pin Number FAQ's

(as heard on telephone and listed on Web for e-Account Services)

What is a PIN Number, Why do I need a PIN?

A PIN Number is a 4 to 8 digit number assigned to your North Little Rock Electric Account Number. It must be at least 4 digits long but no more than 6 digits long. It can only be numeric digits, no alpha or special characters are accepted. You will need a PIN number in order to access your North Little Rock Electric Account Information and make payments using the e-account, convenient payment system either by telephone or the internet. This PIN number will provide verification of your account number.

How do I get a PIN Number?

A default PIN number has been assigned to your account. You can contact City Services Customer Service at 1-501-975-8888 and they will provide the information regarding your current PIN number. If you are using the telephone payment system you may also transfer to City Services Customer Service by pressing the "0" from your options menu. If you are using the internet you may fill out the PIN Number Request Form at www.northlittlerock.ar.gov/E-Forms/IVR-PIN/default.asp or email City Services Customer Service at ivrpin@northlittlerock.ar.gov, include your North Little Rock Electric Account number, a contact phone number, the email address where you wish the information to be sent along with your name and they will email you back with your current pin number.

How can I change my Pin Number?

If you are using the telephone payment system you will have to contact City Services Customer Service at 1-501-975-8888 and request they change your pin number. If you are using the internet payment system you will have an option at the bottom of the screen for "change pin number" that you can click on and enter your current pin number and then enter your new pin number, click on submit and the next time you logon you will use your new pin number.