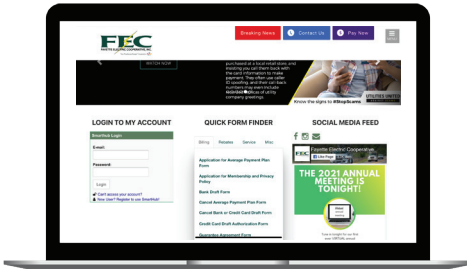




How To Register Your Account in SmartHub (Web)

STEP 1



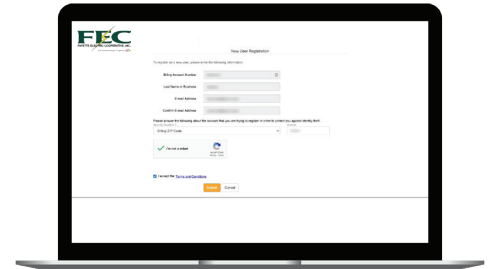
From the SmartHub login screen on our homepage, click on **New user? Register to use SmartHub!**

STEP 2



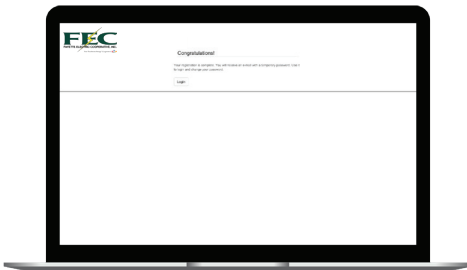
Fill out the registration form completely and click the **Submit** button.

STEP 3



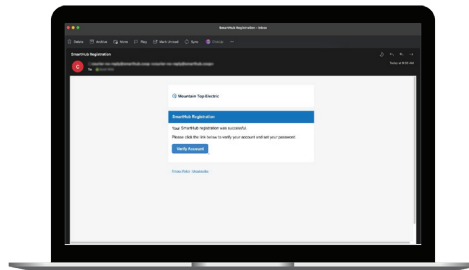
Enter the requested account information in order to verify your identity and click **Submit**. Answers must match account info exactly.

STEP 4



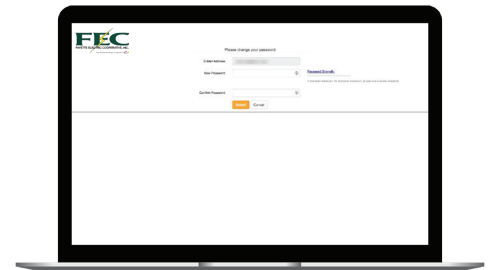
When successful, you'll get a congratulations notification like this.

STEP 5



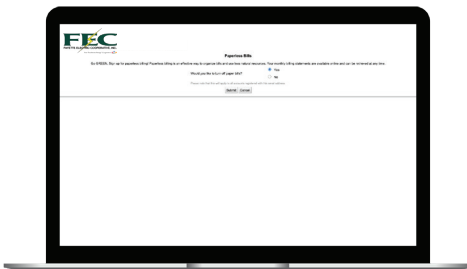
Check your inbox for an email that will contain a button asking you to **Verify Your Account**.

STEP 6



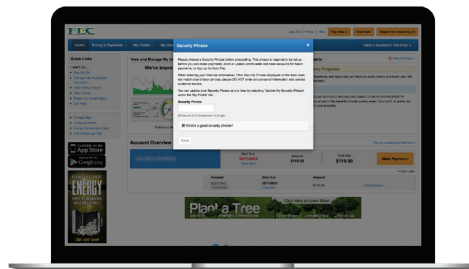
You will then be taken to a screen asking you to set your new password then click **Submit**.

STEP 7



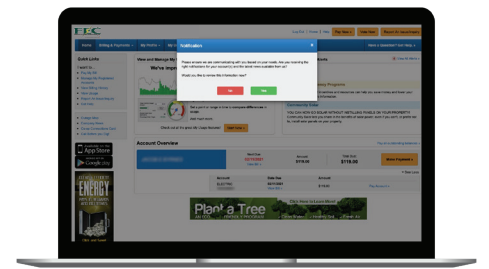
After you set your password, you'll be asked if you want to try Paperless Billing. Click **Yes** and **Submit** to activate.

STEP 8



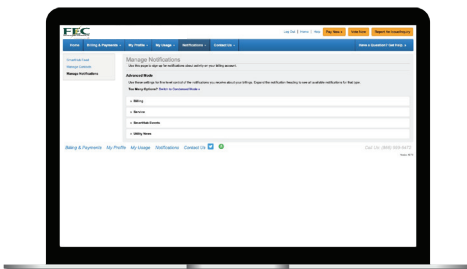
The final step will be to set your security phrase. Once you have done that, you are ready to use SmartHub!

STEP 9



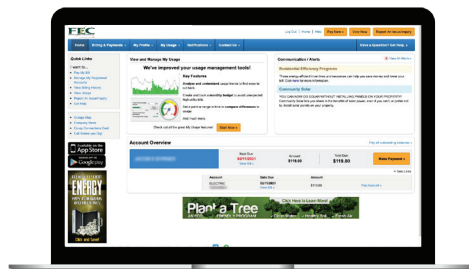
You may be asked to review your notification settings in SmartHub. Click **Yes** to view those settings.

STEP 10



On the notifications settings screen, you'll be able to set alerts in the categories of Billing, Service, Miscellaneous, and Usage.

STEP 11



Congratulations! You have successfully registered your account. Browse around and see all the ways to save time and money.

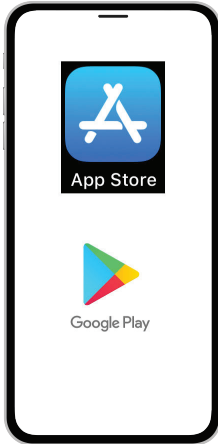
OUTAGE NOTIFICATIONS

STEPS 9 & 10 are where you will be able to set up your outage notifications under **Service**.



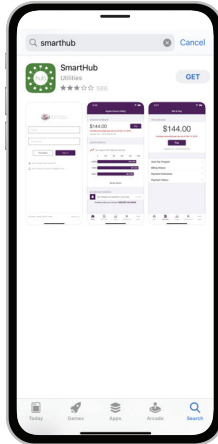
Download the SmartHub App and Register Account (Mobile)

STEP 1



On your mobile device open your app store application.

STEP 2



Search for **SmartHub** and look for the SmartHub icon. Follow the instructions to install the app on your device.

STEP 3



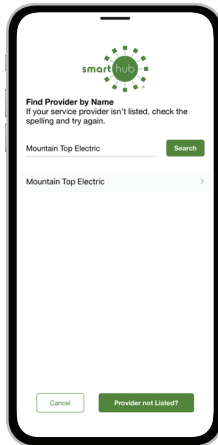
Once the app installs, tap the SmartHub icon on your device to open the app.

STEP 4



After SmartHub opens to the initial launch screen, tap the appropriate button to search by **Name**.

STEP 5



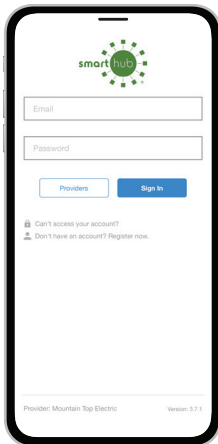
Search for the name of your provider and click on their name in the search results list.

STEP 6



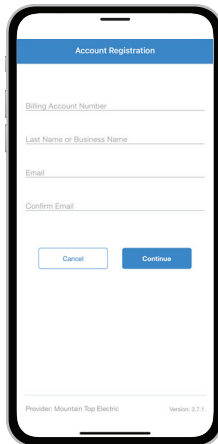
Tap the **Confirm** button to confirm your choice.

STEP 7



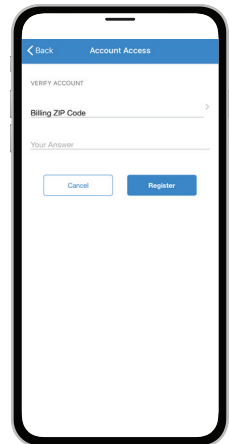
From the SmartHub login screen, look for the link that says **Don't have an account? Register now**.

STEP 8



Fill out the registration form completely and tap the **Continue** button.

STEP 9

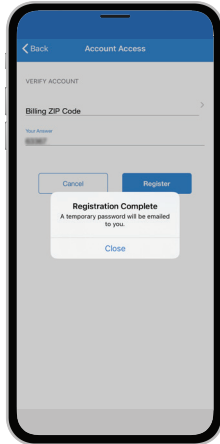


On the security check screen, answer all of the security questions and tap the **Register** button again.



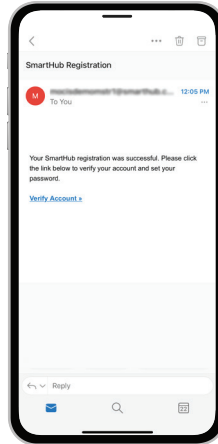
Download the SmartHub App and Register Account (Mobile)

STEP 10



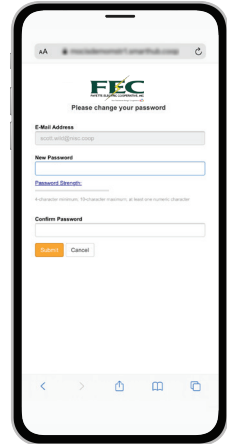
After you click the **Registration** button, you will receive an email that will ask you to **Verify Account**.

STEP 11



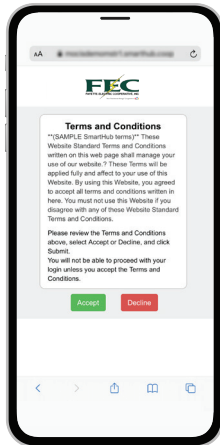
Open the email and click on the **Verify Account** link.

STEP 12



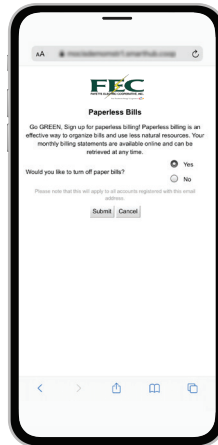
The next step will ask you to set your new password on your account. Type your new password in twice and tap **Submit**.

STEP 13



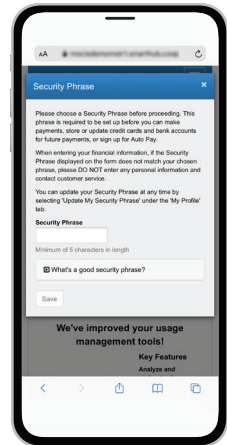
During your first log in, you may be asked to accept our terms and conditions. Tap the **Accept** button to do so.

STEP 14



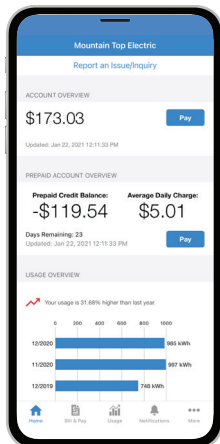
If you would like to activate Paperless Billing tap **Yes** and **Submit** to activate.

STEP 15



You'll be asked to set your Security Phrase. This is required before you can make payments or store bank account or payment information.

STEP 16



Congratulations! You have successfully installed the app and registered your SmartHub account!

OUTAGE NOTIFICATIONS

To activate **Power Outage Notifications**, go into **Manage Notifications**, then **Service**, then choose either text and/or email and enter your information to be notified in the event of a **Planned Power Outage**, a **Power Outage** and/or when **Power is Restored**.