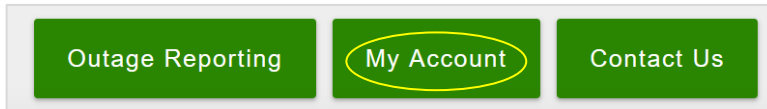
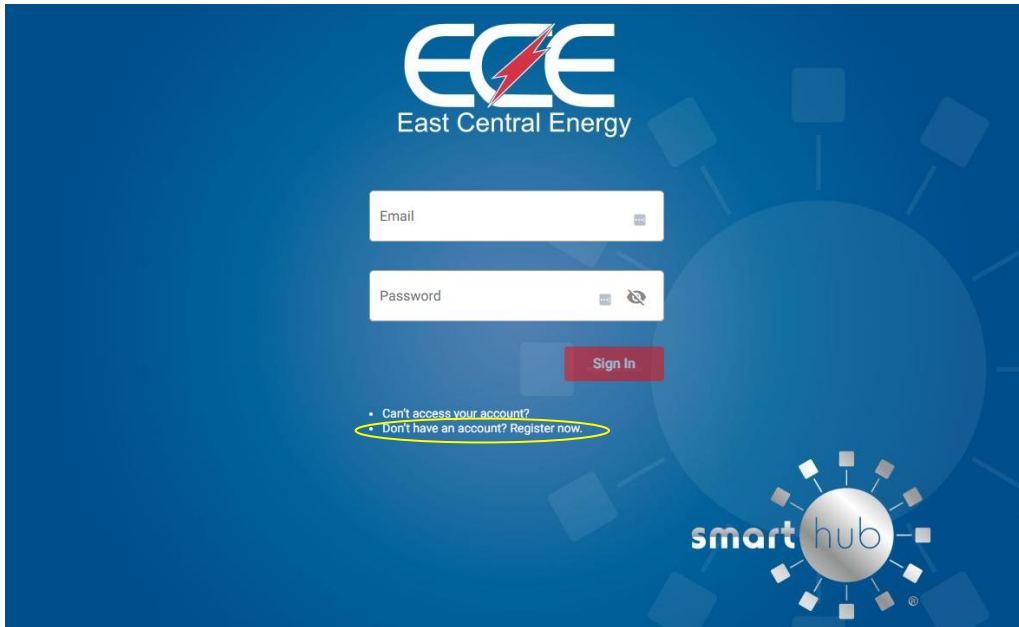


### How do I sign up for SmartHub?

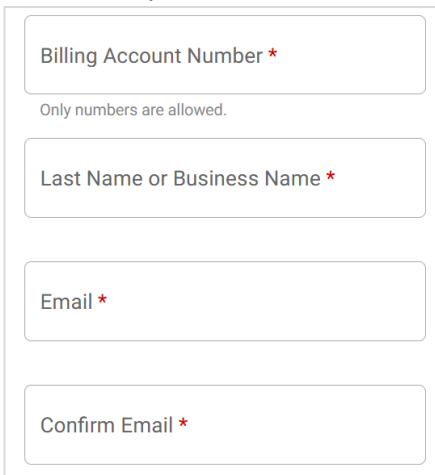
- First, visit [eastcentralenergy.com](http://eastcentralenergy.com). At the top of the page, choose 'My Account.'



- Below the 'Sign In' button, click 'Don't have an account? Register now.'



- Next, enter your information and follow the prompts to create an account.



A screenshot of the account creation form. It contains four input fields, each with a red asterisk indicating a required field: 'Billing Account Number \*', 'Last Name or Business Name \*', 'Email \*', and 'Confirm Email \*'. Below the 'Billing Account Number' field, there is a note: 'Only numbers are allowed.'

- If you need your account number, look on your bill or call 1-800-254-7944 during business hours.

### Do I have to change the way I pay my bill to use SmartHub?

No. Take advantage of SmartHub's many features and continue to pay your bill however you prefer!

### What is the difference between the mobile app and the web version of SmartHub?

Both versions give you secure access to maintain your account information, view bills, see payment history, make payments, easily report outages, and monitor and manage your use. Both also allow you to register to receive notifications for account milestones (such as a missed due date) and maintain your personal information, password, and stored payment methods.

#### Mobile app information

- Free to download and install on your compatible mobile phone or tablet.
- Secure and safe. All critical information is encrypted in every transaction and no personal information is stored on your mobile device. *Please be aware that your mobile device may offer the ability to store your login information for applications installed on your device. If you choose to store your login information, any person who has access to your mobile device can access your account.*
- The mobile app supports:
  - Android 7.0 or later (smartphones or tablets)
  - Apple devices like iPhone or iPad:
    - iPhone: iOS 13.0 or later
    - iPad: iPadOS 13.0 or later
    - iPod Touch: iOS 13.0 or later
    - Apple Vision: visionOS 1.0 or later
- To install:
  - Search *SmartHub* as one word in the App Store® (Apple devices) or Google Play® (non-Apple devices).
  - The app is provided by our developer, National Information Solutions Cooperative.



#### Web version information

- Accessible from any web-enabled device using Wi-Fi or cellular data.
- Use any browser you like: Chrome, Firefox, etc.
- Visit [eastcentralenergy.com](http://eastcentralenergy.com) and choose 'My Account' (see page one of this document).
- Set "use markers" like a date range or point in time to monitor your usage changes.
- The recommended screen resolution for SmartHub on the web is 1280 x 1024.

#### I have more than one account. How can I see them all?

- *Note: If you have multiple member numbers, you will only see the accounts under the member number you enter. To view all accounts under one login, go to Settings > Additional Accounts and then enter each account's information.*
- On the mobile app, tap the 'Bill & Pay' icon. The total due on all accounts shows. Below it, you can select different information by account, such as partial payment option, billing history, and payment history.
- On the web version, the home page shows all your accounts with the amounts due and offers links to more detailed information.

#### Can I make a payment on multiple accounts?

- On the mobile app, tap the 'Bill & Pay' icon, then tap the 'Pay' icon. You can choose to pay the total amount due or choose another amount. If you do not have a payment method saved, you will need to enter information about that payment method.
- On the web version, to pay the total amount owed on all accounts: in the upper-left corner, choose 'Menu' > 'Bill & Pay' > 'Make a Payment' or tap the 'Pay' icon on the home page.

- You can also make a payment to a single account or partial payments to all accounts by clicking on the 'Billing & Payments' icon. It will allow you to check the accounts to be paid. To change the amount for each account, click 'Other Amount' and enter the amount(s), then click 'Pay Now.'

### How current is the account information I see on SmartHub?

The information you see is updated at least every 24 hours. Refresh the page or close and reopen the app to ensure all information is current.

### How do I sign up for notifications?

- In the menu, tap 'Settings' and then 'Manage Notifications.'
- Open each notification type and fill out the appropriate notification information based on your preferences. Be sure to click 'Save.'
- Text notifications will be texted to your phone number. Email notifications will be sent to your email address.
- If your email or phone number is not visible, click 'Contact Methods' to add. Once your contact information is confirmed, navigate back to 'Manage Notifications' and update accordingly.
- Note: If you have multiple accounts, choose the preferred account first at the top of the notifications page, then proceed.

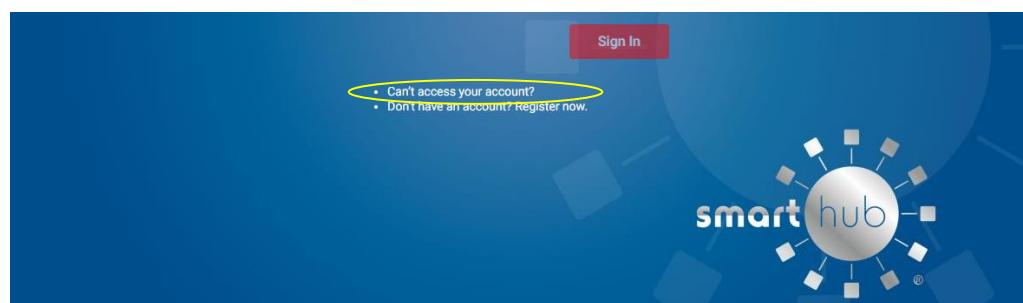
### How do I find your office and payment box locations?

Click 'Contact Us' under the main menu, then 'Location.'

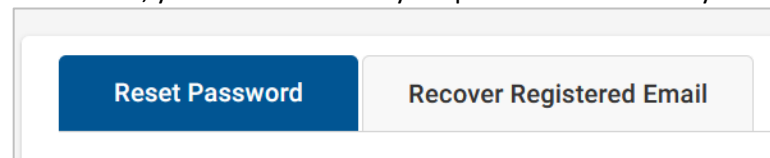
### I've tried to log in several times. Now I'm locked out.

SmartHub has security in place to limit the number of times you can try to access your account. This protects your data. If you exceed the allowable number of tries, the system takes precautions to avoid identity theft by temporarily removing access to your account.

To reset your password, click 'Can't access your account?' on the SmartHub login screen.



From there, you can either reset your password or recover your registered email address.



If that doesn't work, give us a call during business hours at 1-800-254-7944.