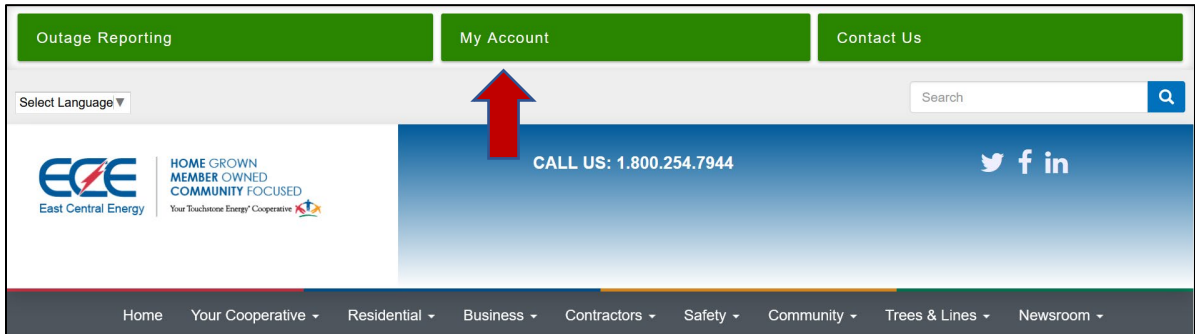
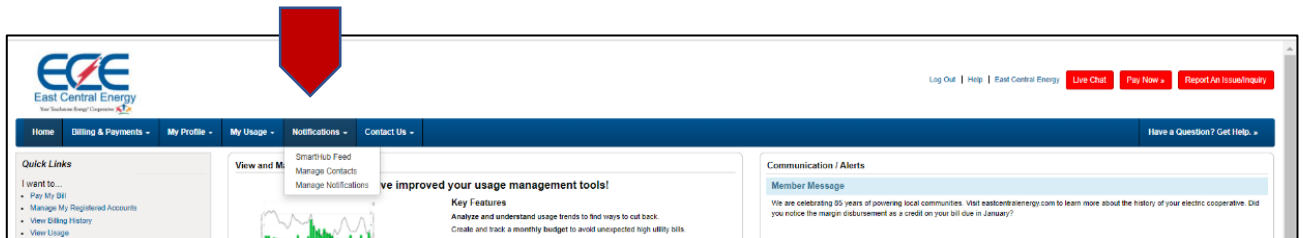


Two-way texting for outages - web

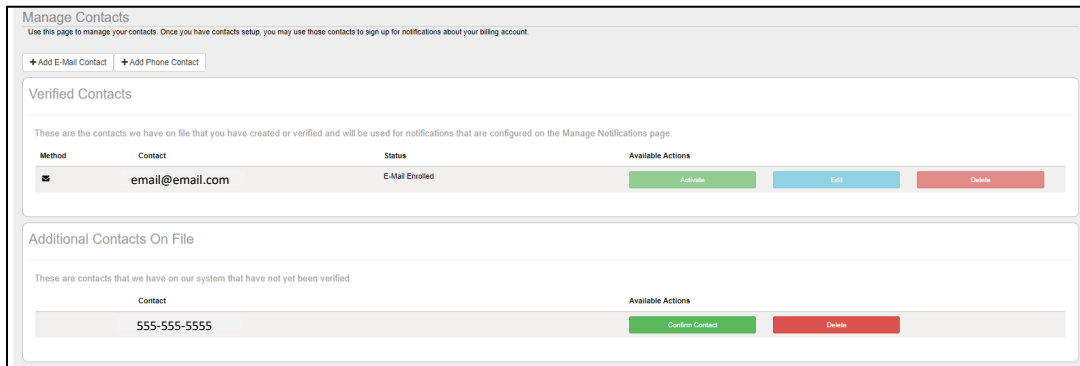
1. Please log on to SmartHub by going to eastcentralenergy.com and choosing My Account.



2. Choose Notifications and from the drop-down menu select Manage Contacts.



3. In the Manage Contact area you can add a phone contact, or your phone number may be listed in the Additional Contacts on File area. If the mobile phone number in the Additional Contacts on File area is the mobile phone you would like to use to report outages by text. Choose Confirm Contact next to that number. If you need to add the phone Choose +Add Phone Number.



4. Choose receive text messages and click Continue.



If you agree with the Terms and Conditions, please select agree. If you decline, you will not be able to use two-way texting. Please report your outage by calling 1-800-254-7944.

Terms and Conditions
Text Terms & Conditions

I agree to receive periodic SMS messages from East Central Energy at the number(s) identified above. I understand that SMS messages may relay information about my account, and that I can opt-out of receiving SMS messages at any time. I am not required to provide consent as a condition of purchasing any property, goods or services. East Central Energy does not guarantee delivery of SMS messages and no warranty is provided for undelivered messages. I agree to notify East Central Energy immediately in the event that I voluntarily or involuntarily relinquish any registered telephone number(s). I agree to indemnify East Central Energy against any claims resulting from East Central Energy sending SMS messages to someone other than me, in the event that I voluntarily or involuntarily relinquish telephone number(s) identified above without notifying East Central Energy of the change, and understand that I am responsible for keeping East Central Energy informed when any of my contact information changes. *By agreeing to opt-in to receiving the above(below) described communications, I am rescinding any previous opt-out elections that I may have made elsewhere.

*****Message and Data Rates May Apply*****
*****Customer care contact information text HELP to 765462*****
*****Out-of instructions text STOP to 765462*****
*****Outage reporting and Status updates text OUT or STATUS to 765462*****
*****Mobile is not liable for delayed or undelivered messages*****
*****SmartHub Privacy Policy*****
*****TECE Privacy Policy*****

Cancel Agree

Confirm Contact

5. A verification code will be sent to the mobile phone number you are validating. Type the code in the area next to Phone Verification Code and choose Save Contact.

Confirm Contact

Please enter the verification code.

Phone Verification Code: A Verification Code has been sent to your phone number.

Phone Number: 555-555-5555
Place on Do Not Call List: No
Receive Text Messages: Yes
Receive Voice Calls: No

Resend Verification Code Close Save Contact

6. You are done and should receive a SmartHub Registration is complete text to confirm. The next time you have an outage text the word **OUT to 8559383525** to report it. If you want a status on that outage text **STATUS to 8559383525**.

7. Please take the time to go to Manage Notifications under the Notifications drop down menu to turn on Text Messages for other account and cooperative messages.