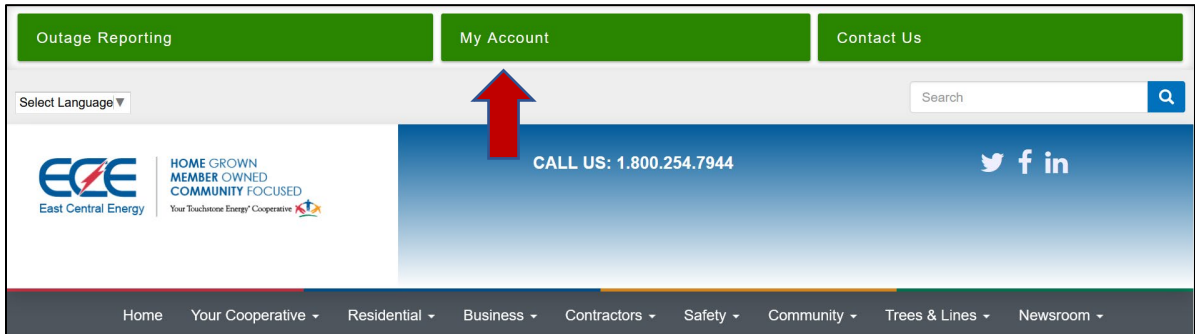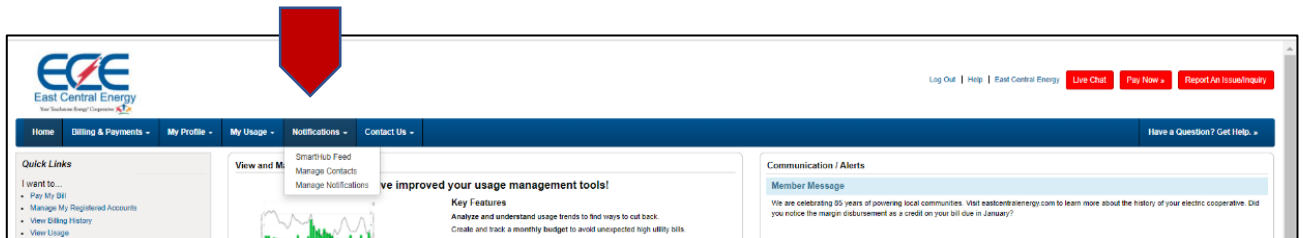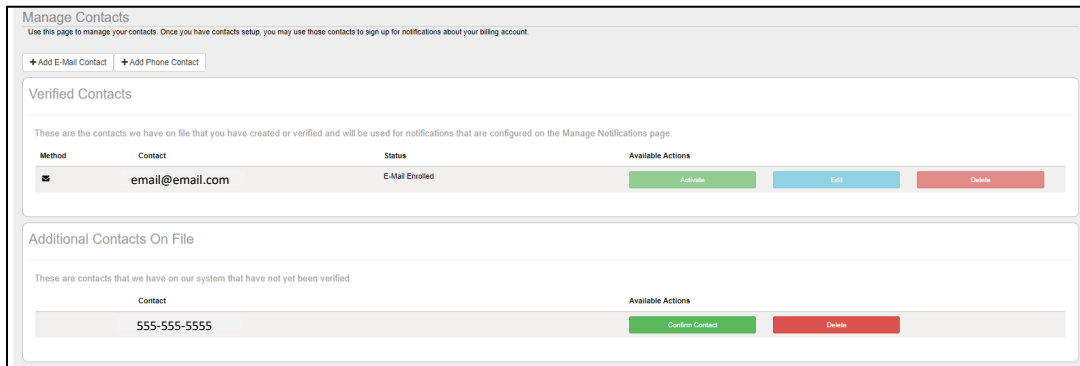# Two-way texting for outages - web

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.

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.

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.