



DASHBOARD OVERVIEW



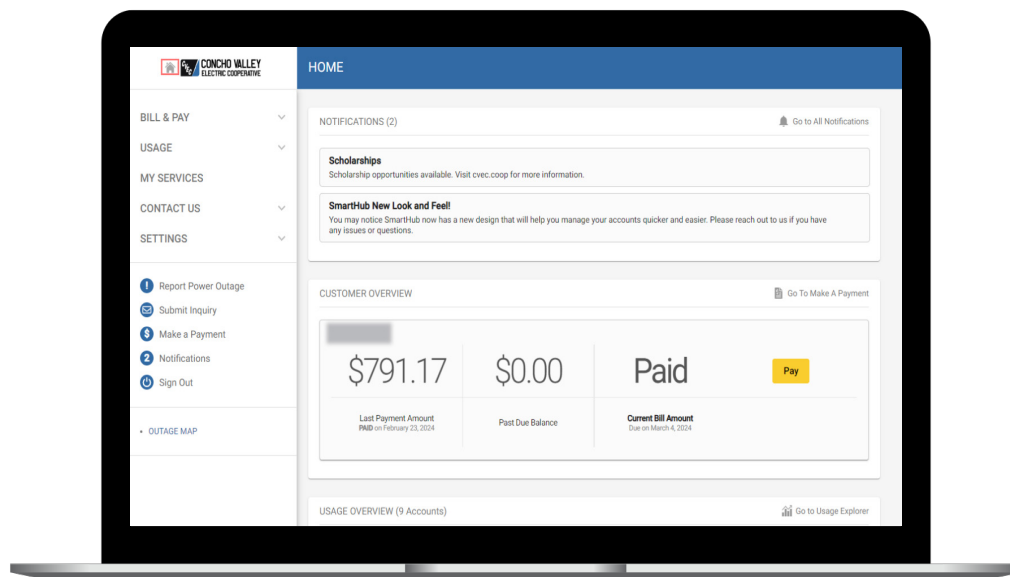
Features of the SmartHub Dashboard

Life can be fast and hectic but paying your bill doesn't have to complicate things. With our SmartHub web and mobile app, taking care of business will be a breeze.

SmartHub is your account management tool, whether online or via our new mobile app. Learn how to use it, and you'll save time.

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Account Dashboard

Whether through our website, your tablet or via the app on your smartphone (either iOS or Android), you'll be able to manage your account, view and pay your bills, report service issues, receive key notices and monitor your electric usage 24/7.

From the SmartHub **account dashboard** you'll see:

- Side navigation bars that will lead you to all the other features of SmartHub
- Graphs to help you analyze and understand your energy usage trends
- Get the latest communications and alerts from us
- An overview of all the accounts you track within SmartHub, including Auto Pay dates (if you are enrolled), any amounts due and multiple links to make a payment
- View the Outage Map using the Outage Map Link



Bill & Pay

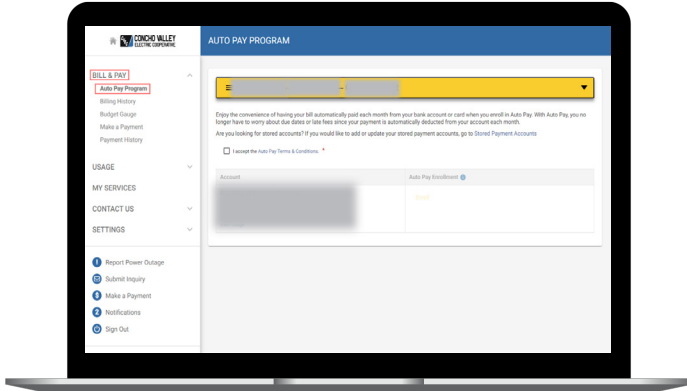


Features of the SmartHub Dashboard

Bill & Pay

Paying your utility bill has never been easier. View billing and payment history, make payments from anywhere at any time, or set up Auto Pay and stop worrying about forgetting to pay the bill every month. Note: In SmartHub web or mobile, if you have multiple accounts (meters or leased light), each account will be shown separately. Use the drop down at the top of the page to switch between each individual account or if available may view all accounts in one screen.

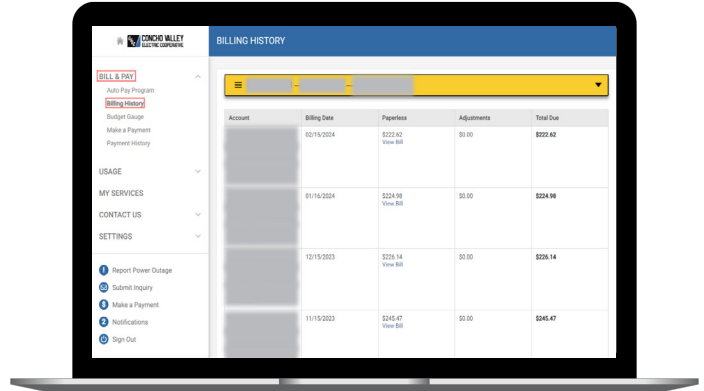
Bill & Pay: Auto Pay Program



Enjoy the convenience of having your bill automatically paid each month from your bank account or credit card when you enroll in Auto Pay. You no longer have to worry about due dates or late fees since payments are automatically deducted from your account each month.

For each account you have with us, you'll be able to add, edit, and remove any payment accounts you have setup to automatically make payments on your bill each month.

Bill & Pay: Billing History



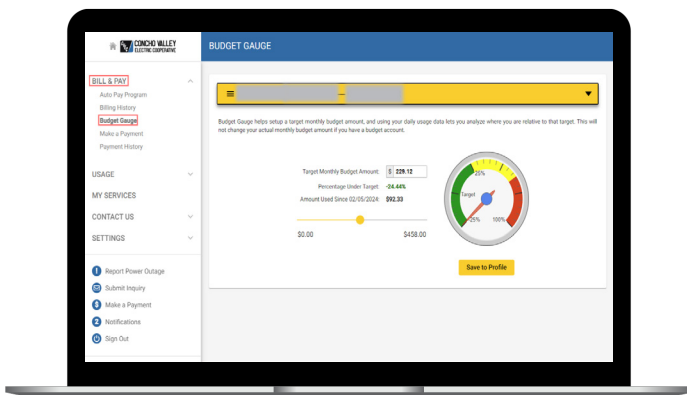
From this screen, you can see the history of all past bills for your account.

You can also view the bill by clicking on the **View Bill** link.

The Total Due column will reflect any adjustments made to the bill since it was printed.

If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.

Bill & Pay: Budget Gauge

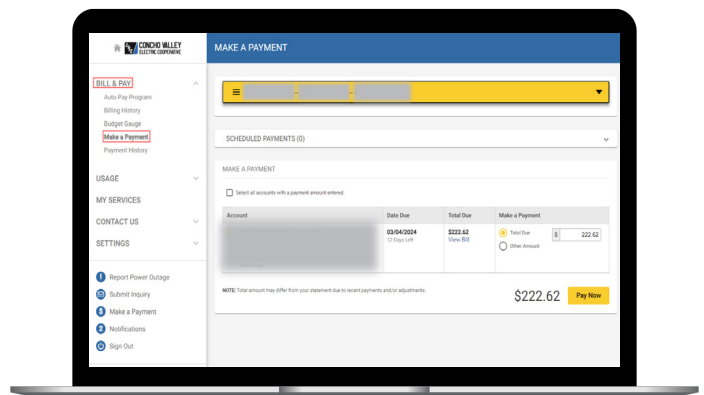


The Budget Gauge tool allows you to setup a target monthly budget amount, and using your daily usage data lets you analyze where you are relative to that target.

You may use the slider to vary the target monthly budget amount. Use the Save To Profile button if you would like to save the new value to your profile.

*Please note that this will not change your actual monthly budget amount, if you have a Budget Account.

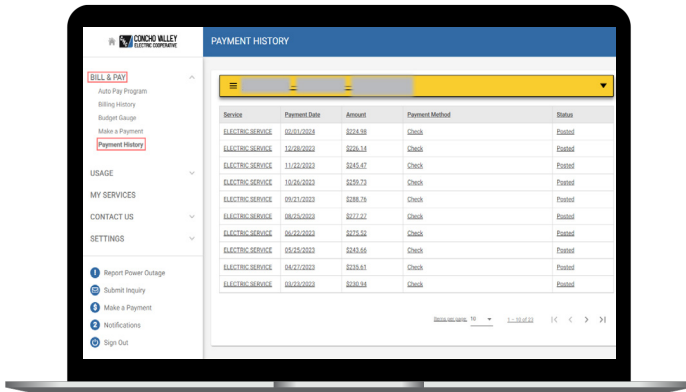
Bill & Pay: Make a Payment



A summary of all accounts you have registered including

- Account numbers
- Service address & descriptions on record through a drop down menu.
- View usage link per service address
- Due dates
- Auto Pay dates and amounts if you are enrolled.
- A **Pay Now** button to quickly make payments on your balance due. The first time you make a payment -- either online or on the mobile app -- (you can securely store your payment information for easy future transactions).

Bill & Pay: Payment History



See at a glance all of the past payments that have been posted to your account.

If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.



Usage

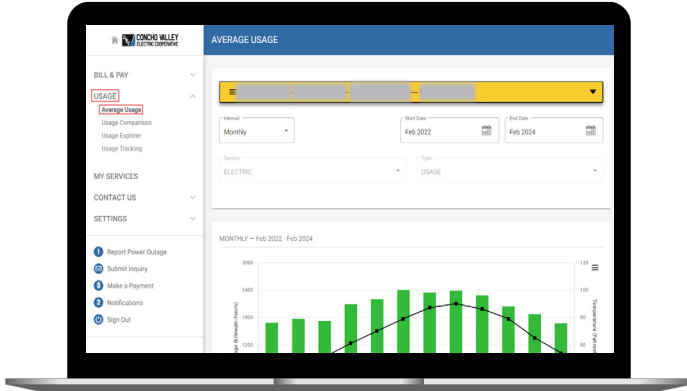


Features of the SmartHub Dashboard

Usage

There's nothing worse than sticker shock when the electric bill arrives. Access to detailed, easy-to-read information about your electric use can help you make informed decisions and save money.

Usage: Average Usage

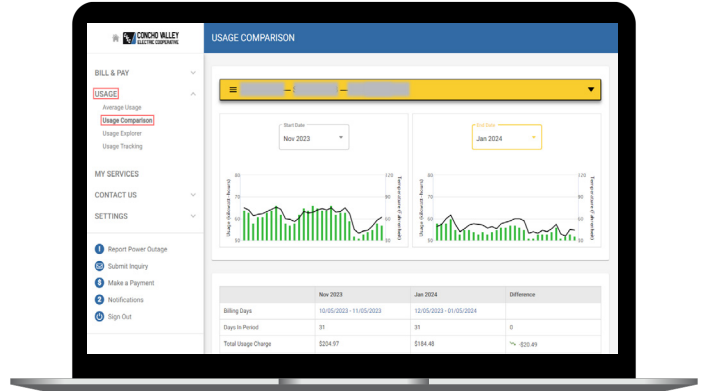


One of the most powerful features of SmartHub is the ability to see how much electricity you typically use during a specific time period. This allows you to see when you can save money on your bill.

The top section allows you to set filters for the graph such as date ranges or specific accounts.

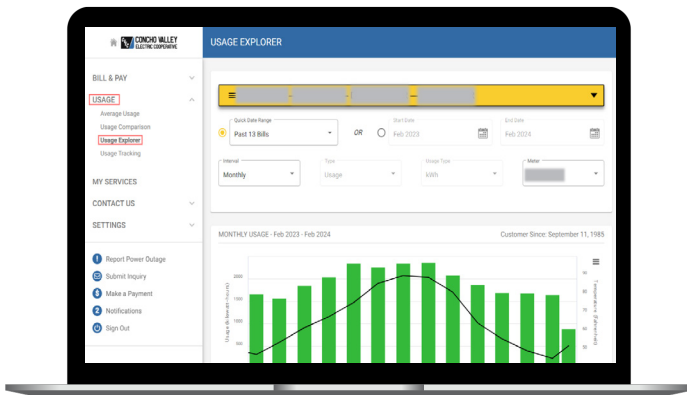
The graph which shows the type of report you selected, along with average temperature for that month, week or time of day.

Usage: Usage Comparison



This tool lets you compare two monthly bills side-by-side to see “this year vs. last year” or “this month vs. last month.” You can see how the weather and temperature affects your monthly bills. This is also a good way to determine if new energy habits or an appliance are having a positive impact on your usage.

Usage: Usage Explorer

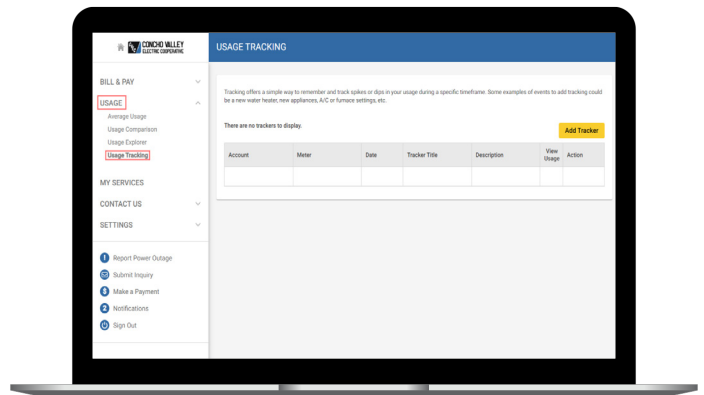


When you use electricity is as important as how much you use. The Usage Explorer gives you a detailed look at your past and current usage, all in one place. View your power use alongside weather trends by month, day or hour.

The top section allows you to set filters for the graphs such as date ranges or specific meters.

The middle section shows you a breakdown of daily, monthly, or interval kWh usage along with temperature data overlaid on top of it.

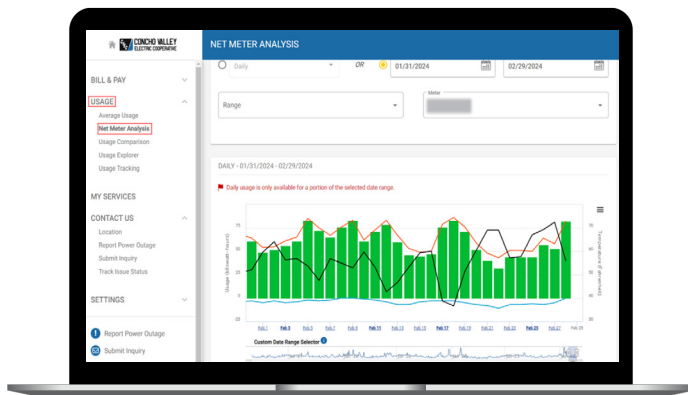
Usage: Usage Tracking



Tracking offers a simple way to remember and track spikes or dips in your usage during a specific timeframe.

Some examples of events to add tracking could be a new water heater, new appliances, A/C or furnace settings, etc.

Usage: Net Meter Analysis



If applicable to your account, in this section you will find the net meter analysis.

This sections allows you to view helpful graphs on the generation and consumption of power.



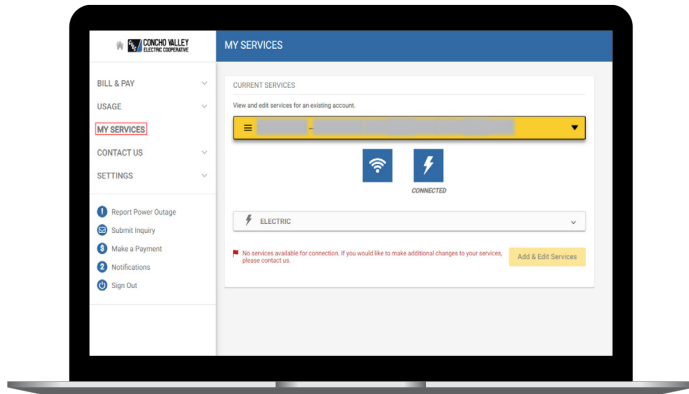
My Services



My Services

SmartHub is also a powerful account management tool. You'll have the ability to effectively manage the services for all active accounts.

My Services



The SmartHub My Services page allows you to view services for an existing account.

If you need to make additional changes to your services, please contact our office.



Contact Us

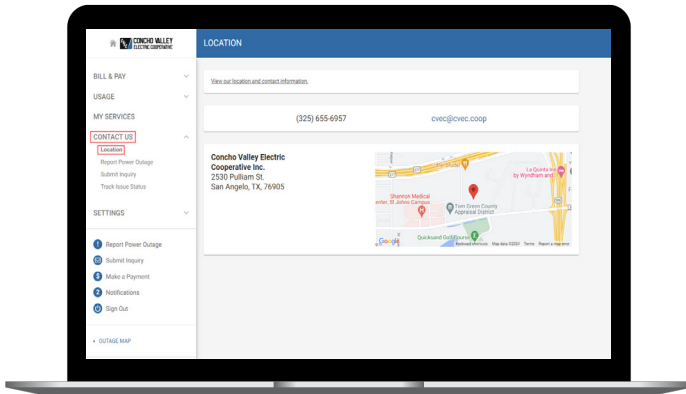


Features of the SmartHub Dashboard

Contact Us

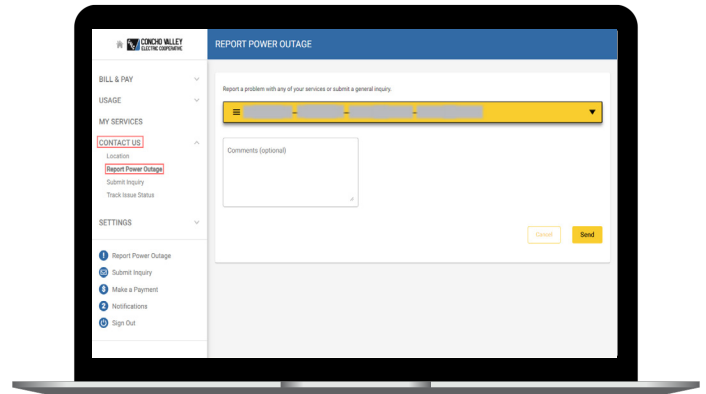
Not only can you receive notifications from SmartHub, you can also contact us with customer service requests or questions.

Contact Us: Location



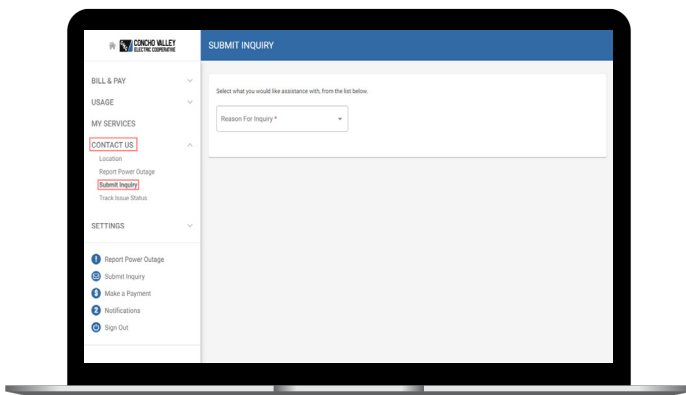
On this screen you can view our location and contact information.

Contact Us: Report Power Outage



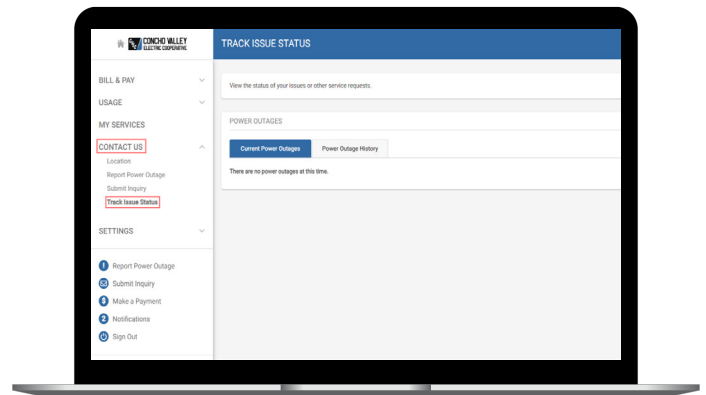
In this section, you'll be able to report a problem with any of your services or submit a general inquiry.

Contact Us: Submit Inquiry



In this section you can select what you would like assistance with, from a drop down list of options. After you make your selection, a member service representative will reach out to you within one business day.

Contact Us: Track Issue Status



In this section, you'll be able to track current or past outages.



Settings

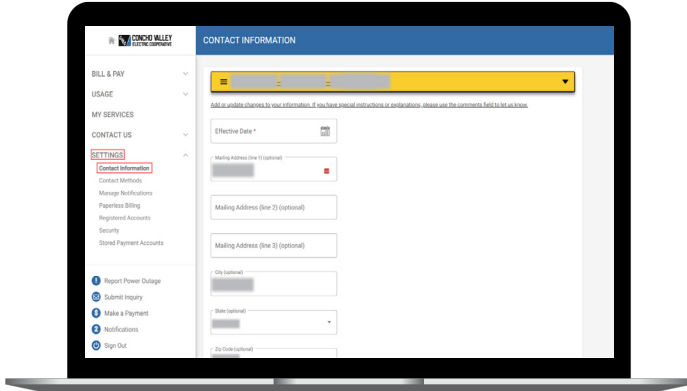


Features of the SmartHub Dashboard

Settings

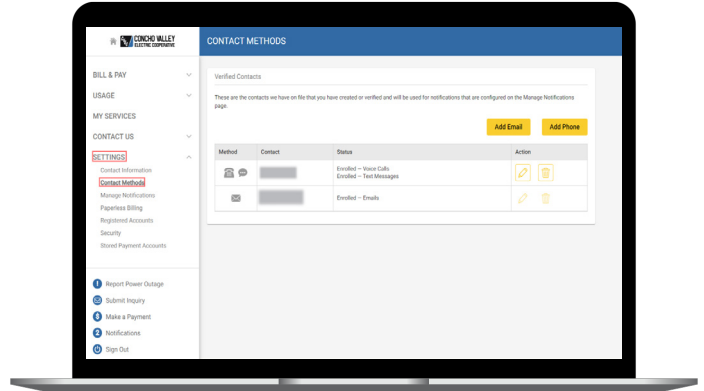
This is where you can find and update any of your account settings. You can be confident that your personal and financial information is safe and secure on SmartHub.

Settings: Contact Information



Add or update changes to your information. If you have special instructions or explanations, please use the comments field to let us know.

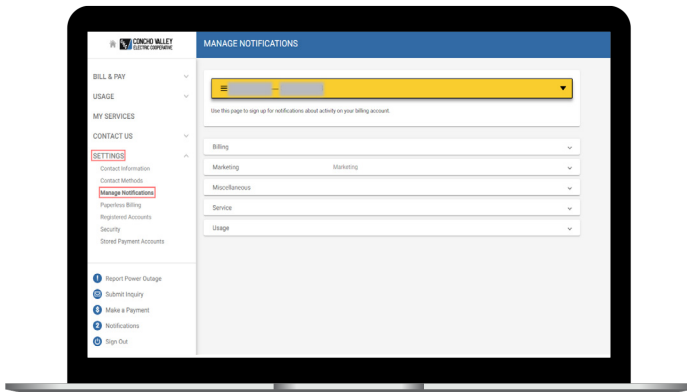
Settings: Contact Methods



In this section are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

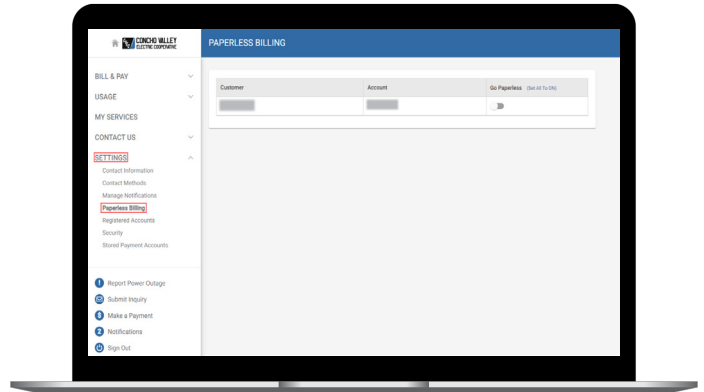
To change the SmartHub login email address, you will need to go to the security section under the settings tab.

Settings: Manage Notifications



Use this page to sign up for notifications about activity on your billing account.

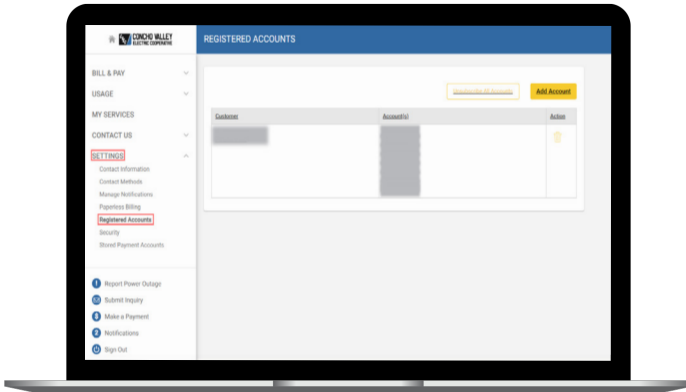
Settings: Paperless Billing



Use this section if you would like to start receiving paperless bills. You'll save some trees and some time with this feature! Please note that this will apply to all accounts registered with your email address.

Features of the SmartHub Dashboard

Settings: Registered Accounts



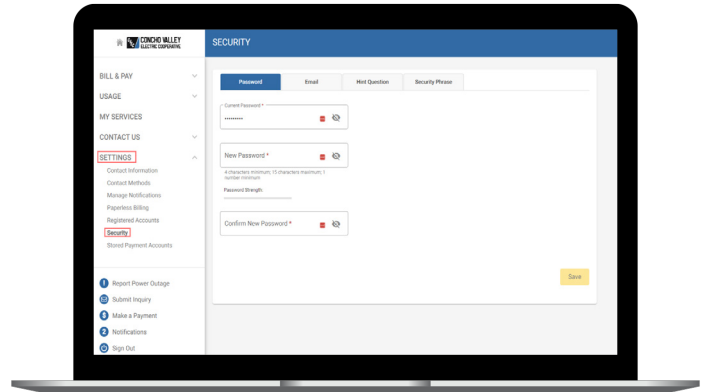
Use this page to add existing accounts to your registration, remove specific accounts from the registration, or delete the registration for all accounts by unsubscribing.

Use the Add Account button to register a new registered account.

All accounts will be listed in this area.

Click the Unsubscribe button to unregister any account at any time.

Settings: Security



This page allows you to manage the security aspects of your account.

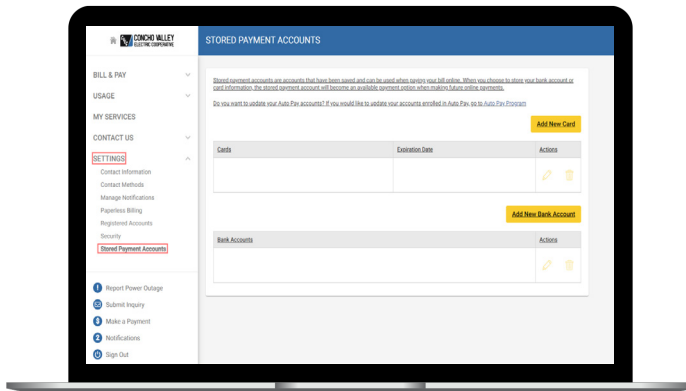
Password - Allows you to change your password.

Email - Change the email address for the account

Hint Question - Change the hint question for the password

Security Phrase - Change the security phrase on the account

Settings: Stored Payment Accounts



Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store bank account or credit card information, the stored payment account will become an available payment option when making future online payments.

Click the Add New Card or Add New Bank Account button on the right to add your stored payments. You'll see all payment methods stored in this section.

There is also a link to the Auto Pay program.