



DASHBOARD OVERVIEW

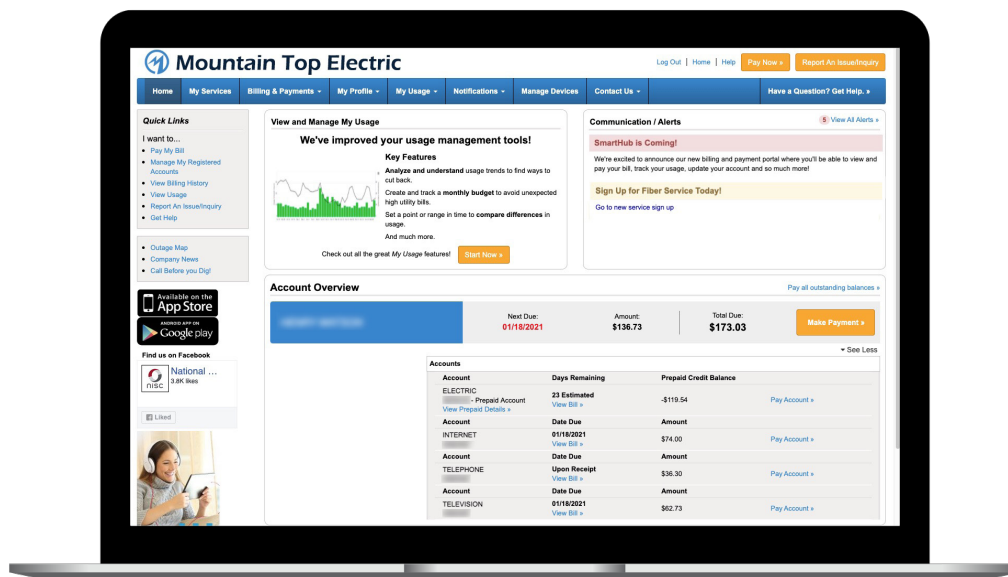
Features of the SmartHub Dashboard

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 new 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:

- Quick links 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
- The **Report Outage/Inquiry** button and a link to the Outage Map to keep you informed if there is a power outage

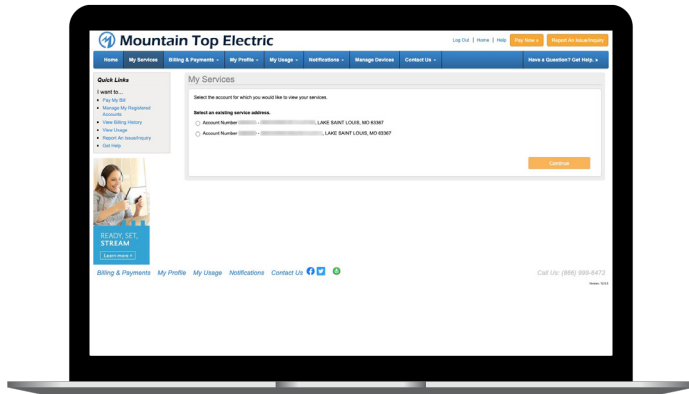


My Services Tab

My Services Tab

If you manage multiple accounts, you'll be able to view services for each of them from this tab.

My Services: Main Screen



Select the account for which you would like to view your services and click the **Continue** button.



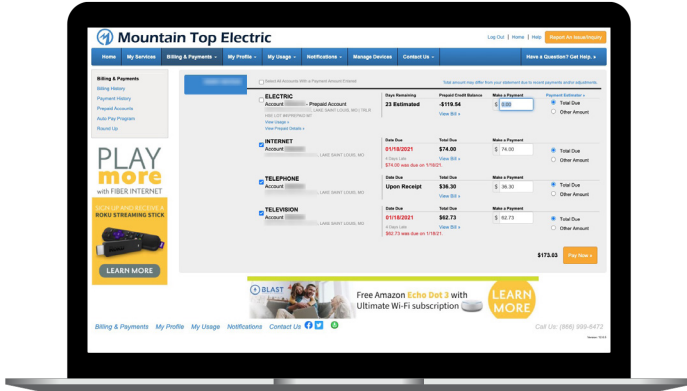
Billing & Payments Tab

Features of the SmartHub Dashboard

Billing & Payments Tab

Paying your utility bill has never been easier. Make payments from anywhere at any time, or set up Auto Pay and stop worrying about forgetting to pay the bill every month.

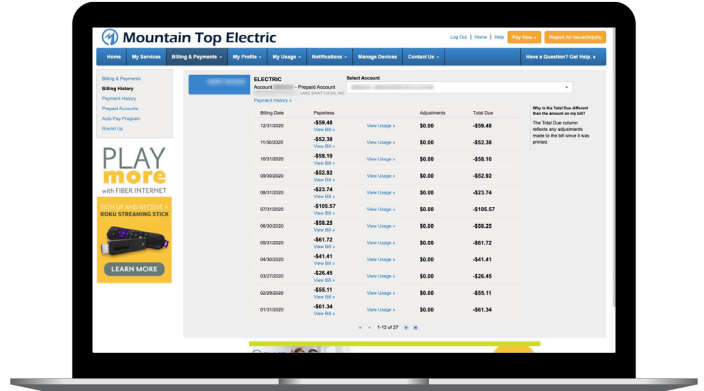
Billing & Payments



A summary of all accounts you have registered including

- Account numbers
 - Billing addresses on record
 - 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.

Billing & Payments: Billing History



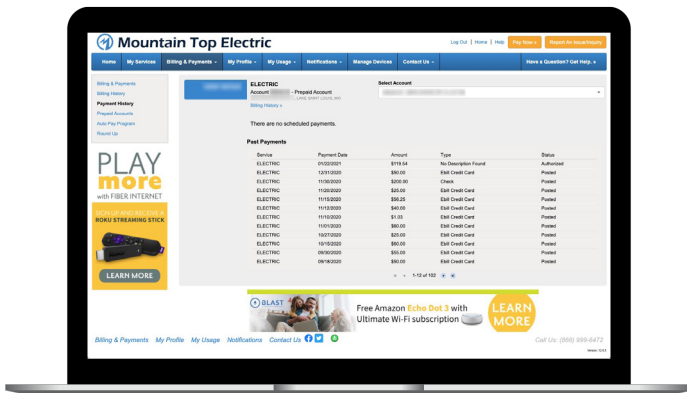
From this screen, you can see the history of all past bills for your account.

You can also view the bill or usage per bill by clicking on the **View Bill** or **View Usage** links.

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.

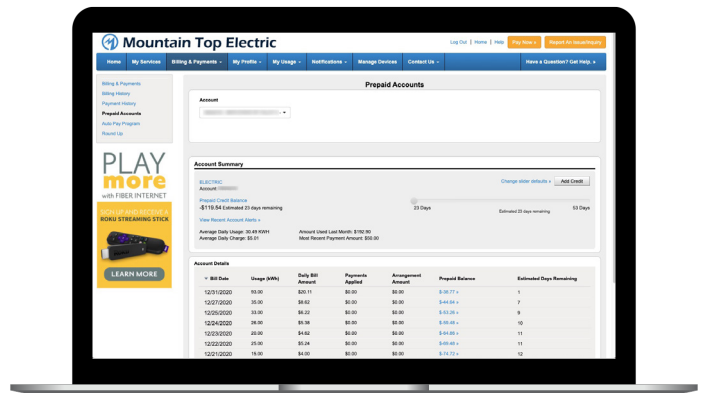
Billing & Payments: Payment History



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.

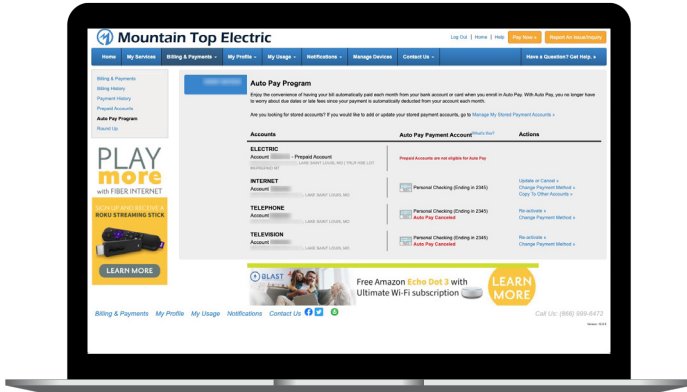
Billing & Payments: Prepaid Accounts



Description

Features of the SmartHub Dashboard

Billing & Payments: Auto Pay Program

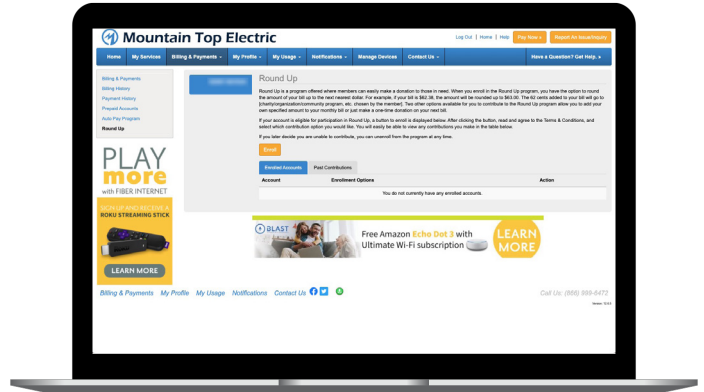


Enjoy the convenience of having your bill automatically paid each month from your bank account or credit card when you enroll in Auto Pay. You no longer have to worry about due dates or late fees since payments are automatically deducted from your account each month.

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.

Just click on the **Manage My Stored Payment Accounts** link to get started.

Billing & Payments: Round Up



Operation Round Up is a program where you can easily make a donation to those in need. When you enroll, you have the option to round up amount of your bill up to the next nearest dollar. For example, if your bill is \$62.38, the amount will be rounded up to \$63.00. The 62 cents added to your bill will go to the charity or community program chosen by Us.

An **Enroll** button is displayed to the right of eligible accounts.

You'll read and agree to the Terms & Conditions, and select which contribution option you would like. You can easily unenroll at any time.



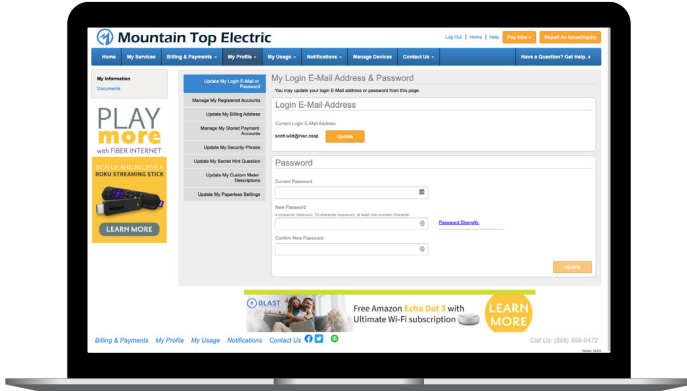
My Profile Tab

Features of the SmartHub Dashboard

My Profile Tab

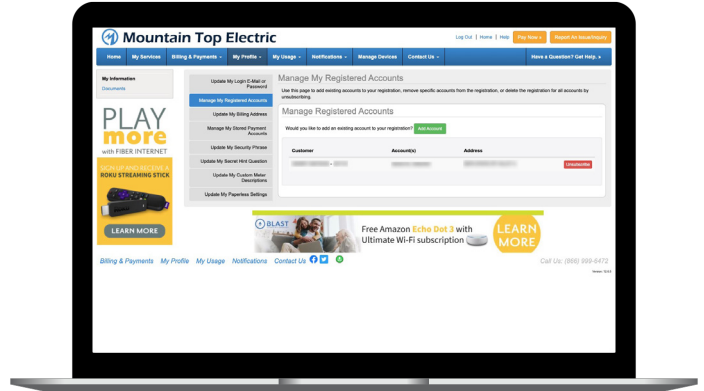
This is where you can find and update any of your account settings. You can be confident that your personal and financial information is safe and secure on SmartHub.

My Profile: Update My Log-in E-Mail or Password



In the main section you will be able to manage your login email address and password associated with your account.

My Profile: Manage My Registered Accounts



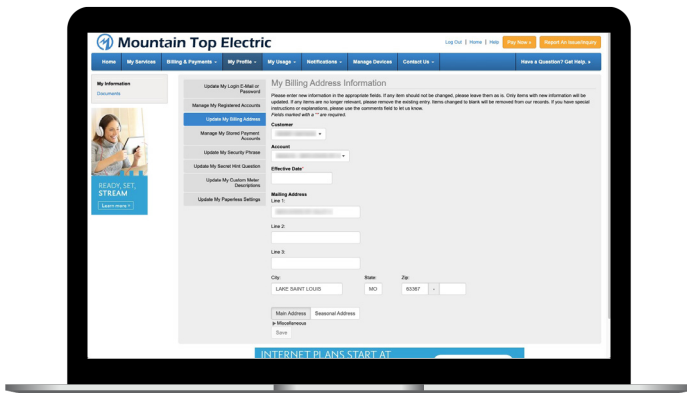
Use this page to add existing accounts to your registration, remove specific accounts from the registration, or delete the registration for all accounts by unsubscribing.

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.

My Profile: Update My Billing Address



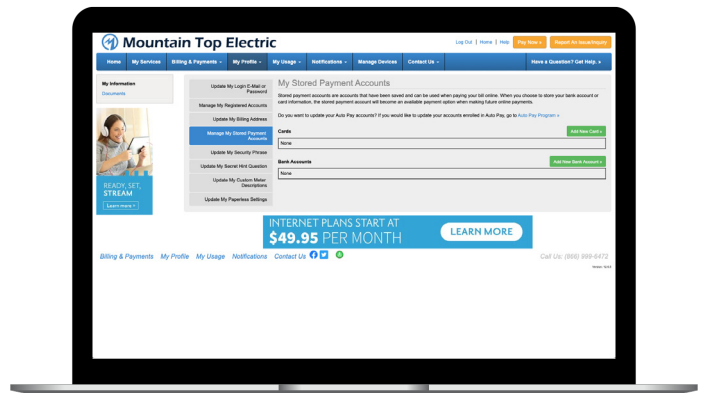
In this section, you'll be able to manage your billing address information.

Please enter new information in the appropriate fields. If any item should not be changed, please leave them as is. Only items with new information will be updated.

If any items are no longer relevant, please remove the existing entry. Items changed to blank will be removed from our records.

If you have special instructions or explanations, please use the comments field to let us know.

My Profile: Manage My 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.

You also have the option to enroll in Auto Pay program.

Features of the SmartHub Dashboard

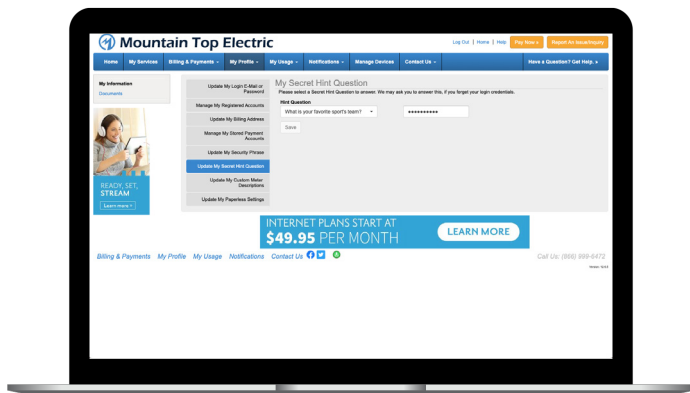
My Profile: Update My Security Phrase



This phrase is required to be set up before you make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay. If the value displayed does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

You may update your security phrase and click Save. Your currently selected phrase is not displayed here for your own security.

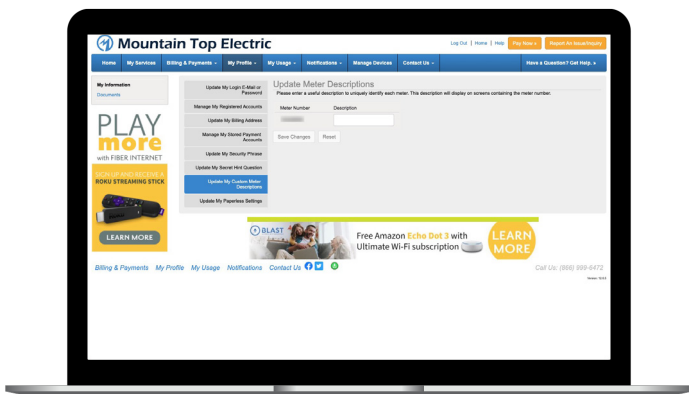
My Profile: Update My Secret Hint Question



The Secret Hint is used to create added security when you forget your login credentials.

You can select your hint question from the dropdown list and enter the correct answer. Click the Save button to update your secret hint.

My Profile: Update My Custom Meter Descriptions

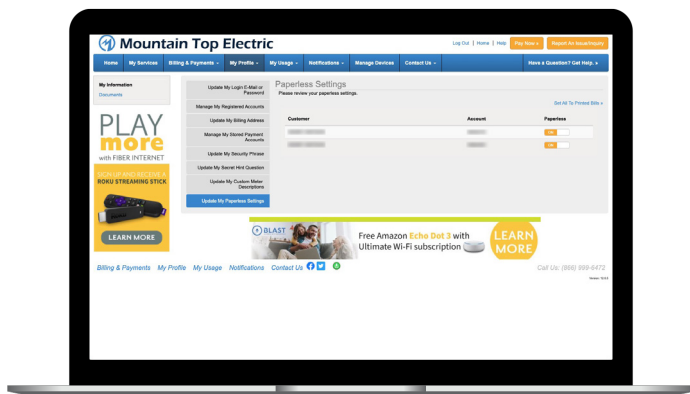


If you have multiple meters that are associated with your account, this screen allows you to label them to help you identify them easier.

Type the description for the meter and click the Save Changes button.

You can also reset a meter description by clicking the Reset button.

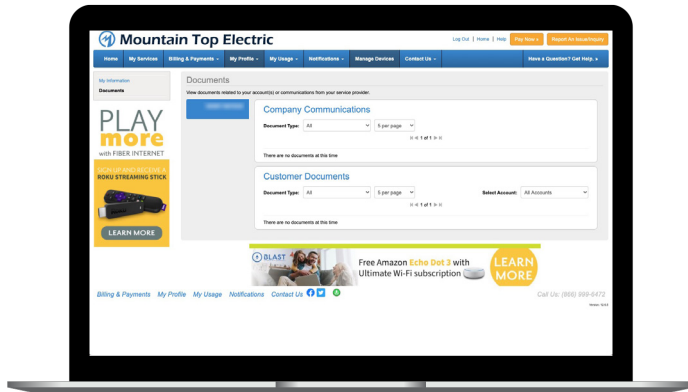
My Profile: Update My Paperless Settings



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.

Find the account where you would like to activate paperless billing and toggle the Paperless Slider to On.

My Profile: Documents



View documents related to your account(s) or communications from Us.



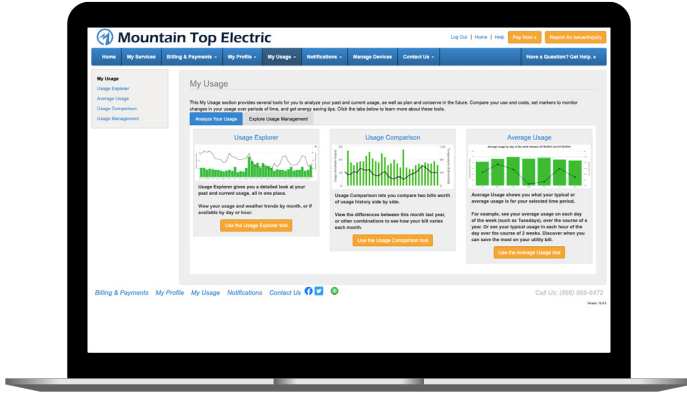
My Usage Tab

Features of the SmartHub Dashboard

My Usage Tab

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.

My Usage

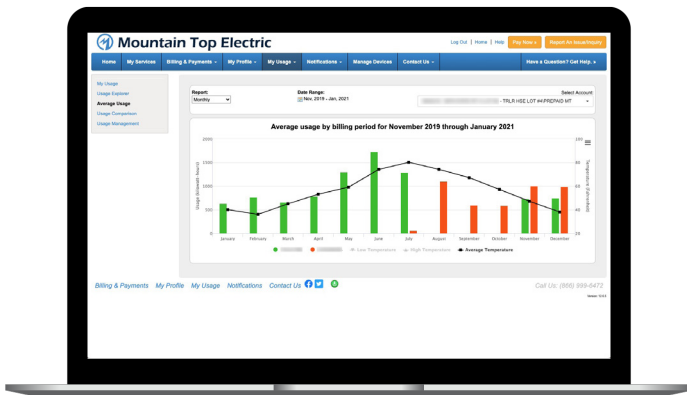


Get a detailed look at your past and current power use, view your usage and weather trends by the month, day or hour.

View and compare two past monthly bills side-by-side. You can determine if changes you make in energy-use habits or using a new appliance are making a difference.

Plan and Save. Provides the ability to track energy actions you've taken and see the planning markers on the graph for that time period.

My Usage: Average Usage

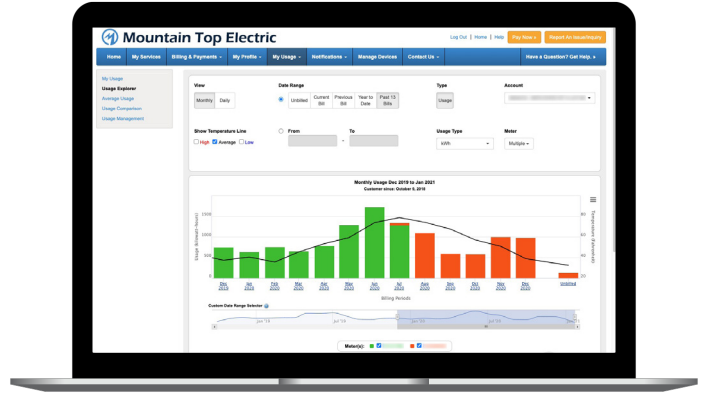


One of the most powerful features of SmartHub is the ability to see how much electricity you typically use during a specific time period. This allows you to see when you can save money on your bill.

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.

My Usage: Usage Explorer

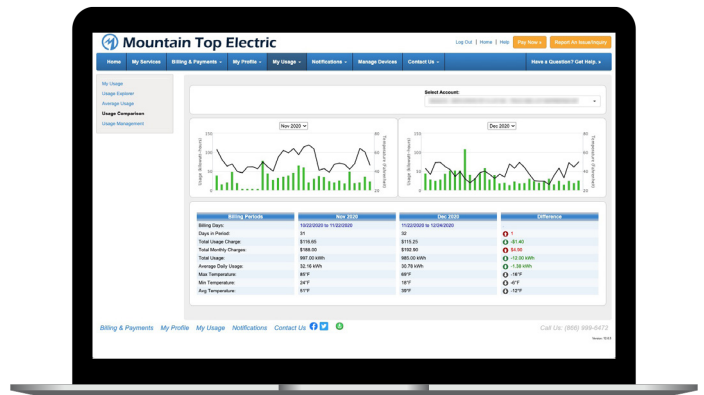


When you use electricity is as important as how much you use. The Usage Explorer gives you a detailed look at your past and current usage, all in one place. View your power use alongside weather trends by month, day or hour.

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

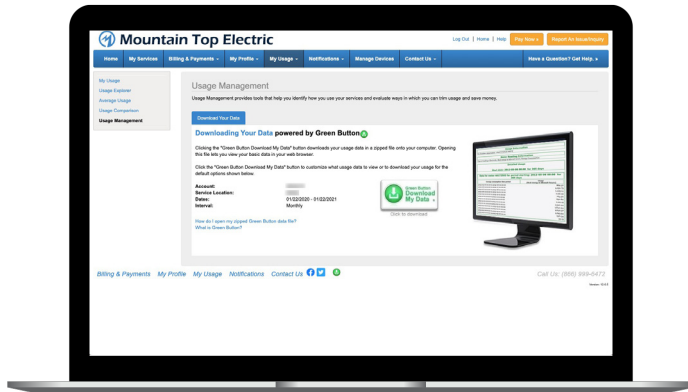
The middle section shows you a breakdown of monthly costs along with temperature data overlaid on top of it.

My 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.

My Usage: Usage Management



This section provides tools that help you identify how you use your services and evaluate ways in which you can trim usage and save money.

The Green Button:

- Clicking the Green Button Download My Data button downloads your usage in a zipped file onto your computer. Opening this file lets you view your basic data in your web browser.
- You can customize what usage data to view or to download your usage for the default options (Service location, Dates, and Interval) shown.



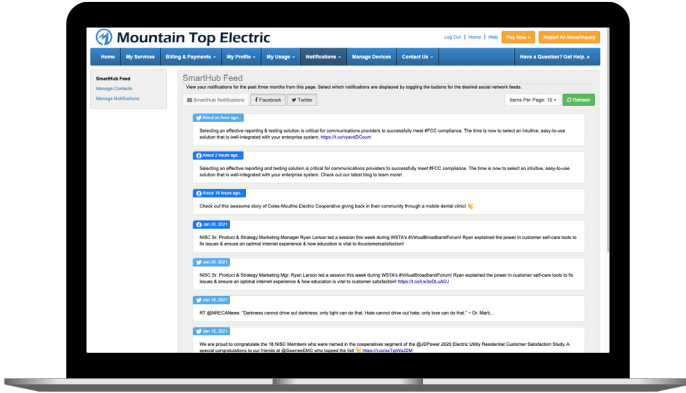
Notifications Tab

Features of the SmartHub Dashboard

Notifications Tab

SmartHub is also a powerful communication tool. You'll receive important news and information about your account, outages, news and events through the app. You can decide how you want to be notified about your bill, by email or text message on your smartphone. Set a threshold to be notified when you are using more electricity than you planned to help stay on top of your energy costs.

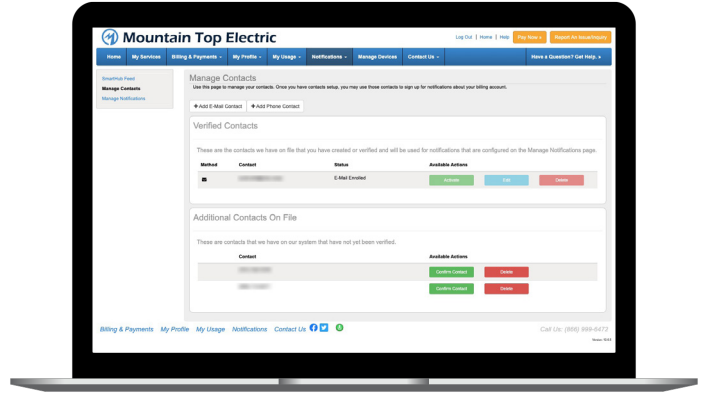
Notifications: SmartHub Feed



The SmartHub feed on the main notifications page allows you to view your notifications for the past three months.

Select which notifications are displayed by toggling the buttons for the desired social network feeds.

Notifications: Manage Contacts

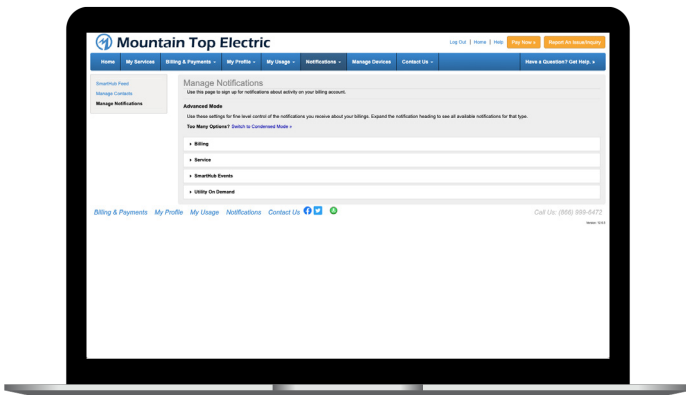


Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

There are buttons to Add E-Mail Contact or Add Phone Contact.

You will be able to Activate, Edit, or Delete any contacts on file that you have created or verified and will be used for notifications. Additional Contacts on File section are contacts that we have in our system that have not been verified.

Notifications: Manage Notifications

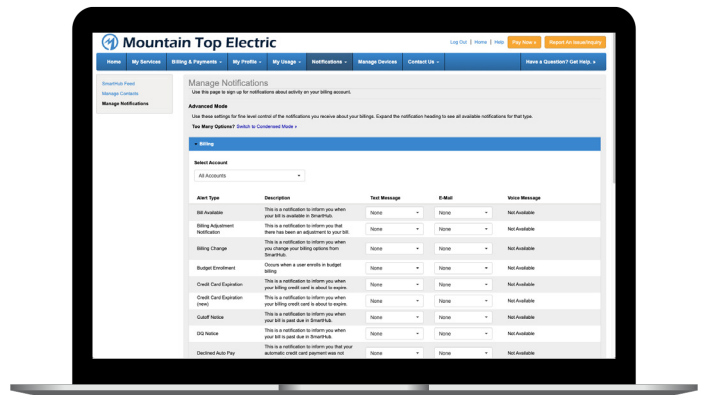


Use this page to sign up for notifications about activity on your billing account. You'll use the contacts that were set up on the Manage Contacts screen.

You'll have the option to modify account notifications in three categories: Billing, Miscellaneous, and Service.

Click the dropdown arrow to the left of each heading to expand all of the notification options available.

Notifications: Manage Notifications / Billing



Using the Billing section as an example, here is how to sign up for notifications within each section.

Click the dropdown arrow to expand the section. You can use the phone and/or email contacts on record to sign up for text and/or email notifications.

Simply select the appropriate contact from the dropdown list behind each notification type.

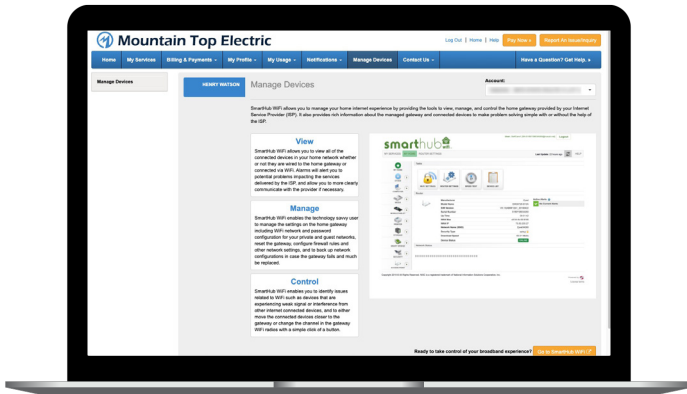


Manage Devices Tab

Manage Devices Tab

SmartHub WiFi allows you to manage your home internet experience by providing the tools to view, manage, and control the home gateway provided by your Internet Service Provider (ISP). It also provides rich information about the managed gateway and connected devices to make problem solving simple with or without the help of the ISP.

Manage Devices: Main Screen



View:

View all of the connected devices in your home network whether or not they are wired to the home gateway or connected via WiFi.

Manage:

Manage the settings on the home gateway including WiFi network and password configuration for your private and guest networks, reset the gateway, configure firewall rules and other network settings.

Control:

Identify issues related to WiFi such as devices experiencing issues, move devices closer to gateway, or change channels for gateway WiFi radios.



Contact Us Tab

Features of the SmartHub Dashboard

Contact Us Tab

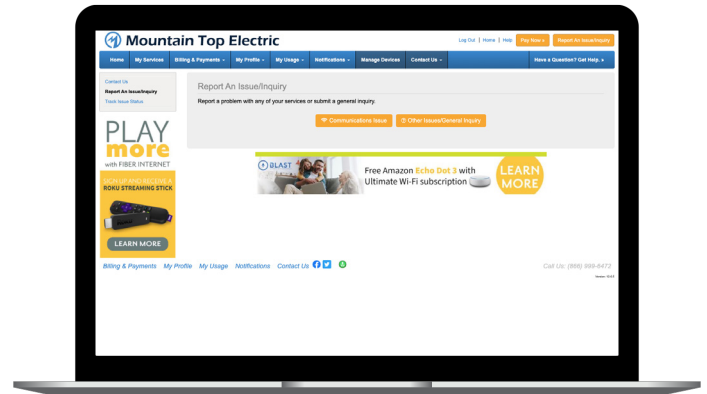
Not only can you receive notifications from SmartHub, you can also contact us with customer service requests or questions.

Contact Us: Main Screen



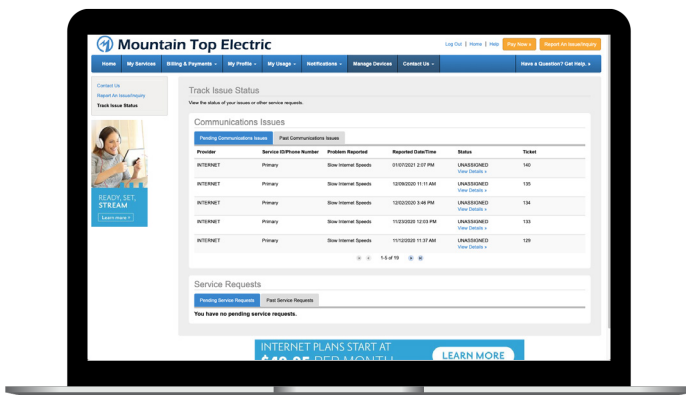
On this screen you can choose one of the selections to report an issue with your service, submit a general inquiry, or track the status of an issue.

Contact Us: Report An Issue / Inquiry



The two buttons you'll have access to are the Communications Issue and the Other Issues/General Inquiry.

Contact Us: Track Issue Status



In this section, you'll be able to track communications issues and service requests, both pending and in the past.