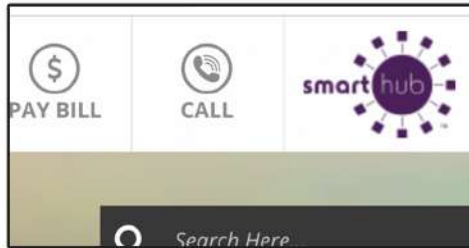


# How to register for a SmartHub account:

- 1 Click the SmartHub logo in the upper right corner of our website - [www.acecwi.com](http://www.acecwi.com).



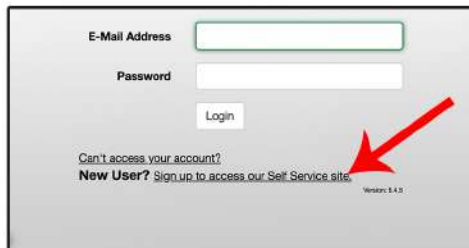
- 4 Confirm with your last bill amount or your zip code.

A screenshot of a confirmation page titled 'Confirm E-mail Address'. It asks the user to answer a security question to protect their account. The question is 'Billing ZIP Code', and the user has entered '53834'. There is a checkbox for 'I'm not a robot' which is checked, and a checkbox for 'I accept the Terms and Conditions' which is also checked. There are 'Submit' and 'Cancel' buttons at the bottom.

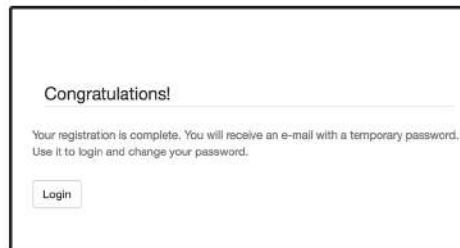
- 7 You will be asked if you want to go paperless. Yes = Go Paperless. No = Receive Paper Bill.

A screenshot of a 'Paperless Bills' selection screen. It asks the user 'Would you like to turn off paper bills?' with radio buttons for 'Yes' (selected) and 'No'. Below the question, it says 'Please note that this will apply to all accounts registered with this email address.' There are 'Submit' and 'Cancel' buttons at the bottom.

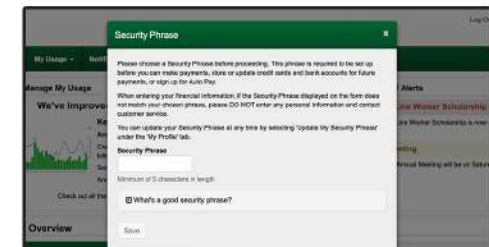
- 2 Click **New User? Sign up to access our Self Service site.**



- 5 An email will be sent to you with a temporary password.



- 8 Select a security phrase.



- 3 A new screen will ask you to enter:  
Billing Account Number  
Last name or Business  
E-mail Address  
Confirm Email Address

A screenshot of a 'New User Registration' form. It asks the user to enter their Billing Account Number, Last Name or Business, E-mail Address, and Confirm E-mail Address. There are 'Submit' and 'Cancel' buttons at the bottom.

- 6 Update your password.

A screenshot of a 'Please change your password' form. It asks the user to enter their E-Mail Address, New Password, and Confirm Password. There are 'Submit' and 'Cancel' buttons at the bottom.

- 9 That's it! You're all signed up.

## Great SmartHub offers:

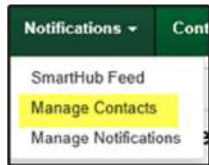
- Sign up for text or email notifications
- Report power outages
- Auto Pay & paperless billing
- See your billing statements & payment history
- Usage graphs
- Pay your bill
- See co-op news

## Questions?

Give us a call at (800) 831-8629 and we can help you get signed up.

# Adding Contacts & Managing Notifications

1 Hover your mouse over **Notifications**, then click **Manage Contacts**.

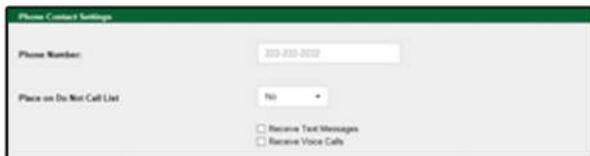


2 Click on the **Add Phone Contact** button.



3 Enter the **phone number** you want to receive the text messages. Select **Yes or No** on the Do Not Call List. **Check the box** to receive text message. Click **Continue**.

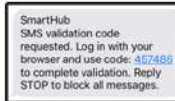
*(The "Do Not Call List" is for ACEC, not the national list. ACEC calls for various reasons such as planned outages, tree trimming, herbicide spraying)*



4 **Agree** to the Terms and Conditions.



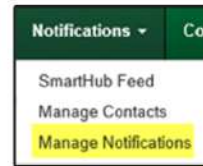
5 Enter the **verification code** that was sent to your phone. The message will look like the following:



6 Click **Save Contact**.

7 Repeat for each additional number that needs to be added.

8 Now you will need to go to **Manage Notifications**.



9 Click on the **arrow** in front of **On Demand**. Check the box in front of **Load Control**.



10 Under Text Message and/or E-Mail, **select each recipient** that would like to receive the load control message.



11 Click **Save** and **Close**.



Adams-Columbia  
Electric Cooperative

# How to use SmartHub



- Manage your account
- Pay your bill
- Report power outages
- Auto Pay
- Payment history
- Usage graphs