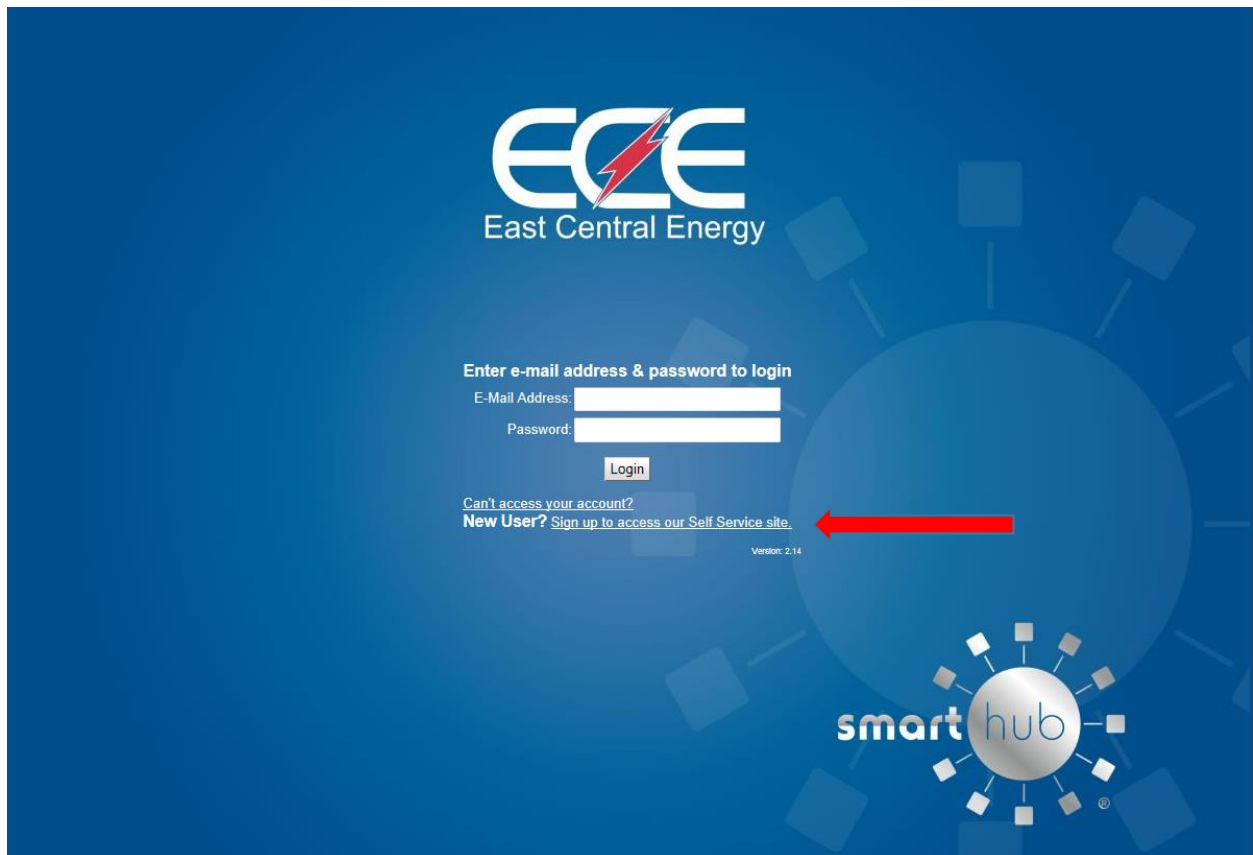


SmartHub FAQ

How do I sign up for SmartHub?

If you already have an eBill account you will see the new SmartHub gateway when you login using your same email and password. If you are new to SmartHub, you will need to sign up as a New User. At eastcentralenergy.com, click My Account, or in the Quick Links section click Pay Your Bill Online. Follow the instructions to get to SmartHub and click "Sign up to access our Service site" which is located below the login button.



What is the difference between the Mobile App and the Web Version of SmartHub?

Our Mobile App can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is Internet accessible from any web-enabled device. Both the App and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts and report outages. They also allow you to monitor and manage your use.

The Web version allows you to register your accounts to receive notifications for account milestones, such as an approaching or a missed due date. It also allows you to set use markers (date range or point in time) to monitor the changes in use based on events. The Web has a Profile page available to maintain your personal information, password and stored payment methods.

The App allows you to find and get directions to office locations and payment drop boxes using the map feature on your device.

Is my phone or tablet supported?

Our Apps are supported on the following platforms:

iOS 3.1 and above (iPhone and/or iPad)

Android 2.1 and above (Smartphones or tablets)

Is the App secure?

Yes! All critical information is encrypted in every transaction and no personal information is stored on your mobile device. Please be aware that your mobile device may offer the ability to store your login information for Apps installed on your device. If you choose to store your login information, any person who has access to your mobile device can access your account.

How do I get the App for my phone?

Search: SmartHub (not case sensitive but must be all one word), in the Apple App Store® or Android users can find the App in Google Play. If duplicates appear, the correct App is provided by our partner, National Information Solutions Cooperative (NISC).

Do I have to buy the App?

No. Our App is free to download and install.

Do I have to change the way I pay my bill in order to use SmartHub?

No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

I have five accounts. Can I see them all in the App and on the Web?

Yes. The Web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information. On the App, tap the Bill and Pay icon. The total due of all accounts shows and below it you can select different information by account, such as partial payment option, billing history and payment history.

If you have multiple member numbers, you will only see the accounts under the member number you enter. You will need to enter the specific member number to view accounts listed under that member number.

Can I make a payment on multiple accounts?

Web: To pay the total amount owed on all accounts, click the Pay Now button in the upper right corner of the screen or the Make Payment button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the Billing & Payments button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on Other Amount. After entering the amounts to be paid click the Pay Now button.

App: Tap the Bill & Pay icon. Tap the Pay button. You can choose to pay the total amount due or choose other amount. If you do not have a payment method saved, you will need to enter information about that payment method to process the payment.

How current is the account information I see in the App or on the Web?

The information you see in the App and in the Web is updated every 24 hours. If you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

How do I sign up for notifications? What if I want to receive notifications for multiple accounts?

You must log into the Web and click on Notifications. Select preferred notification method (Text or Email) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

- Text-Notifications will be texted to your phone.
- Email- Notifications will be sent to your email address.

How do I find your offices and payment locations?

On the App, tap the Map and you will see all the office and payment locations available to you. To get directions, tap the location and an address box comes up. Tap the address box and the Map/GPS Navigator options appear. Tap on the preferred method and follow the instructions.

What is the recommended screen resolution for SmartHub on the web?

1280 x 1024

In SmartHub Web, my tab buttons are not highlighted to indicate what screen I am on and the Utility logo is centered on the page. Why is it displaying this way?

Even though you may be running Internet Explorer 8 or later, some of your websites could be displayed in version 7 compatibility mode. To check this, open Internet Explorer, select Page, and click Compatibility View Settings. Any websites that are listed will display in version 7 compatibility mode. Remove the SmartHub web site from this list.

I've tried to log in to my account several times. I think I might have the wrong password. Now it will not let me know do anything?

The SmartHub system has security in place to limit the number of times a member can try to access their account. This truly protects your data. If you exceed the allowable number of times, the systems takes precautions to avoid identity theft by temporarily stopping access to your account through SmartHub. Call ECE at 1-800-254-7944 for help.