Your life is busy and managing your account can feel complicated, with our new SmartHub tool it won't be. Save time and money by managing your account at anytime from anywhere. Here are some of the ways SmartHub will put you in control of your account.

Save time and money by managing your account at anytime from anywhere

HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub web portal or mobile app will keep you informed and will show you where to save time and money on your bills.

Billing & Payments: No more waiting for your bill to arrive in the mail, access your bill at anytime from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

Alerts & Notifications: Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

Paperless Billing: What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. When you know what devices are using the most [energy/bandwidth], you can make money-saving decisions about your account. Imagine opening your bill and seeing an amount less than expected.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.

| Billing & Payments | Alerts & Notifications | Paperless Billing | Usage Monitoring |
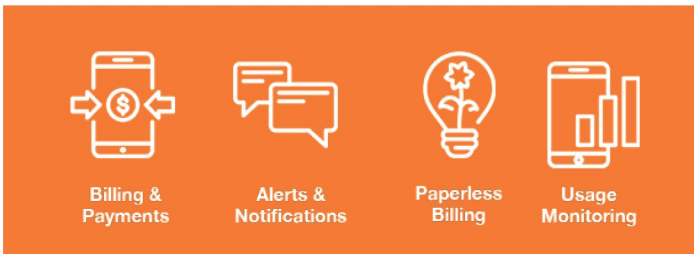
WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address and your account number. You can find your account number on your bill.

HOW WILL YOU REGISTER FOR SMARTHUB?

Getting started with SmartHub is as easy as 1-2-3.

Step 1: Register your account in SmartHub
Whether through our web portal or mobile app, you can register your account, for free, in SmartHub. You can find the registration button on our SmartHub support page at ocec.coop/smarthub.

Step 2: Activate the features you want
Now is the time to take advantage of features like alerts/notifications, Auto Pay, and paperless billing to have more control over your account.

Step 3: Managing your account from anytime at anywhere
The more features you take advantage of, the more time and money you can save!

ATTENTION CURRENT AUTO PAY MEMBERS: After you register your account in SmartHub, to keep your scheduled payments on track you will be required to re-enter your Auto Pay information.

Activate Paperless Billing: At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.

Mobile App Downloads:
For information on how to download our free, secure SmartHub app from the Apple or Google Play stores, visit our SmartHub support page at ocec.coop/smarthub.
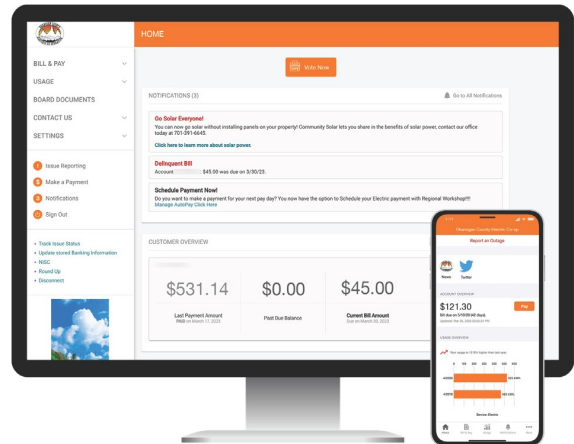
NEED ASSISTANCE?

If you have any questions or issues, you may contact us by sending an email to info@ocec.coop or calling (509) 996-2228. Visit our SmartHub support page at ocec.coop/smarthub for more information.

Smarthub will help you save time and money by managing your account at anytime from anywhere. Here is a checklist to put you in control of your account from day one. Please reach out if you have any questions.

❑ What you will need for REGISTRATION

- An **email address**
- Your **account number**. You will be able to find your account number on your latest bill. You can also call our customer service team at (509) 996-2228.

❑ Download the SmartHub APP

Follow these instructions if you would like to use SmartHub on your mobile device.

- Open up the Apple or Google Play app store (depending on your device)
- Search for "SmartHub" in the app store and install the app on your device.
- You can find instructions on our SmartHub support site at ocec.coop/smarthub.

❑ REGISTER your account in SmartHub

The first thing you will need to do is register your account in our new SmartHub system.

- Mobile: Click the "Don't have an account? Register now" link on the app's log in page.
- Web: Visit our SmartHub support page at **ocec.coop/smarthub** and click on the Register button.
- You can also find instructions on that page.

❑ AUTO PAY re-registration (if enrolled)

If you use our Auto Pay program with a debit/credit card or bank draft, you will need to re-enroll.

- On either web portal or app, click on Bill & Pay.
- Click on Auto Pay Program link.
- If you use your bank's payment service to schedule payments, you will need to verify your Okanogan County Electric account number to ensure payments are routed properly.

❑ Consider trying PAPERLESS BILLING

Save time by getting your bills instantly through SmartHub and save the cost of printing and mailing your bill.

- You can activate paperless billing during your account registration.
- Web portal: Under the My Profile menu, click on Update my Paperless Settings sub-menu.
- Mobile: Select settings and Paperless Billing.

❑ Set up NOTIFICATIONS

Choose how you receive notifications from SmartHub (email or SMS)

- Under the Notifications menu, click Manage Contacts to add email and/or text numbers.
- Enter verification code to activate.
- Click on Manage Notifications to set up email and/or SMS alerts using the contact info you entered.

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