SMARTHUB

How-to Guide

HOW TO REGISTER FOR SMARTHUB

From a PC:

- Make sure you're using a compatible internet browser: Chrome or Firefox is preferred, but you can also use Internet Explorer 9 or above.
- Go to www.midwestrec.com and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: http://midwestrec.smarthub.coop/.
- Click the link for New User at the top.
- Complete the fields for account number, last name, and email adress. Hit submit.
- You'll be asked a confirming question such as your zip code. Enter the "security characters" that appear on the screen.
- Click Login, then you'll be emailed a temporary password from midwestrec@smarthub.coop. (Note: Don't send emails to this address.)
- Copy this temporary password into your SmartHub login and click Submit.
- You will be prompted to change your password to your liking. There is a four-character minimum and a few other requirements for your security.
- After hitting enter, you'll be asked if you want to turn off paper bills (which means you would not receive a mailed paper bill anymore).

That's it! Now you're at the main screen.

From a Tablet or Smartphone:

- Search Apple or Android devices' app stores for "SmartHub." After downloading (it's free), search for "Midwest Electric Ohio."
- Follow the same registration steps listed at left.

Android devices: Access the Google Play store.

Apple devices: Access the App Store.









After downloading, your intro screen will look like this. You can now register your account by following the prompts.



SmartHub lets you manage all aspects of your utility or telecommunications account on your mobile device. To get started, select a button below to find your service provider by location or by name.

After you're registered...

- To login, go to the same SmartHub website accessed from our website (www.midwestrec.com) or login through your mobile device app 24/7/365. Enter your email and password you created above.
- Note: You'll be locked out after 6 failed login attempts, and you'll then have to call our office at 1-800-962-3830 during regular hours to re-set the account. This is for your security to prevent hackers from getting into your account.

SMARTHUB HIGHLIGHTS

- Home Screen links to pay your bill, view service requests, report an outage, view substation maps, read our monthly newsletters, and more
- Billing & Payments Tab links to pay your bill, view billing and payment history, and set up recurring payments
- My Profile Tab update e-mail address, password, contact information, bank or credit card information, change printed bill settings, and review past power outages
- My Usage Tab view monthly, daily and hourly electric use charts and weather information; compare months, days and hours in various ways; add an "energy marker" when you make home upgrades; compare bills
- Notifications Tab To be notified by text or email when your electric use exceeds a certain level click Manage Notifications > Usage > Add, then follow the prompts. Other notifications are also available.

SMARTHUB

HOW TO UPDATE PAYMENT INFORMATION

From a PC:

1.) Go to www.midwestrec.com and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: http://midwestrec.smarthub.coop/.

2.) To update your "Stored" payment information, go to My Profile > My Info. Then "Manage My Stored Payments Accounts." Then select either "Card" or "Bank" depending on what you have stored. **Note: "Stored" payment information is not the same as Auto Pay or recurring payments. "Stored" payment information is what you use to manually pay your bill each month.*



Home	Billing & Payments +	My Profile +	My Usage +	Contact Us	
My Information Service Requests Outages			Update My E-Mail Address or Password		My Stored Payment
			Update My	Billing Address & Contact Information	Stored payment accounts are accour become an available payment option
			Manage My	Stored Payment Accounts	Do you want to update your Auto Pay
	13		U	pdate My Security Phrase	Cards

3.) To update or sign up for Auto Pay / recurring payments, go to Billing & Payments > Auto Pay Program. Then select "Update" if you need to change your card or bank account information. Select "Change Payment Method" if that is what you need to do.

M	lidwest Electric,	Inc.						Search	Have a Question? Get Help. x
Home	Billing & Payments -	My Pro	ofile - My Usage -	Contact Us					
Quick Lin. I want to • Pay My B • View Serv	Billing & Payments Billing History Payment History Auto Pay Program		View and Manage I	My Usage We've impr	oved your usage managemer Key Features	from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since our stored payment accounts, go to Manage My Stored Payment Accounts » Auto Pay Payment Account ^{What's this?} Actions			ut due dates or late fees since your
 View Billin, View Usag Report An Get Help 	outage		Billiondal		Analyze and understand usage trends to Create and track a monthly budget to av Set a point or range in time to compare d And much more.		Personal Checking (Ending in / 7)	Update or Ca Change Payn Add New	ncel » nent Method »
Substation	Maps			Check out	all the great My Usage features! Start Now			Bank Acc	ount 2 all Us: (800) 962-38

From a Tablet or Smartphone:

Open the SmartHub app and follow the instructions for either an Android or Apple device.

Add a Payment Method		Add a Payment Method
1. Tap the Bill & Pay icon.	Android	1. From the homepage, click the My Profile tab. My Profile
2. Tap Manage Payment Methods. Bill & Pay		2. Click the My Information link in the left menu.
3. Tap Add Payment Method.		3. Click the Update My Bank Account or Credit Card Update My Billing Address & Contact Information
Payment Methods CREFRESH CADD		Information tab. Update My Bank Account or Credit
Add Payment Method		appears. Update My Security
Checking ****4567		Passphrase
Card ****1732	Apple IOS	4. Determine the type of payment method to add (Credit/Debit Credit & Devel d light
VISA Visa ****0026		the corresponding Add new hyperlink.

SMARTHUB

How-to Guide

HOW TO REPORT OUTAGES

From a PC:

1.) Go to www.midwestrec.com and click one of our account links, such as Pay My Bill. You can also go directly to our SmartHub site: http://midwestrec.smarthub.coop/.

2.) Look under "Quick Links" on the lef-hand side of the page and click "Report an Outage."

3.) Be sure to include any relevant or helpful information (like if you heard a bang when the power went out) to assist our operations crews in determining the cause.

Midwest Electri A Touchstone Energy' Coo				
Home	Billing & Payments			
Quick Lin	iks			
I want to				
• Pay My B	ill			
• View Sen	vice Requests			
• View Billi	ng History			
• View Usa	ge			
• Report A	n Outage			
Get Help				
Substatio	n Maps			
Outage N	lap			

From a Tablet or Smartphone:

• Open the SmartHub app. From the main screen, click "Report Outages and follow the prompts.

