

## Step-by-Step SmartHub Instructions

*Join T.E.A.M. SmartHub!*

**T** — Take charge of your electric use!

**E** — [Enroll in SmartHub](#)

**A** — [Add your contact information](#)

**M** — [Make your notification choices](#)

### 1. ENROLL IN SMARTHUB

If you are already enrolled, you can skip to Step 2.

- Go [www.FirelandsEC.com](http://www.FirelandsEC.com).
- Click on the button labeled “SmartHub.”



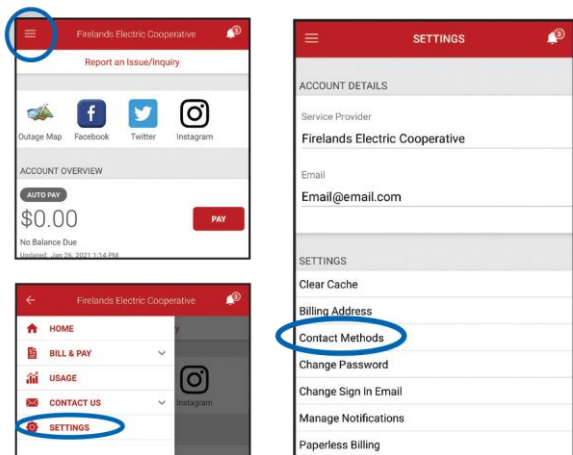
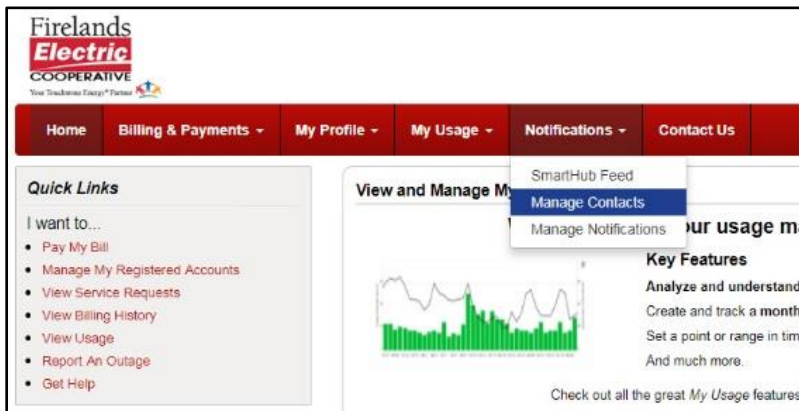
- Click the link next to “New User?” at the bottom.



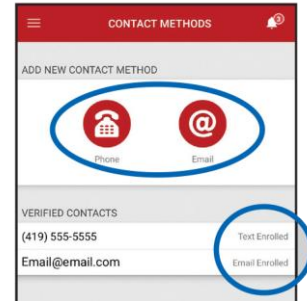
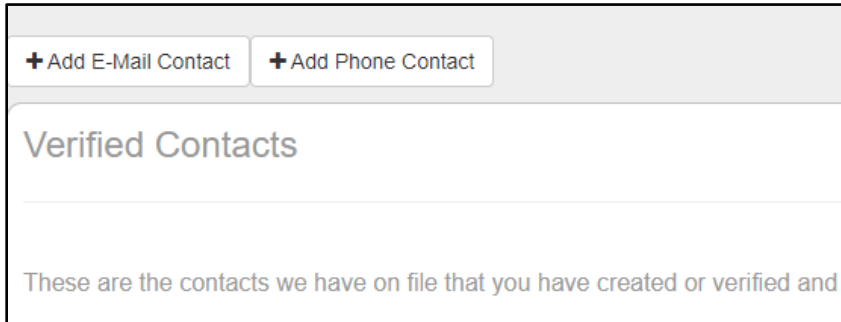
- Fill in your account number (located on your most recent bill), last name, and the email address you would like to use.
  - You must use a valid email address to initially sign up, but notifications can be changed to text message only when you get to step three.
- You will also be asked to verify the last 4 digits of the social security number for the account holder and input your zip code.
- You will receive an email to verify your account.
- Click the “Verify Account” button to continue.
- You will then be asked to create your own, unique password.
- Choose if you want to continue receiving a paper statement or if you would like to go paperless.
- You will also be asked for a Security Phrase. This can be any word you chose (even your password).

## 2. ADD YOUR CONTACT INFORMATION

- Go to [www.FirelandsEC.com](http://www.FirelandsEC.com), click on “SmartHub,” and log in to your account.
- Click on the Notifications tab and select “Manage Contacts.” (On a mobile device, go to Settings>Contact Methods.)



- Click the appropriate button to add additional email addresses and/or phone numbers.

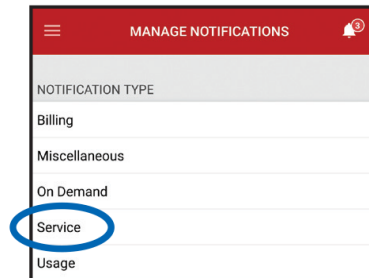
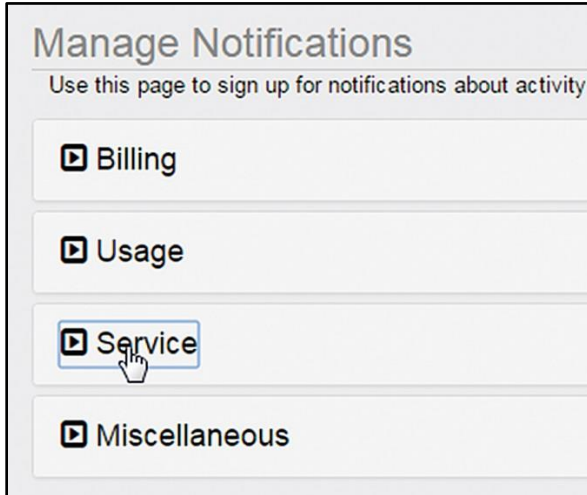


- For email, add your address and click “Continue” and “Agree.”
  - Enter the verification code sent to the newly added email address and click “Save Contact.”
- For text messages, add your phone number (with dashes). Check the box “Receive Text Messages.” Click “Continue” and “Agree.”
  - Enter the verification code sent to the new phone number and click “Save Contact.”
- NOTE: If you need to return later to enter the verification code, simply click the “Activate” button next to the appropriate contact and input the code to complete set up.
- If you wish to remove a contact, click the “Delete” button next to the appropriate contact (desktop version only).



### 3. MAKE YOUR NOTIFICATION CHOICES

- Click on the Notifications tab and select “Manage Notifications.” (On a mobile device, go to Settings>Manage Notifications.)
- Select one of the categories to begin signing up for notifications.



- Look for the notification you want to receive.

Alert Type	Description	Text Message	E-Mail
Planned Power Outage	This is a notification to inform you when a power outage is planned.	None	youremail@email.com
Power Outage	This is a notification to inform you when a power outage has occurred.	(555) 555-5555	youremail@email.com
Power Outage Restored	This is a notification to inform you when a power outage has been restored.	None	youremail@email.com

#### For desktop:

- Click on the appropriate category (Text Message or E-Mail) and click on the email address or phone number where you want to have notifications sent. A check mark will appear next to the contact.
- To stop a notification, click the email or phone number and the check mark will be removed and change the box to say “None.”
- Click “Save Settings.”
- Repeat to add additional contacts to that notification. You can add as many as you would like.

#### For mobile:

- Click “Edit Contacts” on the appropriate notification and move the slider next to the email or phone number to activate it.
- To stop a notification, move the slider next to the contact method the opposite direction.
- Click “Save.”
- Repeat to add additional contacts to that notification. You can add as many as you would like.