



## Firelands Electric Cooperative's SmartHub

### WHY USE SMARTHUB?

Firelands Electric Cooperative's SmartHub isn't just for paying bills — and signing up doesn't mean you have to go paperless. Members can always choose whether to receive a paper or electronic version of their monthly statement.

SmartHub users can sign up to receive important account notifications via e-mail, text message, or a combination of both. Members have the ability to add multiple contact numbers and e-mail addresses, as well as choose which notifications are sent to each contact. Selections can be changed at any time, giving members total flexibility and control.

Members can also monitor their electric consumption with SmartHub. They can view their use from individual months, days, and even hours. They can also compare use from two different months and check out their average energy consumption.

*\*Please Note: The features listed below are for the desktop version of SmartHub. While the mobile version is very similar, the desktop version has a slightly different look than the mobile app.*

### NOTIFICATIONS

Members can choose to receive a wide variety of optional notifications.

#### Billing Alerts

- Billing Change – Contact information or the payment method has been updated/changed on your account.
- Payment Confirmation – Your payment made through SmartHub was received.
- Payment Posted – Your payment made by bankdraft, check, or in our office has been applied to your account.
- Scheduled Payment Notification – An online payment to your account has been scheduled or canceled.

#### Usage Alerts

- Power Usage Alert – Receive notifications when your kilowatt-hour (kWh) usage meets a threshold that you set. Thresholds can be set for hourly use, total daily use, or both. They can be set for high or low levels, or both. Notifications are sent each day around 4 p.m. **IF** your usage meets or exceeds the levels that you set up in SmartHub.
  - For example, if a threshold is set for a daily high usage of 60 kWh, and you use more than 60 kWh from midnight Monday through midnight Tuesday, you will receive a notification around 4 p.m. on Tuesday.

- The alert you receive gives you the time period for the usage and the number of kWh consumed.

### **Service Alerts**

- Planned Power Outage
- Power Outage
- Power Restored

### **Miscellaneous Alerts**

- Auto Pay – A change has been made to your Auto Pay Program information.
- Contact – Confirmation that you have sent a message to the co-op through SmartHub.
- Login Credentials Change – The email or password was changed on your SmartHub account.
- Personal Info Changed
- Registration – You signed up for SmartHub.
- Unsubscribe – You have unsubscribed from SmartHub.

### **On Demand Alerts**

- Sent only to members enrolled in Firelands' voluntary load management program.
- FEC Peak Alert – Load management is currently taking place.
- FEC Peak Alert Ended – Load management has ended and all participating water heaters and HVAC systems have been returned to normal operation.
- FEC Peak Alert Possible – The potential for load management exists today.

## **USAGE TOOLS**

- Usage Explorer – Members can click through a series of graphs to view usage by month, day, or hour.
  - High, Average, and Low temperatures for each time period can also be viewed by selecting the correct box at the top of the screen.
- Usage Comparison – Members can select two different months and compare their electric use.
- Average Usage – Members can view their average usage over a range of dates, which they designate by using the calendar at the top of the screen. Average use can be viewed by the month, day of the week, or time of day.
- Usage Planning Tool – Members can add a “marker” to their account and label it (for example, “Left on vacation” or “Turned off pool”). This marker then shows up in the Daily Usage screen in Explorer to help members identify if this event caused a change in their electric consumption.

## **OTHER SMARTHUB FEATURES**

- View billing and payment history on your account.
- Sign up for Firelands Electric's Auto Pay Program. (Simply click on Auto Pay Program in the Billing & Payments tab.)

- Update or remove your payment method for the Auto Pay Program.
- Contact the co-op regarding questions you may have.