

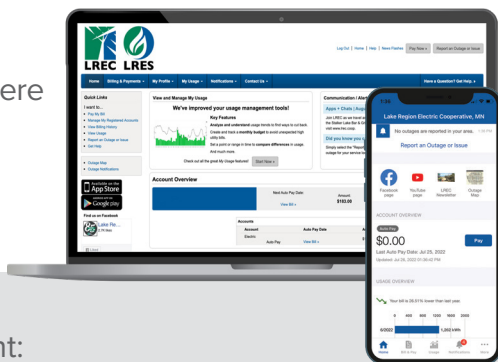
SmartHub

+ WHAT IT CAN DO FOR YOU

SmartHub is an all-in-one platform that connects you with the electric data usage you've come to love, with the extras you never knew you needed.

WITH SMARTHUB, YOU CAN:

- » View + pay your bill anytime, anywhere
- » Report an outage or issue
- » View + receive LREC notifications
- » Sign up for text and/or email alerts
- ...and so much more!



SIGN UP FOR SMARTHUB

To sign up for your SmartHub account:

1. Visit LREC's website: <https://lrec.smarthub.coop>
2. Click "Sign up to access our Self Service site"
3. Enter your LREC account number (found on your bill), your last name or business name on your LREC account, and your email address; then click "Submit"
4. Answer the security question
5. You will be emailed a temporary password
6. Log in with your temporary password, then change your password

*For directions on downloading and signing up for the SmartHub app, please visit: www.lrec.coop/smarthub.

LOG INTO SMARTHUB

Please visit: <https://lrec.smarthub.coop> to log in or utilize the SmartHub app for your smart device. Scan either QR code for a downloadable Android or iOS app.



iOS



Android



Lake Region
Electric Cooperative

Connect with us!



DASHBOARD

Once you have logged in, you will be taken to the dashboard. At a glance, you can see your account details and energy usage, due date, balance owed, view the bill, and make a payment. You can also see each account if you have more than one. Furthermore, you will also be able to view and create alerts, see outage information, sign up for autopay, etc.



SIGNING UP FOR NOTIFICATIONS

Under the “Notifications” tab and “Manage Notifications” drop down, you can sign up for various notifications via text and/or email. Notifications include:

- » **Billing:** Bill available, payment reminder/confirmation, declined autopay, etc.
- » **Miscellaneous:** autopay/contact updates, hint question change, unsubscribe, etc.
- » **Service:** Power outages (planned/unplanned), power restored, and outage update
- » **Usage:** Usage alert if your usage is outside a certain threshold

*You can add another phone or email to your account by managing your contacts

BILLING + PAYMENTS

Under the “Billing & Payments” menu, you will find:

- » **Billing & Payments:** You will see a summary of each account with payment options to select.
- » **Billing History:** The last 12 months of history are shown. You can click on “View Bill” to see a PDF copy of the actual bill.
- » **Payment History:** See a quick view of your past payment history and the payment type made.
- » **Autopay Program:** You can sign up for automatic payments with a checking, savings, or credit/debt card. Any changes to banking info, including updates to credit card expiration dates, can be made here.

MY PROFILE

In the “My Profile” section, you can see and make changes to your account information:

- » **Update SmartHub login email address or password**
- » **Manage registered accounts:** Add or remove accounts from your SmartHub
- » **Update billing address and contact information**
- » **Manage stored payment accounts:** Store bank information to make one-time payments. *Please note, changes to automatic payments should be made under “Billing & Payments” > “Autopay Program”*
- » **Update paperless settings:** Receive a one-time \$5 bill credit when you enroll in paperless billing for the first time