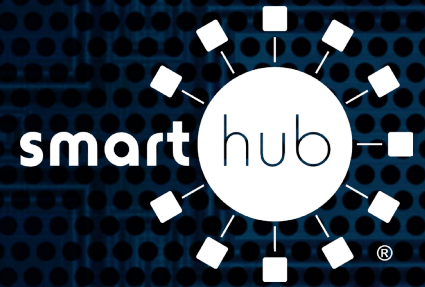




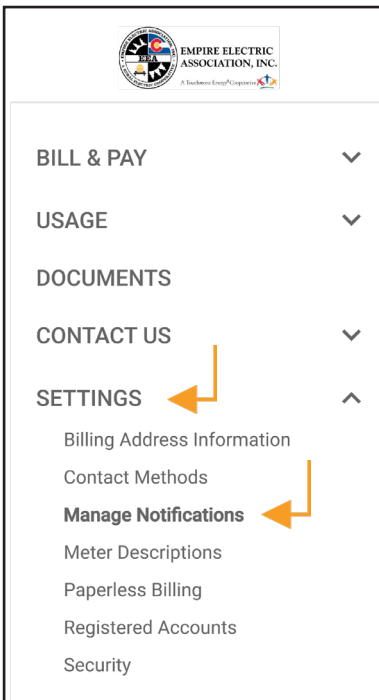
Managing SmartHub Notifications



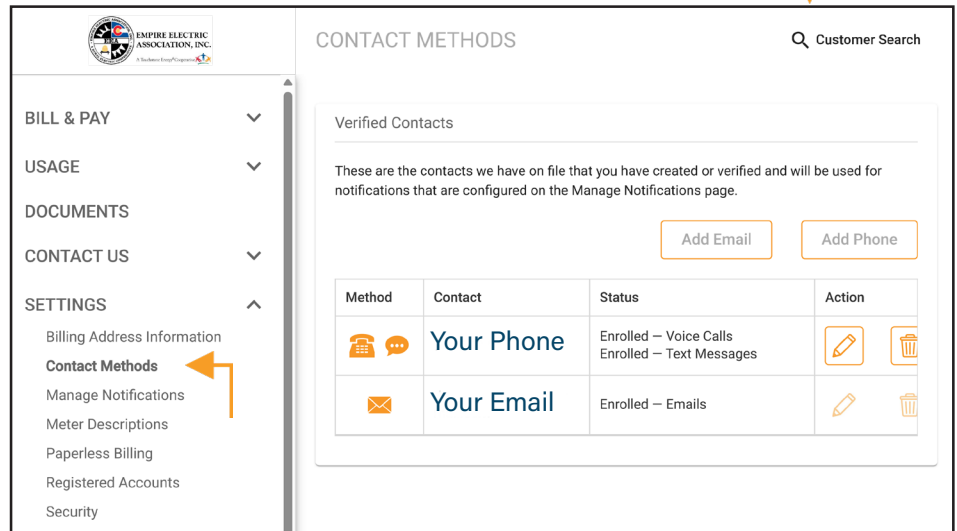
SmartHub offers many different options for providing you email, text, or mobile app notifications for different interactions you have with Empire Electric Association. To set up or change your notifications, you will need to log in to your SmartHub account.

If you are accessing SmartHub through a web browser please use the following instructions. If you are using the SmartHub mobile app, you can find instructions at eea.coop/smarthub-tips

1. Log into your Smarthub account and click on SETTINGS and then Manage Notifications in the main menu on the left side of the screen:



Please Note: If you have not already entered a mobile number to receive texts or an email address, you will need to first select Contact Methods on the SETTINGS menu and add the contact number or email you want to receive notifications for.



2. SmartHub offers Condensed or Advanced notifications.

- Choosing Condensed will allow you to choose how to be notified for each category of notification. For example, if you set up Billing in Condensed mode, anytime a billing event like when your bill is generated or a payment is made, you will be notified.
- Choosing Advanced will allow you to select individual alert types in a category to be notified about and the method you would like to be notified with.

Notification Categories:

- Billing
- Miscellaneous
- Service
- Work Management

Service Notification Alert Types:

- Planned Power Outage
- Power Outage
- Power Outage Restored
- Service Request Created



Managing SmartHub Notifications



3. You can choose Advanced or Condensed on the Manage Notification page:

4. If you choose the Advanced mode, click on each category to see the alert types. The example below shows the Service category alert types and the notification options.

If you have any questions about setting up or updating notifications or another SmartHub feature, please call EEA at (970) 565-4444 or email contactus@eea.coop.

Alert Type	Description	Text Message	Email	Voice Message
Planned Power Outage	This is a notification to inform you when a power outage is planned.	Your Phone	Your Email	Coming Soon
Power Outage	This is a notification to inform you when a power outage has occurred.	Your Phone	Your Email	Coming Soon