

## **Frequently Asked Questions on SmartHub**

**Q. What if I don't have an e-mail address?**

A. The SmartHub payment system requires an e-mail address for proper identification and processing. If you don't have an e-mail address, consider choosing a free e-mail service.

**Q. Which web browser can I use?**

A. Any web browser of your choosing will work. Examples include: Internet Explorer, Netscape, Mozilla, etc.

**Q. Is there a charge for using SmartHub?**

A. No. The SmartHub service is free.

**Q. My e-mail address has changed since I first registered for SmartHub? What do I do?**

A. Log into SmartHub with your old address and click, "My Profile" tab at the top. Provide the necessary information to make your change.

**Q. I've lost my password. How do I retrieve it?**

A. From the SmartHub login page, click "Can't access your account?" Enter your account number, name and e-mail address, and your password will be sent to your e-mail address. You also may contact a member service representative at 800-489-7405.

**Q. What brand of credit cards do you accept?**

A. First Electric Cooperative accepts Visa, MasterCard and Discover credit and debit cards or electronic checks for SmartHub payments.

**Q. When can I pay my electric bill using SmartHub?**

A. The SmartHub payment site is available 24 hours a day. You also may make multiple payments during the month to your account.

**Q. When will my payment get posted to my account?**

A. Most payments are posted within an hour of being paid. Occasionally, posting may be delayed due to maintenance, but all payments made during business hours will be posted by close of business, and all payments made after hours will be posted by close of business the following business day.

**Q. May I set up my account for recurring payments on SmartHub?**

A. Yes. Under the Billing and Payments tab, click on the Recurring Payments link and then choose the New Recurring Payments button for the account you would like set up. Complete all of the required fields to enroll in recurring Check or Credit Card draft.

**Q. Is my online electric bill, account information and payment information confidential?**

A. Yes. The SmartHub website is a secured website.

**Q. If I enroll in SmartHub, will I still receive a paper copy of my bill?**

A. Yes. Unless you choose to enroll in First Electric's Paperless Billing program or Prepaid Billing program you will continue to receive a paper bill each month.

**Q. If I enroll in SmartHub, do I have to pay by SmartHub every month?**

A. No. You still can pay your bill through other available options. Payments may be brought to any of our five offices or mailed using the envelope included with your bill. You also can pay your bill by telephone with a Visa, MasterCard or Discover debit or credit card or electronic check.

**Q. Can I register more than one ID to view and/or pay on my account?**

A. No. The SmartHub payment site only allows one user ID and e-mail address per membership.

**Q. If I received a "Shut off Notice," can I pay my bill with SmartHub on my last day to pay?**

A. Yes. If paid by 9:00 a.m. on date stated on shut off notice. Any payments made after this time may cause your service to be disconnected and your account to be charged applicable fees.

**Q. When does my bill appear online each month?**

A. This depends on your billing cycle, which will remain the same as it is now. Once you register for SmartHub, you will receive an e-mail each month when your current bill is available to view and pay.

**Q. Who do I contact for technical difficulties when using SmartHub?**

A. During business hours, 8 a.m. to 5 p.m. Monday through Friday, contact any member service representative at 800-489-7405. You also may e-mail your question to [ebillsupport@firstelectric.coop](mailto:ebillsupport@firstelectric.coop). We currently do not offer after-hours support.