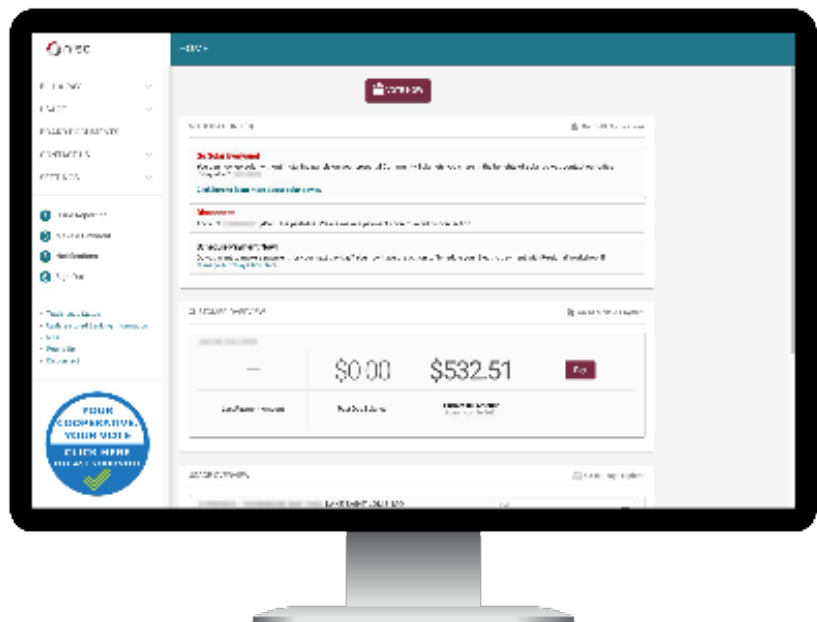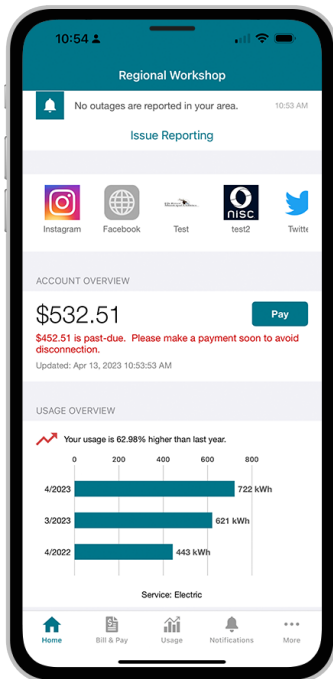# DASHBOARD
OVERVIEW

Account Dashboard

From the SmartHub **account dashboard** you'll see:
- Quick links that will lead you to all the other features of SmartHub
- Usage Overview graphs to help you analyze and understand your energy usage trends
- Get the latest communications and alerts from us
- A Vote Now button if you have voting activated
- A Pay button to make quick payments right from the home screen

Table of Contents

Bill & Pay

Bill & Pay: Auto Pay Program

Enjoy the convenience of having your bill automatically paid each month from your bank account or credit card when you enroll in Auto Pay.

You no longer have to worry about due dates or late fees since payments are automatically deducted from your account each month.

For each account you have with us, you'll be able to add, edit, and remove any payment accounts you have setup to automatically make payments on your bill each month.

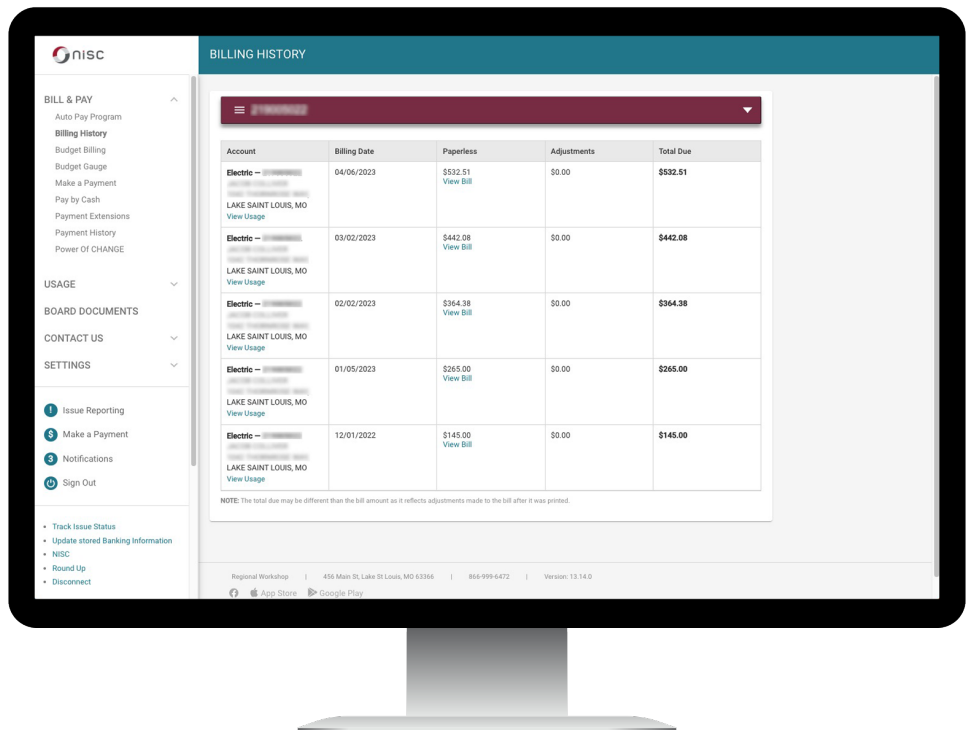Just click on the **Enroll** link next to each account to get started.
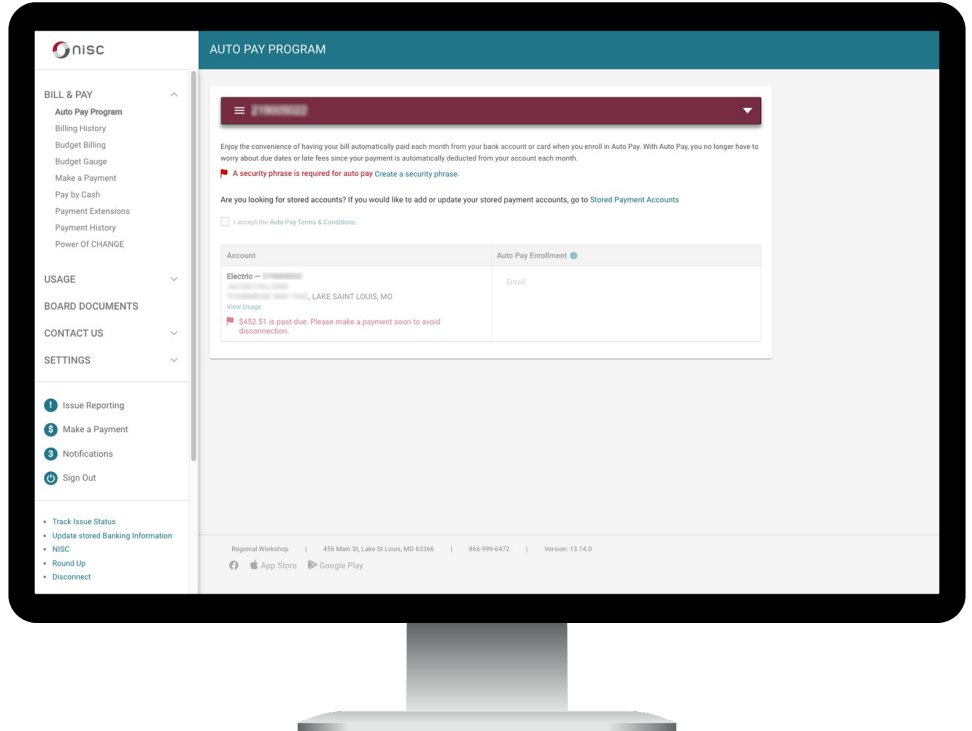
Bill & Pay: Billing History

From this screen, you can see the history of all past bills for your account.

You can also view the bill or usage per bill by clicking on the **View Bill** or **View Usage** links.

The Total Due column will reflect any adjustments made to the bill since it was printed.

Bill & Pay: Budget Billing

Our levelized billing eliminates the dramatic seasonal changes a member will sometimes see in their electric bills.

When you enroll in the program, HWE determines your new monthly bill amount by averaging your last 12 months of electric usage on this account.

You must have at least 12 months of usage history on this account and a zero balance.

This program is only available to residential rate accounts. If the Enroll online is not highlighted your account is not eligible for this program. If it is highlighted, you can sign up today.
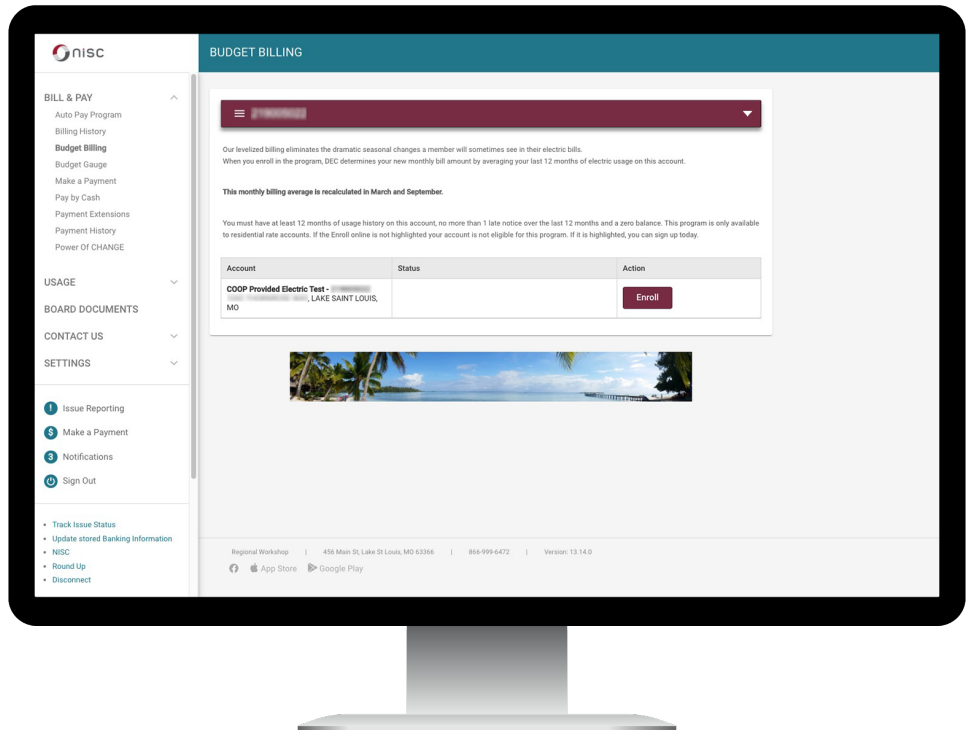
Bill & Pay: Make A Payment

A summary of all accounts you have registered including:

- Account numbers
- Billing addresses on record
- Due dates
- Auto Pay dates and amounts if you are enrolled
- A Pay Now button to quickly make payments on your balance due.
- The first time you make a payment -- either online or on the mobile app -- you can securely store your payment information for easy future transactions.
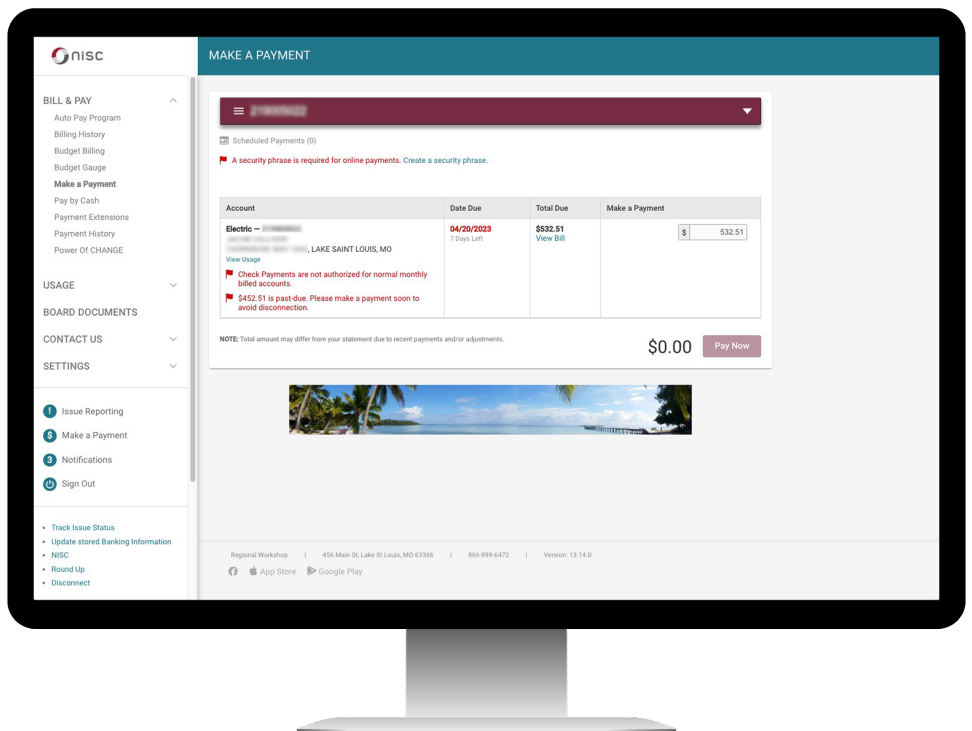
Bill & Pay: Payment History

See at a glance all of the past payments that have been posted to your account.
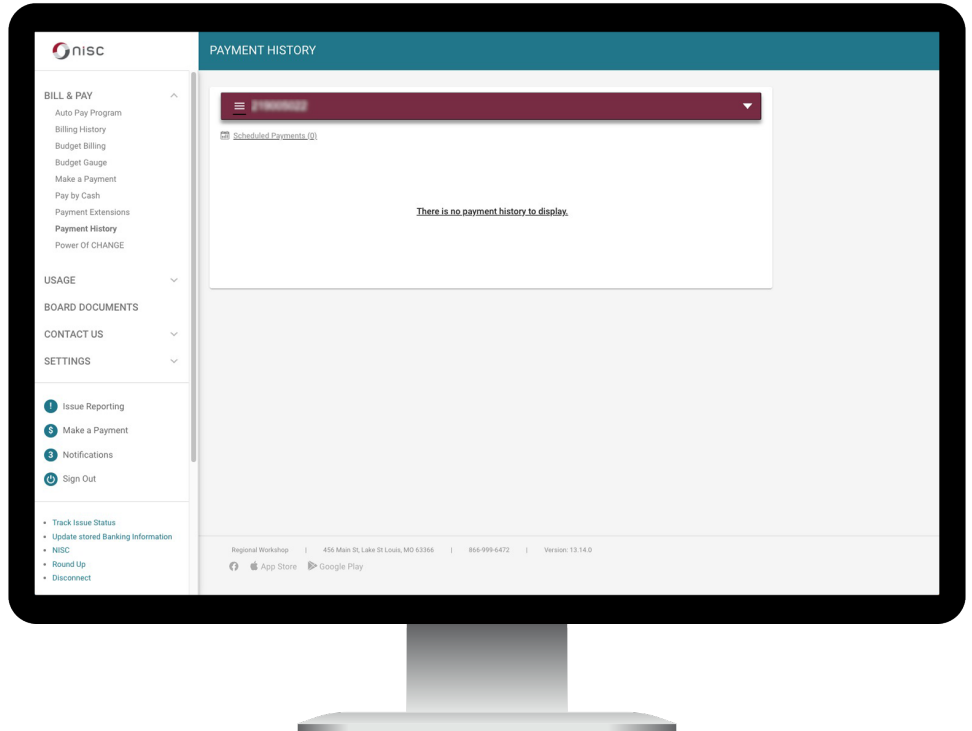
Usage

## Usage: Average Usage

One of the most powerful features of SmartHub is the ability to see how much electricity you typically use during a specific time period. This allows you to see when you can save money on your bill.

The top section allows you to set filters for the graph such as date ranges or specific accounts.

The graph which shows the type of report you selected, along with average temperature for that month, week or time of day.
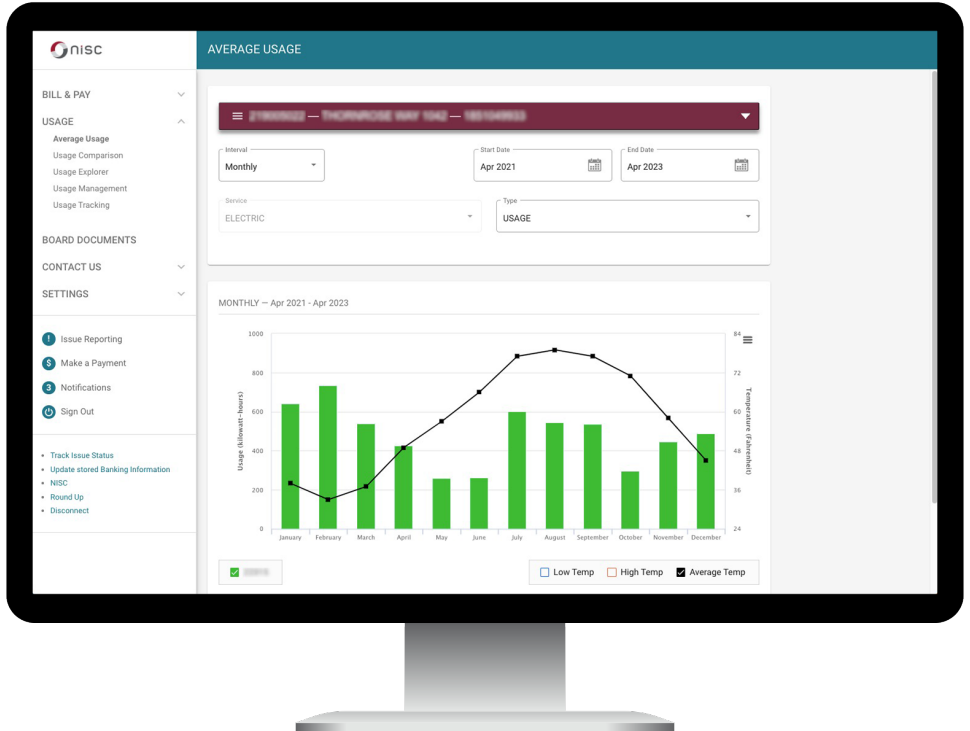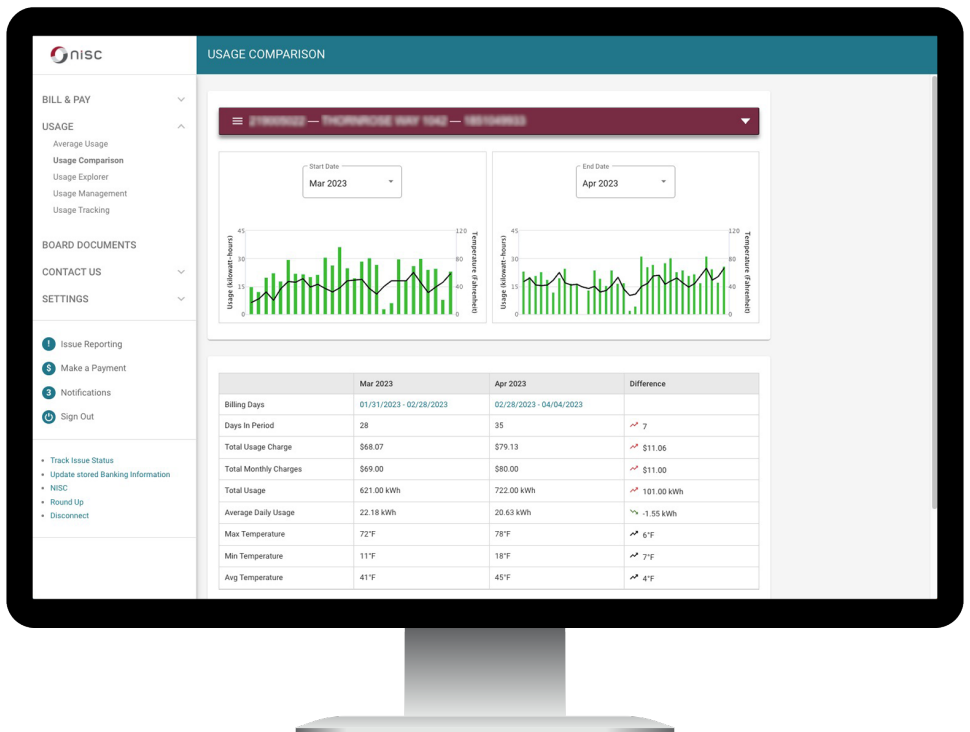
Usage: Usage Comparison

This tool lets you compare two monthly bills side-by-side to see "this year vs. last year" or "this month vs. last month."

You can see how the weather and temperature affects your monthly bills.

This is also a good way to determine if new energy habits or an appliance are having a positive impact on your usage.

Usage: Usage Explorer

When you use electricity is as important as how much you use. The Usage Explorer gives you a detailed look at your past and current usage, all in one place. View your power use alongside weather trends by month, day or hour.

The top section allows you to set filters for the graphs such as date ranges or specific meters.

The middle section shows you a breakdown of monthly costs along with temperature data overlaid on top of it.
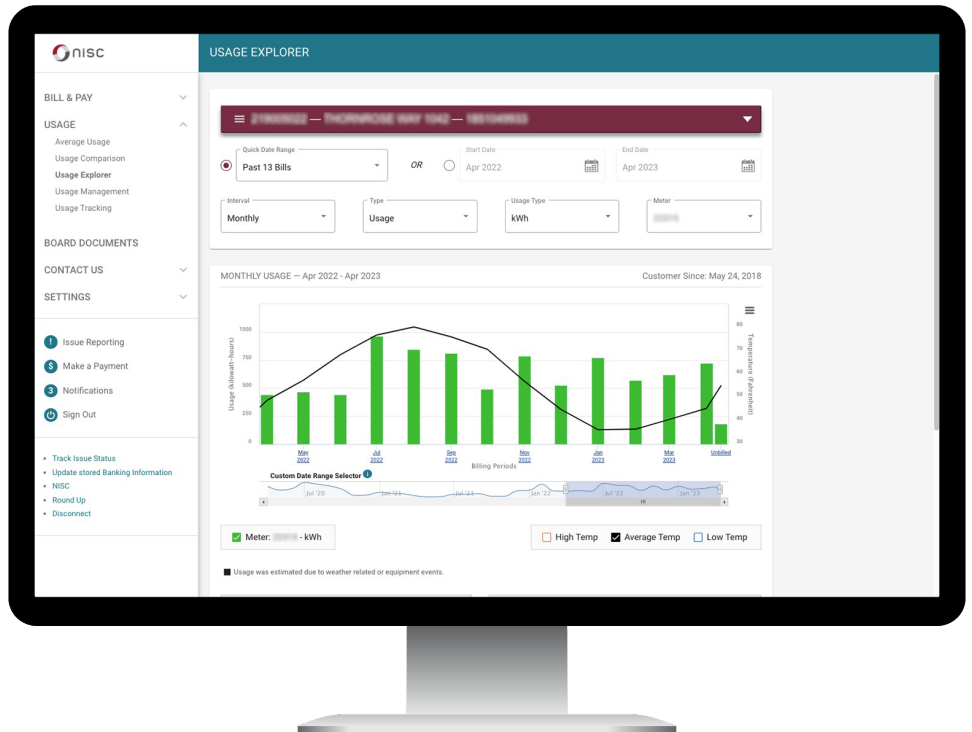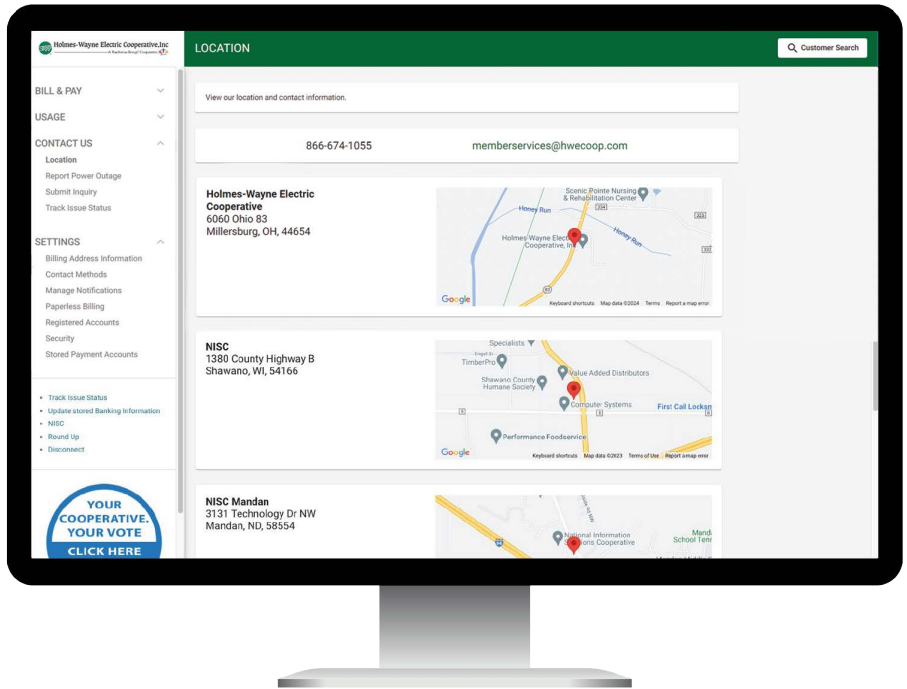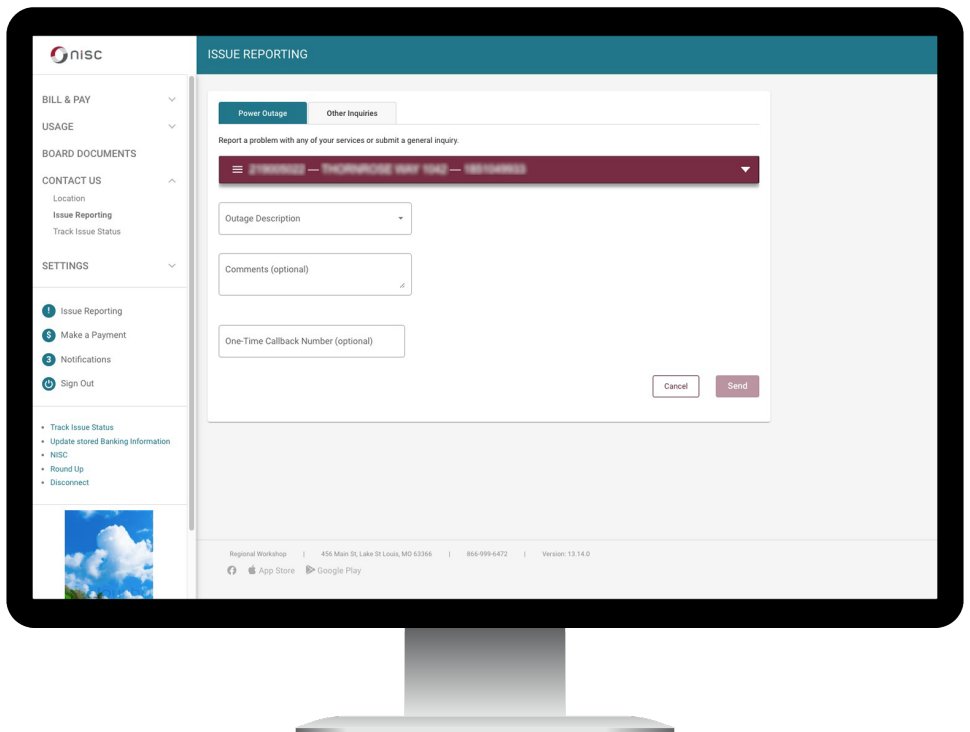
Contact Us

Contact Us: Location

Our addresses, phone numbers, and maps all in one convenient location for you.

Contact Us: Issue Reporting - Power Outage

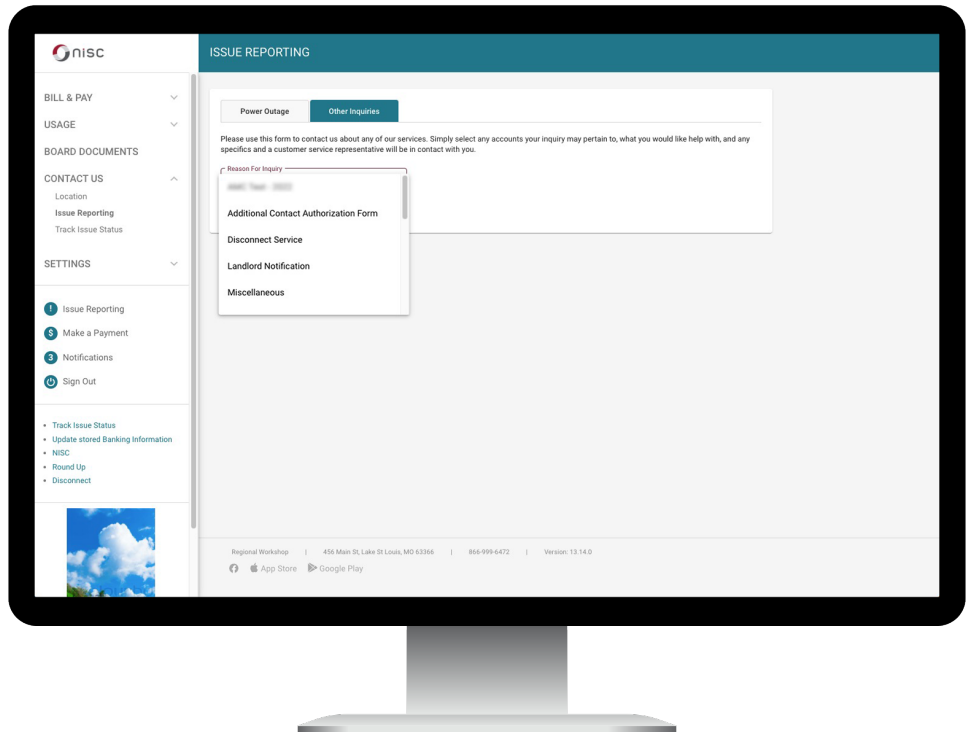Report a problem with any of your services or submit a general inquiry.

## Contact Us: Issue Reporting - Other Inquiries

Please use this form to contact us about any of our services.

Simply select any accounts your inquiry may pertain to, what you would like help with, and any specifics and a customer service representative will be in contact with you.

Contact Us: Track Issue Status

In this section, you'll be able to track communications issues and service requests, including current, pending and in the past.
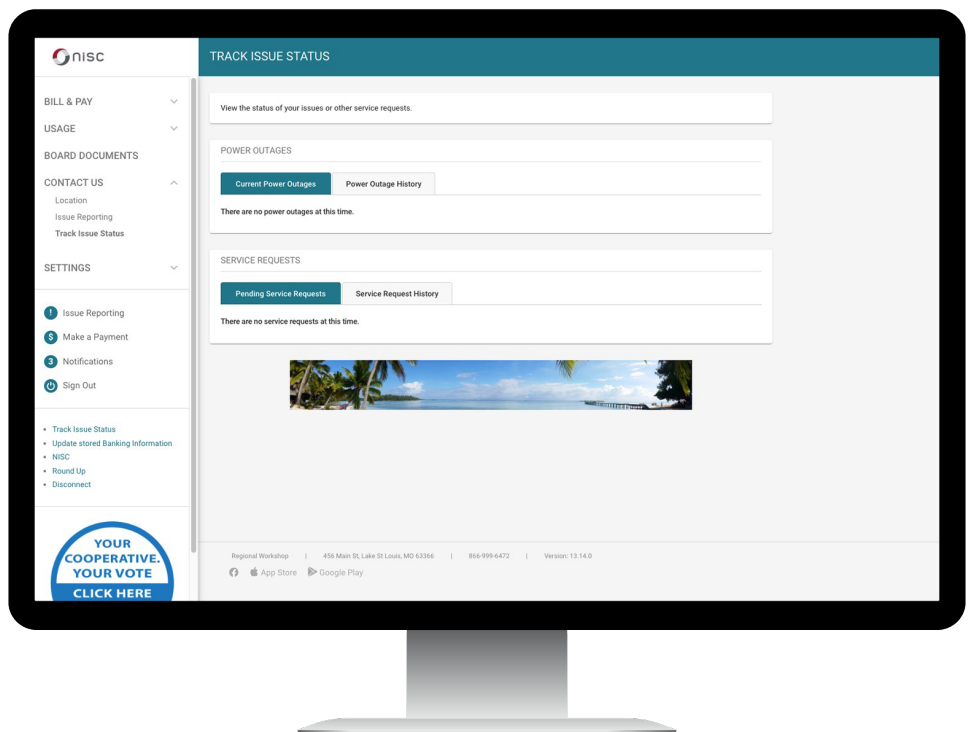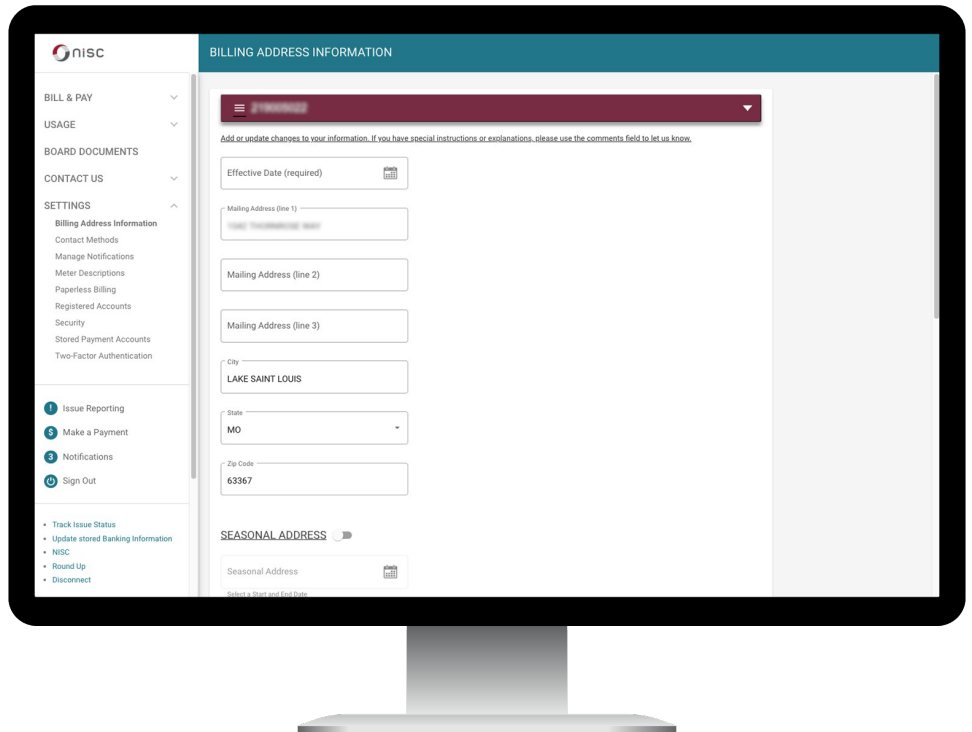
Settings

Settings: Billing Address Information

In this section, you'll be able to manage your billing address information.

Please enter new information in the appropriate fields. If any item should not be changed, please leave them as is. Only items with new information will be updated.

If any items are no longer relevant, please remove the existing entry. Items changed to blank will be removed from our records.

If you have special instructions or explanations, please use the comments field to let us know.

Settings: Contact Method

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

There are buttons to Add E-Mail or Add Phone.

You will be able to Edit (pencil), or Delete (trash can) any contacts on file that you have created or verified and will be used for notifications.

Additional Contacts on File section are contacts that we have in our system that have not been verified.
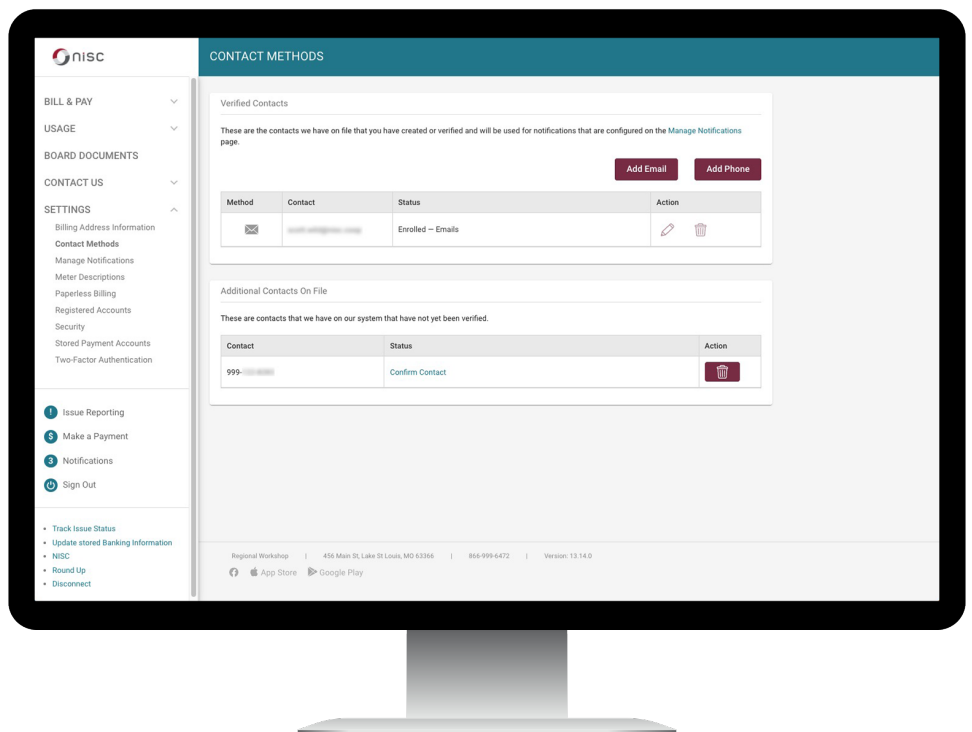
Settings: Manage Notifications

Use this page to sign up for notifications about activity on your billing account. You'll use the contacts that were set up on the Manage Contacts screen.

You'll have the option to modify account notifications in the following categories:
- Billing
- Consumer Analytics
- Reports

Click the dropdown arrow to the right of each heading to expand all of the notification options available.
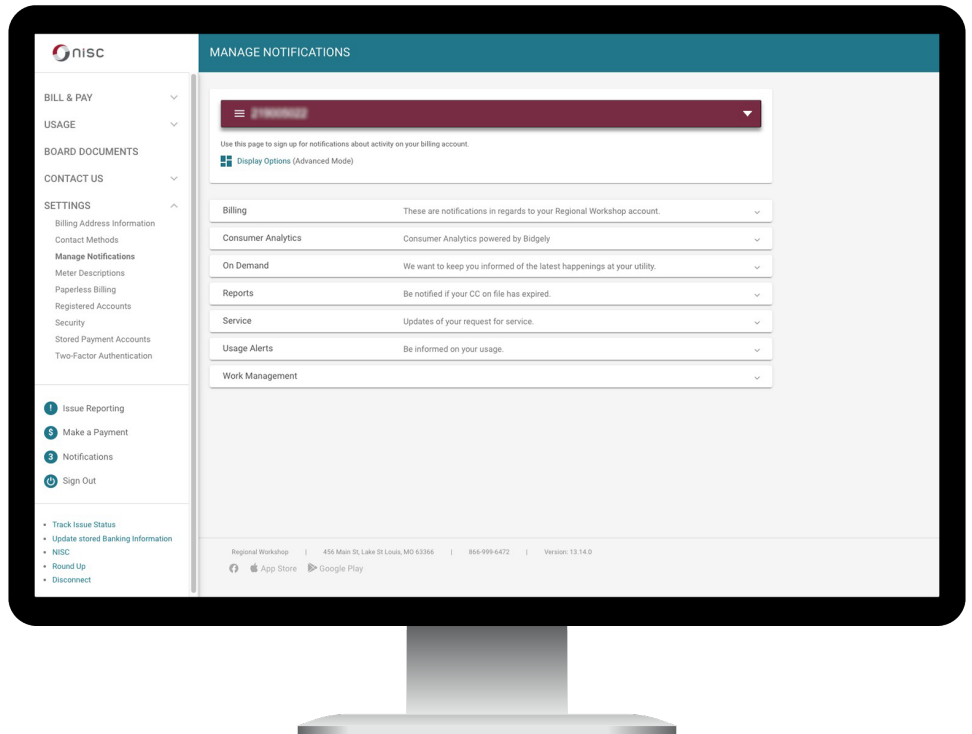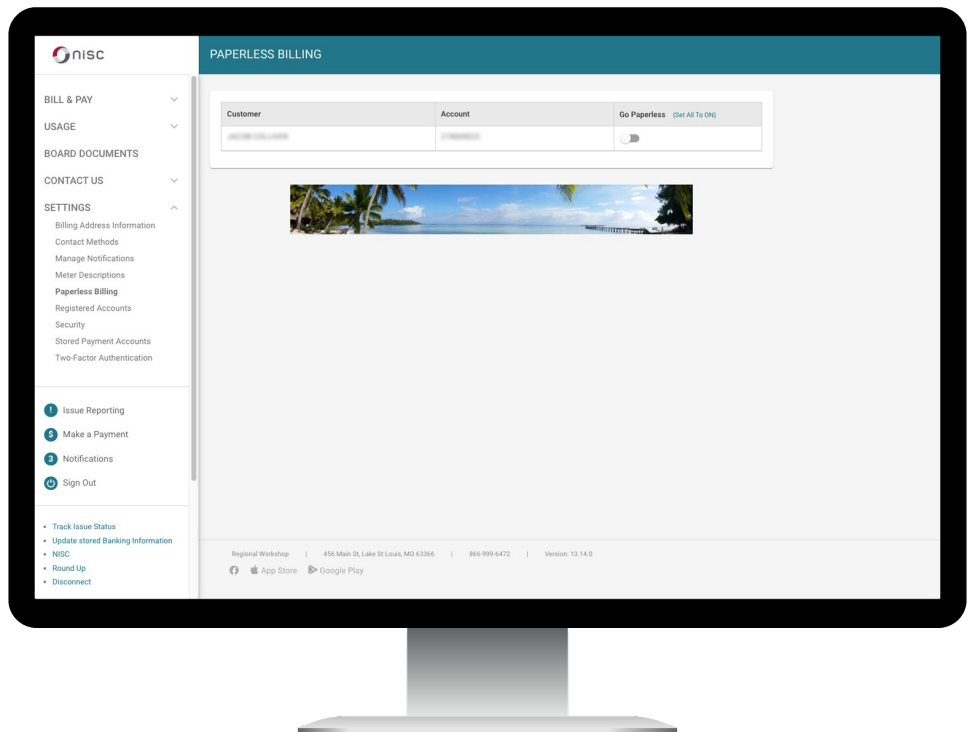
Settings: Paperless Billing

Use this section if you would like to start receiving paperless bills. You'll save some trees and some time with this feature!

Please note that this will apply to all accounts registered with your email address.

Find the account where you would like to activate paperless billing and toggle the Go Paperless Slider to On.
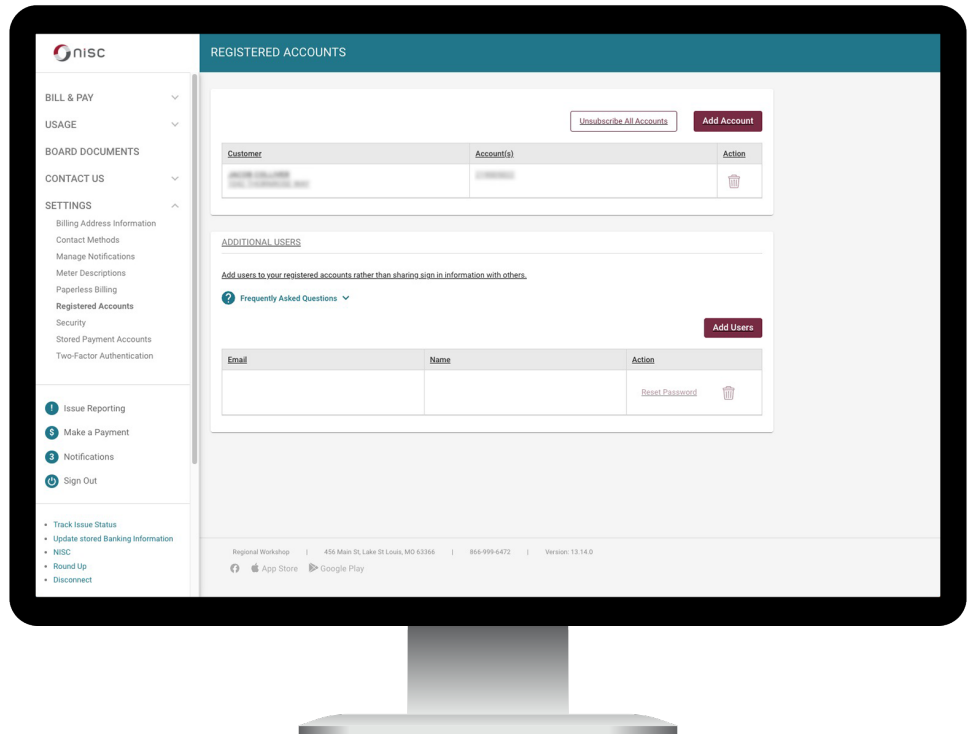
Settings: Registered Accounts

Use this page to:

- Add existing accounts and users to your registration
- Remove specific accounts from the registration
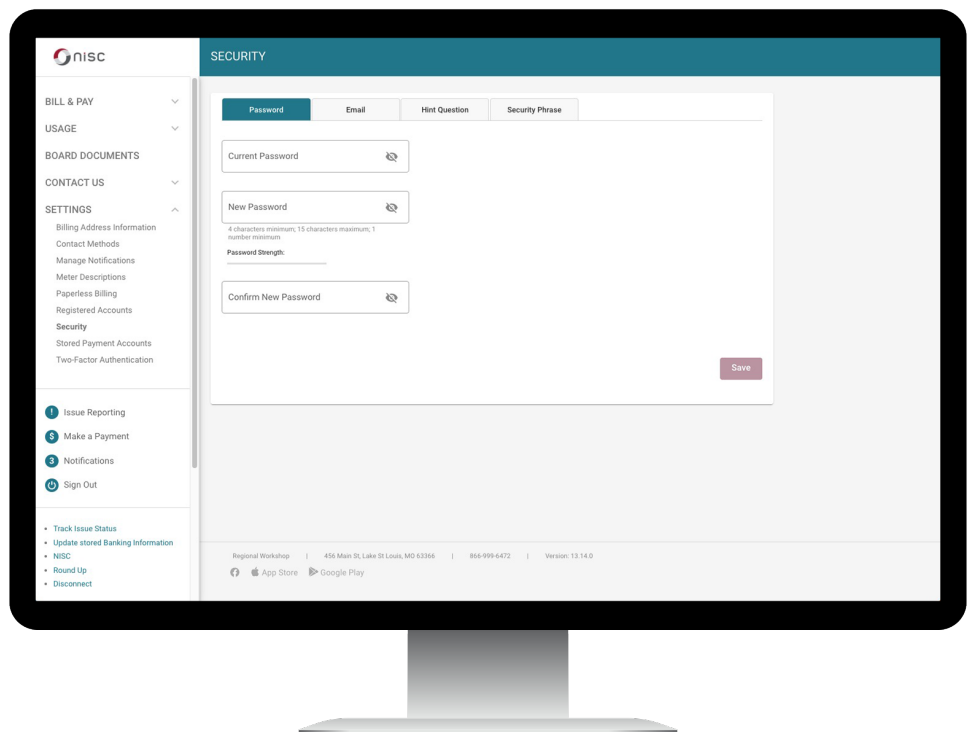- Delete the registration for all accounts by unsubscribing.

All accounts will be listed in this area.

Click the Unsubscribe button (trash can) to unregister any account at any time.

Settings: Security - Password

In the main section you will be able to manage your password associated with your account.
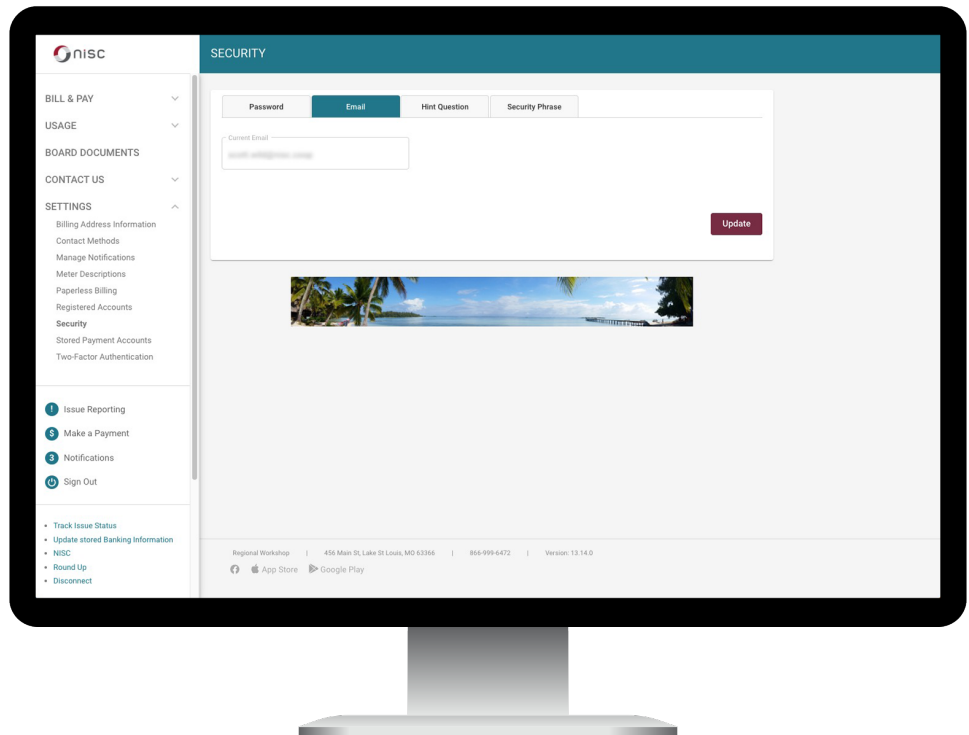
Settings: Security - Email

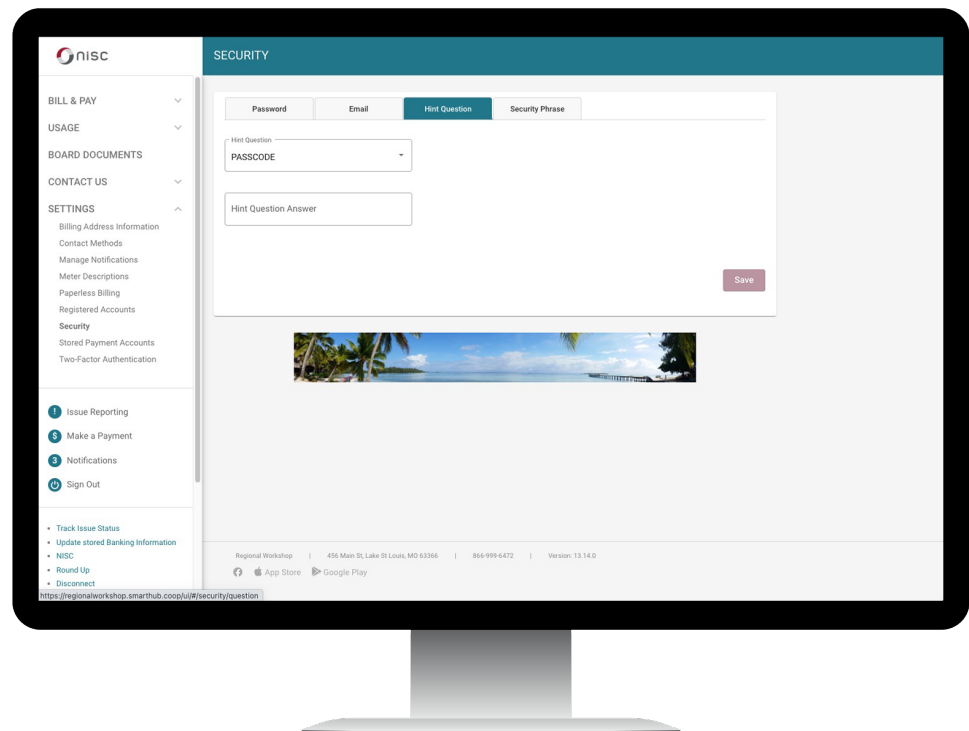In the main section you will be able to manage your login email address associated with your account.

Settings: Security - Hint Question

The Secret Hint is used to create added security when you forget your login credentials.

You can select your hint question from the dropdown list and enter the correct answer.

Click the Save button to update your secret hint.

Settings: Security - Security Phrase

This security phrase will be displayed when you make payments, store or update credit cards and bank accounts, or sign up for Auto Pay.

If the phrase displayed does not match your phrase DO NOT enter any personal information and contact customer service.

You may update your security phrase and click Save.

The phrase is not displayed for your own security.
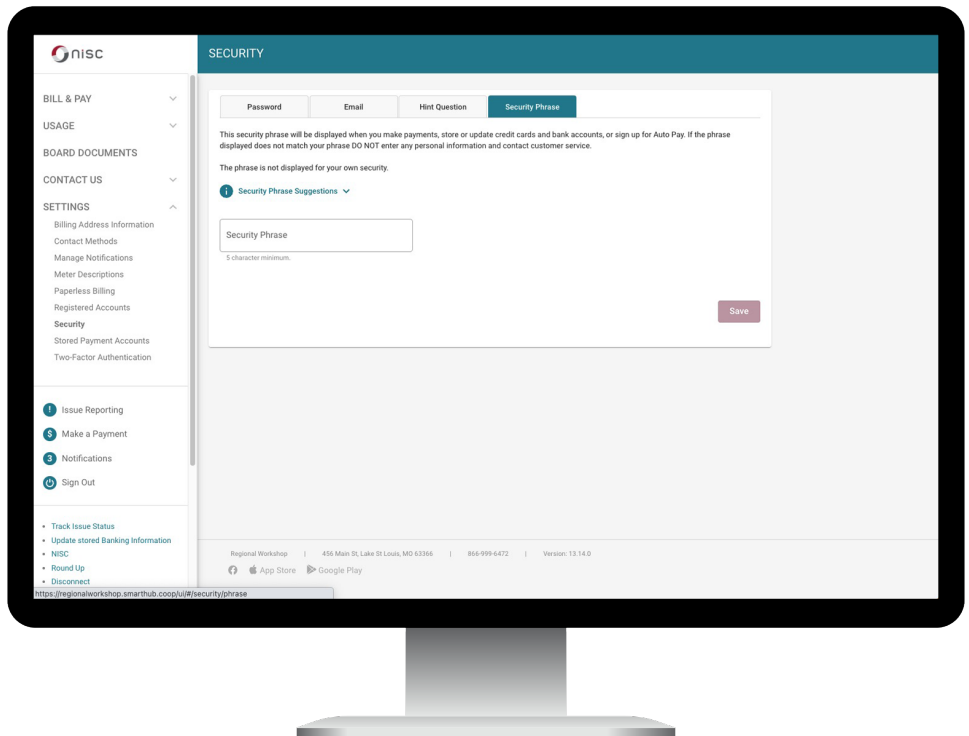
Settings: Stored Payment Accounts

Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store your bank account or card information, the stored payment account will become an available payment option when making future online payments.

Do you want to update your Auto Pay accounts? If you would like to update your accounts enrolled in Auto Pay, go to Auto Pay Program

We require you to set a Security Phrase to update stored payment methods.