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country living



 Check out our Facebook page and website for more details on SmartHub and our new outage reporting feature.

Report Outages Using SmartHub

Why bother with busy phones when you can report your service problem with one click?

During a major power outage, your cooperative phones are flooded with calls. This can mean long waits for members calling to report their problem. Now, thanks to advances in East Central Electric's SmartHub, the waiting is over. SmartHub is now fully integrated with East Central Electric's (ECE's) Outage Management System (OMS) and members may report their power outage through their mobile device.

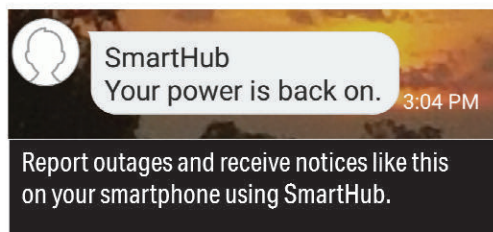
Furthermore, you can direct SmartHub to notify you when your power is restored or sign up for other alerts such as planned outages and other notices.

To access these features:

1. Log into SmartHub from a desktop computer. You must login from a desktop computer for these features to work. Go to www.ecoec.com, choose the View or Pay Your Bill button on the home screen.

2. If you have not added your cell phone number or email to SmartHub, please do so now by clicking on the Manage Contacts tab.
3. Go to the Notifications tab and choose the Manage Notifications option. Select the Service pull down menu and add your mobile number and/or email address.
4. Save Settings.

Once you sign up online, you can report an outage by simply opening the SmartHub app on your mobile device and choosing Report an Outage from the home screen.



When this link is open, you can see if there are any outages already reported in your area and report your own outage. If your location is part of a larger outage that has already been reported, you will receive an alert that there are known issues in your area. If no outages have been reported, the screen will show, "No known issues."

When you login using a desktop computer, you can sign up for other notifications in the Manage Notifications screen such as:

- Bill Available
- Payment Confirmation
- Usage Alerts
- Delinquent Notice
- Cutoff Notice

For help getting started in SmartHub, please call a ECE service representative today at **918-756-0833**, or visit us online at www.ecoec.com.

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