

SmartHub Redesign Home

- Top navigation has moved to left Navigation
- Clicking on the logo at the top left of the screen will take you to the Home screen
- Added Usage Overview to Home screen
 - Shows comparison to same month last year

The screenshot displays the SmartHub Home page with a new left-hand navigation menu. The menu is organized into several sections: BILL & PAY, USAGE, CONTACT US, and SETTINGS. The main content area is titled 'HOME' and features a 'NOTIFICATIONS (5)' section with alerts for a new look, a prepaid alert, and a disconnect notice. Below this is a 'CUSTOMER OVERVIEW' section for 'JAN B BRADY' with a note about multiple account types. The 'USAGE OVERVIEW (10 Accounts)' section shows a table of kWh usage for February 2021 and 2022, and a bar chart comparing usage across months from February 2021 to February 2022. At the bottom, there is a 'Plant a Tree' banner and a footer with contact information and app store links.

Navigation Menu:

- BILL & PAY**
 - Auto Pay Program
 - Billing History
 - Make a Payment
 - Payment History
 - Prepaid
- USAGE**
 - Average Usage
 - Usage Comparison
 - Usage Explorer
 - Usage Management
- CONTACT US**
 - Location
 - Issue Reporting
 - Track Issue Status
- SETTINGS**
 - Billing Address Information
 - Contact Methods
 - Manage Notifications
 - Meter Descriptions
 - Paperless Billing
 - Registered Accounts
 - Security
 - Stored Payment Accounts
 - Two-Factor Authentication

Notifications:

- New Look and Feel of SmartHub!**
We have a whole new re-design coming for SmartHub! Get ready for the new look and feel at the end of this month!
- Prepaid Alert**
Account 212947603: 50% of your payment for this account will be applied towards the prepaid arrangement amount of \$50.00.
- Disconnect**
Account 1047697503: \$172.80 is past-due. Please make a payment soon to avoid disconnection.

Customer Overview:

JAN B BRADY

This customer has multiple account types. [View account details.](#)

Usage Overview (10 Accounts):

654321 - FOXFIELD RUN 21, LAKE SAINT LOUIS, MO 63367

| | kWh |
|----------|-----|
| Feb 2021 | 0 |
| Feb 2022 | 0 |

Usage Chart:

Bar chart showing usage in kWh for months from February 2021 to February 2022. The x-axis is labeled with months (F, M, A, M, J, J, A, S, O, N, D, J, F) and years (2021, 2022). The y-axis ranges from 0 to 200 kWh. Usage is 0 kWh for Feb 2021 and Feb 2022. Usage for other months is approximately: Mar 2021: 10, Apr 2021: 10, May 2021: 10, Jun 2021: 10, Jul 2021: 10, Aug 2021: 10, Sep 2021: 10, Oct 2021: 10, Nov 2021: 10, Dec 2021: 10, Jan 2022: 10, Feb 2022: 0.

Plant a Tree:

AN ECO FRIENDLY PROGRAM

- ✓ Clean Water
- ✓ Healthy Soil
- ✓ Fresh Air

Footer:

Regional Workshop | 456 Main St, Lake St Louis, MO 63366 | 866-999-6472 | Version: 13.7.0

App Store | Google Play

- Customer Overview Single Customer/Single Account

CUSTOMER OVERVIEW Go To Make A Payment

VERA LACKEY

| | | | |
|---|---------------------|--|--|
| <h1>\$50.00</h1> | <h1>\$1,047.57</h1> | <h1>\$1,098.85</h1> | Pay |
| Last Payment Amount PAID on July 13, 2023 <i>Auto Pay Enrolled</i> | Past Due Balance | Current Bill Amount Next Auto Pay Due Date September 7, 2023 | |

- Customer Overview Single Customer/Multiple Accounts

CUSTOMER OVERVIEW Go To Make A Payment

JAN B BRADY

i This customer has multiple account types. [View account details.](#)

Make a Payment screen

- Use 'Pay' button, 'Go to Make A Payment' or 'View account details' to view account breakdown and billing alerts

MAKE A PAYMENT

BILL & PAY ^

Auto Pay Program

Billing History

Make a Payment

Payment History

USAGE v

CONTACT US v

SETTINGS v

i Issue Reporting

\$ Make a Payment

3 Notifications

🔌 Sign Out

☰ All Accounts for GREG BRADY ▼

📅 Scheduled Payments (0)

| Account | Date Due | Total Due | Make a Payment |
|---|------------|-----------|---|
| Electric – 654321 BUDGET BILLING Invoice Group: 22012 GREG BRADY FOXFIELD RUN 21, LAKE SAINT LOUIS, MO HOUSE <small>View Usage</small> | 02/10/2022 | PAID | <input checked="" type="radio"/> Total Due <input style="width: 50px;" type="text" value="0.00"/> <input type="radio"/> Other Amount |

🚫 Check Payments are not authorized for this account.

NOTE: Total amount may differ from your statement due to recent payments and/or adjustments.

\$0.00
Pay Now

AN ECO FRIENDLY PROGRAM ✓ Clean Water ✓ Healthy Soil ✓ Fresh Air

- Can select/filter/sort through accounts using the drop-down option on any Account screen

MAKE A PAYMENT

☰ All Accounts for ALLISON M CARTER ▾

Sort by Customer Name
 Sort by Account Number
 Sort by Active/Inactive

Filter by customer name or account number.

Show All Accounts

ALLISON M CARTER

Show All Accounts for ALLISON M CARTER

37330000

37340000

1049097500

2639768607

View Usage

🚩 \$521.00 is past due. You will be disconnected on 8/24/23.

Other Amount

Settings

- Combination of My Information screen (in old SmartHub) and Manage Contacts/Notifications
- Manage Contacts screen is now Contact Methods screen

nisc

CONTACT METHODS

Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

[Add Email](#) [Add Phone](#)

| Method | Contact | Status | Action |
|--------|--------------------------|--|--------|
| | 636-236-XXXX | Enrolled – Voice Calls Enrolled – Text Messages | |
| | 999-999-9999 | Enrolled – Voice Calls | |
| | jessica.sontag@nisc.coop | Enrolled – Emails | |
| | jesssontag@gmail.com | Enrolled – Emails | |

USAGE

- Average Usage
- Usage Comparison
- Usage Explorer
- Usage Management

CONTACT US

- Location
- Issue Reporting
- Track Issue Status

SETTINGS

- Billing Address Information
- Contact Methods**
- Manage Notifications
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- Password, Email, Hint Question and Security Phrase and under the Security screen

The screenshot shows a 'SECURITY' screen with a teal header. Below the header are four tabs: 'Password', 'Email', 'Hint Question', and 'Security Phrase'. The 'Password' tab is active. A red warning message states: 'This functionality is not available to customer service representatives.' Below this are three password input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a toggle icon. The 'New Password' field includes a strength indicator: '4 characters minimum; 17 characters maximum; 1 number minimum' and a 'Password Strength' progress bar.

SmartHub Feed

- From Home screen, select Go to All Notifications

The screenshot shows the 'HOME' screen with a dark red header. A 'NOTIFICATIONS (5)' section is visible, with a 'Go to All Notifications' link. A modal window titled 'NOTIFICATIONS' is open, showing a list of notifications. The modal has a red header with a close button. Below the header are two tabs: 'Notifications (5)' and 'News Feed'. The 'Notifications (5)' tab is selected and highlighted with a green box. The notifications listed are: 'New Look and Feel of SmartHub!', 'Prepaid Alert' (Account 212947603), 'Disconnect' (Account 1047697503), and 'Go solar!'. The background shows a 'CUSTOMER ORDER' section with details for 'JAN B BRA'.

- Messenger Events and Facebook Feed is under News Feed

The screenshot shows a 'NOTIFICATIONS' window with a red header and a close button. Below the header, there are tabs for 'Notifications (5)', 'News Feed', 'My Messages', and 'Facebook'. The 'News Feed' tab is active, displaying a list of notifications. Each notification item includes a circular icon with a checkmark, a text description, a dropdown arrow, and a date. The notifications are as follows:

| Notification Description | Date |
|----------------------------------|--------------|
| Auto Pay Submission | Jun 27, 2022 |
| Auto Pay Submission | Jun 27, 2022 |
| Auto Pay Submission | Jun 27, 2022 |
| | Jun 25, 2022 |
| | Jun 25, 2022 |
| | Jun 25, 2022 |
| Auto Pay Submission | Jun 24, 2022 |
| Auto Pay Submission | Jun 24, 2022 |
| Auto Pay Submission | Jun 24, 2022 |
| Budget Billing Enrollment | May 31, 2022 |
| Budget Billing Enrollment | May 16, 2022 |
| SmartHub Billing Options Changed | May 13, 2022 |