



# HOT LINES

Member Driven • Service Focused • It's What We Do Everyday

November // December 2021 CECC Newsletter

## New Electric Bill Design Incoming

Beginning in December 2021 your electric bill from Craighead Electric Cooperative will have a new, updated look designed to be clear and informative. Take a moment to learn your way around the new layout and review the "Introduction to Your New Bill" document included in the envelope.

No action is needed if you would like to continue receiving a paper bill in the mail. If you would prefer to not receive a paper bill, our new online portal launching in December will prompt you to opt-in to paperless billing when signing up.



Members on prepaid billing do not receive a paper bill in the mail and are encouraged to utilize the new online portal/mobile app once available.

Look for the new electric bill design starting in December. If you have any questions on your new bill, please give us a call at the numbers below.

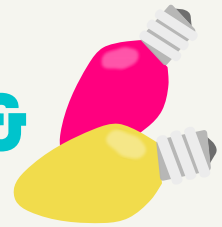
The offices of Craighead Electric will be closed for the following days this holiday season.

- November 25<sup>th</sup> & 26<sup>th</sup> for Thanksgiving 
- December 23<sup>rd</sup> & 24<sup>th</sup> for Christmas 
- December 31<sup>st</sup> for New Years 

The online portals, automated phone system, and outage reporting number are available at any time. We wish all our members a safe and happy holiday season.

Keep Your Holidays

# MERRY & BRIGHT



Don't add stress to your holiday season. Knowing how to properly use and hang lights could prevent injury or fire.



Make sure your home's electrical system can handle the load.



Unplug lights or decorations before changing a bulb or other parts.



Do not use cords or plugs that are damaged, frayed or cracked.



Only use lights certified by a reputable testing lab.



In addition, consider LED lights when replacing old light strands. LEDs use 80 to 90% less energy than incandescent bulbs.

Learn more: 



# Introducing SmartHub

Life is fast, and it can be hectic, but paying your bill doesn't have to be complicated. With Craighead Electric Cooperative SmartHub web and mobile app, it won't be. We wanted to take the opportunity to give you some valuable information that will help you prepare for the launch of SmartHub.

**On the go and in control...  
Manage your account  
like never before**

### What is SmartHub and what's in it for you?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your account like never before.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with bills from the previous months.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll also be able to see important notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging.

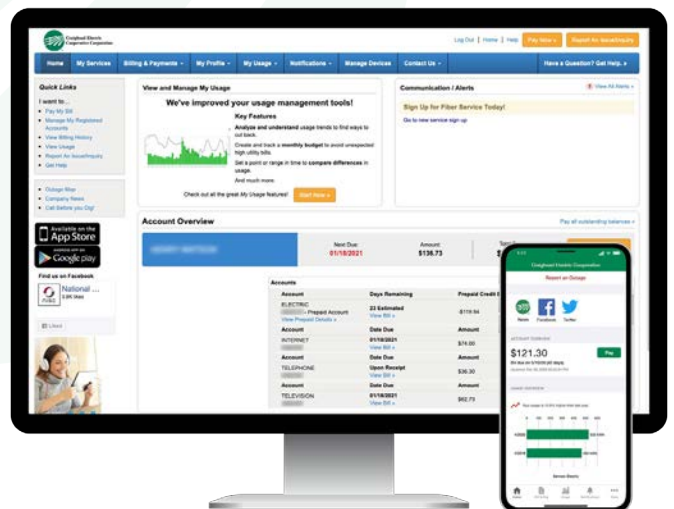
Reporting a service issue is a snap with the SmartHub mobile app. There's no need to call the office, just let us know about the issue with a few clicks. You can also contact us for customer service requests or with any questions you may have. You can now contact us at any time from anywhere.

### How will you register for SmartHub?

After we launch on December 6<sup>th</sup>, we will be operating through a new billing and payment system called SmartHub. In order for you to continue to receive an electronic bill, as well as pay your bill online, you are required to re-register as a new user through SmartHub.

- When you get to the SmartHub login screen, click the New User?
- Signup to access our Self Service Site link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to login for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options.
- Please note - Auto Pay members will need to enter their debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.

After we launch, we will be providing detailed information on how to download our free, secure SmartHub app from the Apple or Google Play stores.



Smart PAYMENTS



Smart COMMUNICATION



Smart ENVIRONMENT



Smart USAGE

### Locating Your Account Number

Because this is a new billing system for us that integrates in many new features it will mean that everyone is getting new account numbers. Starting in December you can find your new account number on your monthly bill.

### Where you can get your questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to [memberservice@craigheadelectric.coop](mailto:memberservice@craigheadelectric.coop) or calling 1-800-794-5012. We will also have answers to frequently asked questions at [craigheadelectric.coop/smarthub](http://craigheadelectric.coop/smarthub).

SMART MANAGEMENT. SMART LIFE. SMARTHUB.