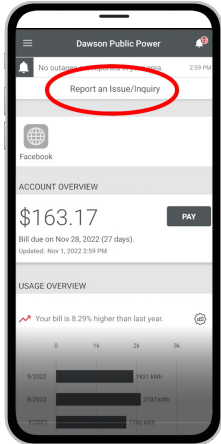


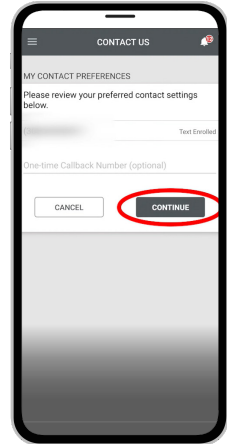
STEP 1



STEP 2



STEP 3

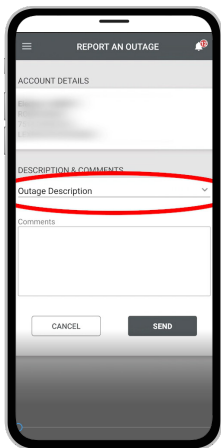


ANDROID:
Open the SmartHub app and tap “report an issue/inquiry” at the top.

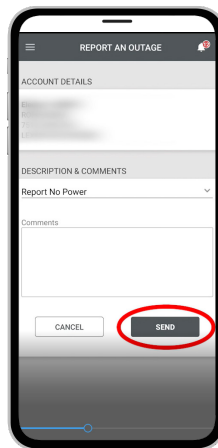
Select “power outage.”

Review your preferred contact settings and tap “continue.”

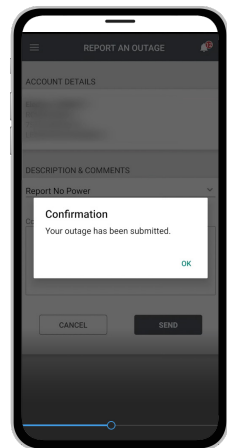
STEP 4



STEP 5



STEP 6

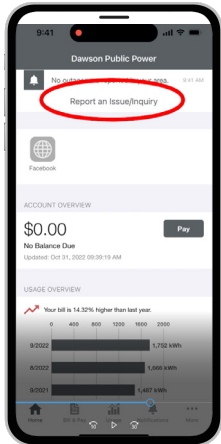


Click the outage description drop down menu and choose the category that best fits your situation.

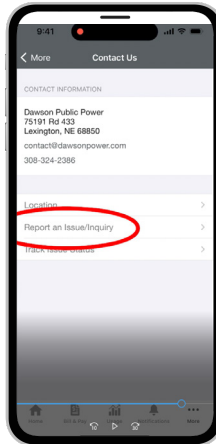
Optional: add comments.
Select “send.”

Your power outage has been successfully submitted. Once power is restored, you'll be contacted based on your preferences previously set under contacts and notifications.

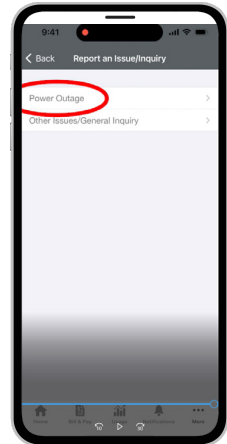
STEP 1



STEP 2



STEP 3



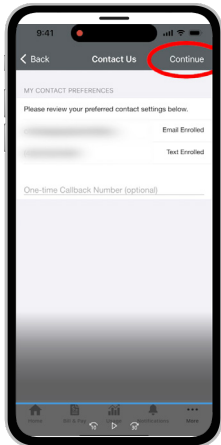
APPLE/IOS:

Open the SmartHub app and tap “report an issue/inquiry” at the top.

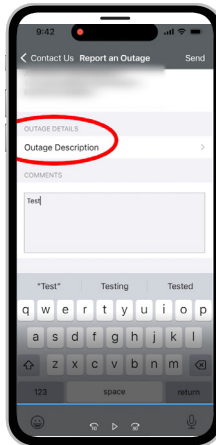
Select “report an issue/inquiry.”

Tap “power outage.”

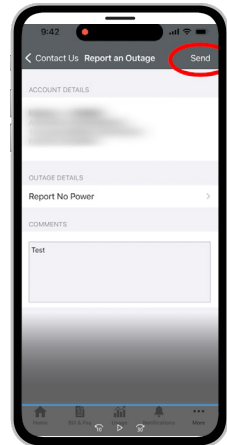
STEP 4



STEP 5



STEP 6

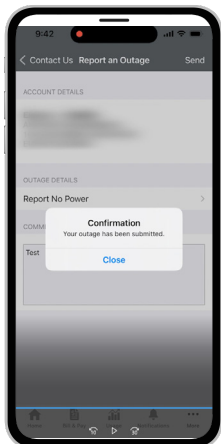


Review your preferred contact settings and tap “continue.”

Click the outage description drop down menu and choose the category that best fits your situation.

Optional: add comments. Select “send.”

STEP 7



Your power outage has been successfully submitted. Once power is restored, you'll be contacted based on your preferences previously set under contacts and notifications.