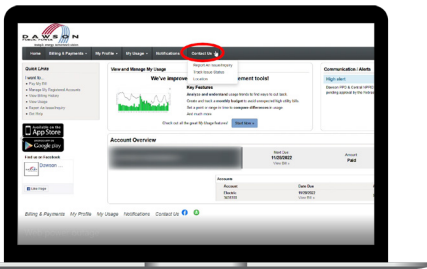


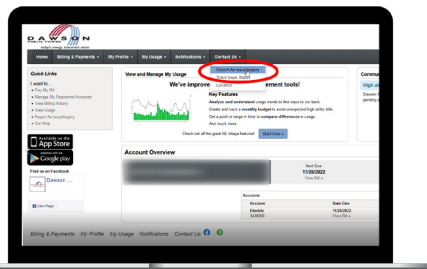


STEP 1



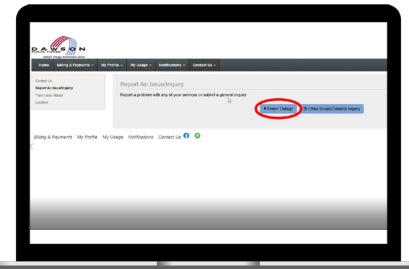
From the SmartHub home screen, click on "contact us."

STEP 2



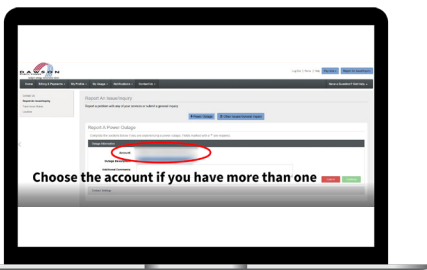
Select "report an issue/inquiry."

STEP 3



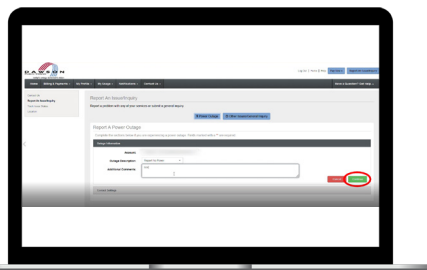
Click "power outage."

STEP 4



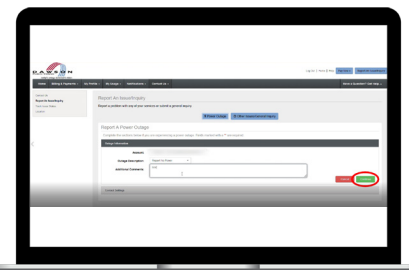
If you have more than one account, select the account number from the drop down menu.

STEP 5



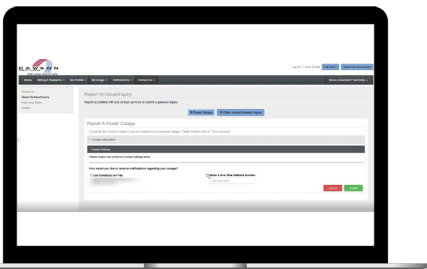
Click the outage description drop down menu and choose the category that best fits your situation.

STEP 6



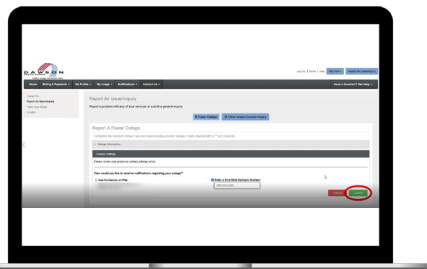
Optional: add comments. Select "continue."

STEP 7



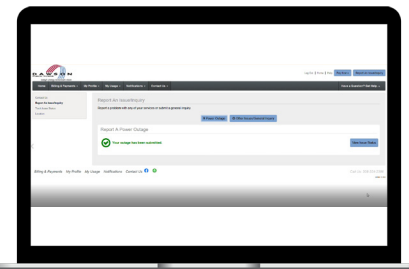
Review your preferred contact settings and select the option that works best for you.

STEP 8



Click "submit."

STEP 9



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.