smarthub

How To

Overview

Nobody likes it when the power goes out. Not you. And definitely not your provider. SmartHub makes it easy to check your service status and report service issues so everything is back up and running as quickly as possible. This document tells you how to do it from SmartHub Web.

Check Your Status

1. Click the My Profile tab.

My Profile

2. Click the **Outages** link on the far left.

The Outages page appears, displaying basic information on past outages.

- 3. Review your status.
 - If no issues are known about your service, only past outage information will display.

Outages

If you have any existing or past outages, you can view the status below. Is your power out? Report an Outage \gg

Past Outages

Poforonco Numbor	Account	Motor
Reference Number	Account	Weter
77932	3410060900	43500394
77595	3410060900	
72932	3410060900	
65527	3410060900	
63480	3410060900	
41135	3410060900	
36656	3410060900	

 If your service location is part of a known outage, you will see a message stating 'Your power is out for the following' and information about the outage will display.

Outages

If you have any existing or past outages, you can view the status below. Is your power out? Report an Outage $\!$

Your power is out for the following

Reference Number	Account	
78030	3410060900	
		R 🖲 1-1

Past Outages

Reference Number	Account	Meter
77932	3410060900	43500394
77595	3410060900	

Report an Issue

- 1. Click the **My Profile** tab.
- 2. Click the **Outages** link on the far left.

The Outages page appears.

3. Click the **Report an Outage** link below the Outages heading.

Outages

If you have any existing or past outages. Is your power out? Report an Outage »

The Report an Outage window appears.

4. Enter any useful information about your outage in the Comments field. This includes any unusual sights, sounds and smells, or when the outage began.

	Report An Outage	Close X	
Account:	3410060900 - CRAIG DAHLE		
Service Locations:	700 KIERAN DR, LAKE SAINT LOUIS,	MO 💌	
Comments: I heard a pop and then we were plunged into darkness.			

SmartHub is a registered trademark of National Information Solutions Cooperative.

smarthub



5. Click the **Report Outage** button.

A message displays confirming your report was received.

Report An Outage

Close X

Outage Received

We have received your reported outage. We apologize for the inconvenience.

6. Click the **Close** button to return to the Outages screen.

SmartHub is a registered trademark of National Information Solutions Cooperative.