Success Checklist

SmartHub will help you save time and money by managing your account at any time from anywhere. Here is a checklist to put you in control of your account from day one. Please reach out if you have any questions.

☐ What you will need for registration

- An **email address**
- Your **current account number**. You will be able to find your account number on your latest bill. You can also call our customer service team at **1-800-766-9576**.

☐ Download the SmartHub app

Follow these instructions if you would like to use SmartHub on your mobile device.

- Open up the Apple or Google Play app store (depending on your device)
- Search for "SmartHub" in the app store and install the app on your device.
- You can find instructions on our SmartHub support site at **tvec.net/smarthub**.

☐ Register your account in SmartHub

The first thing you will need to do is register your account in our new SmartHub system.

- Mobile: Click the "Don't have an account? Register now" link on the app's log in page.
- Web: Visit our SmartHub support page at **tvec.net/smarthub** and click on Register button.
- You can also find instructions on that page.

☐ Auto pay re-registration (if enrolled)

If you use our auto pay program with a debit/credit card or bank draft, you will need to re enroll.

- On either web portal or app, click on Bill & Pay.
- Click on Auto Pay Program link.
- If you use your bank's payment service to schedule payments, you will need to verify your [NAME] account number to ensure payments are routed properly.

☐ Consider trying paperless billing

Save time by getting your bills instantly through SmartHub and save the cost of printing and mailing your bill.

- You can activate paperless billing during your account registration.
- Web portal: Under the My Profile menu, click on Update my Paperless Settings submenu.
- Mobile: Select Settings and Paperless Billing.

☐ Set up notifications

Choose how you receive notifications from SmartHub (email or SMS)

- Under the Notifications menu, click Manage Contacts to add email and/or text numbers.
- Enter verification code to activate.
- Click on Manage Notifications to set up email and/or SMS alerts using the contact info you entered.