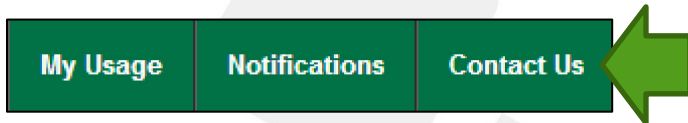


Overview

With SmartHub, you can easily contact your provider with billing questions, service issues or other requests. This document shows you several of the ways you can contact your provider from the SmartHub Web.

Contact Your Provider

1. From the home page, click the **Contact Us** tab.



2. Select a reason from the **What would you like help with?** menu.

The options displayed will vary by provider.

What would you like help with?

Please select a reason ▼

- Please select a reason
- Address Change
- Bill Question
- Budget Bill Inquiry
- CRC Notification
- Credit History Report
- Electronic Transfer Inquiry
- High Bill Complaint
- Meter Problems
- Meter Reading
- Miscellaneous
- Payment Research
- Possible Outage
- Schedule Water Heater Service
- Transformer Problem

3. Type your question or comments in the **Please enter any specific information or comments.**

field. Include any specific information about your question or request if appropriate.

Please enter any specific information or comments.

Can you please send me a copy of my credit report?

4. Enter a contact phone number in the **Phone Number** field.

Phone Number

555-555-5555

E-Mail Address

person@email.com

Fields marked with a * are required.

Send

5. Verify or edit your email address in the **E-Mail Address** field.
6. Click the **Send** button.
7. *A success alert appears.*
8. Click **Close** to return to the Contact Us page.