

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.



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 »](#)

Your power is out for the following

Reference Number	Account
78030	3410060900

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, you can view the status below. 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: CRAIG DAHLE

Service Locations:

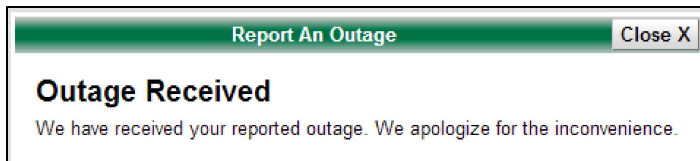
Comments:

[Report Outage »](#)

- 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.

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

A message displays confirming your report was received.



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