



Introducing The FASTEST way ever to report a power outage

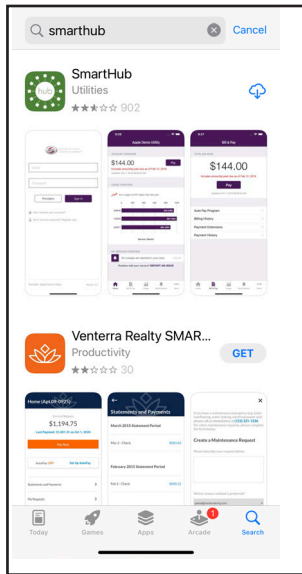
Now you can simply text the word "out" to 1-844-965-1351 and your power outage will be automatically and immediately reported to our Outage Management System! No more waiting on hold for phone lines to open up. Plus you'll receive text updates on status of restoration efforts. There is one catch though. You must be a **registered SmartHub user** to report outages by text or the SmartHub app. **But, that part is free and easy too!**

To get started:

Simply download the SmartHub app from Google Play (Android) or The App Store (iOS) and install it on your mobile device as you would any other app. Just click on the SmartHub logo at top of the page.

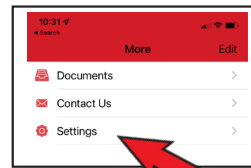
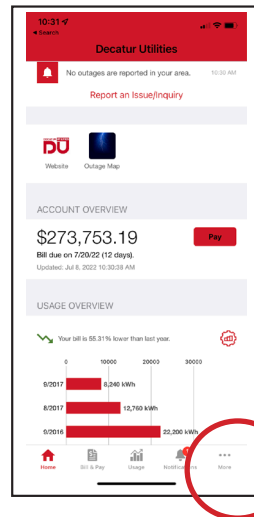
(SmartHub is also available for PC or laptop at www.decatrutilities.com.)

NOTE:
See reverse side for additional instructions on setting up the SmartHub app after download.

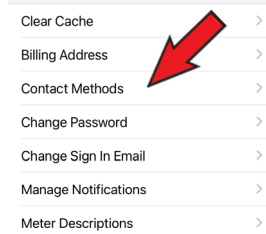


To manage your contact methods:

After you have SmartHub setup, go to "... " at bottom of screen.

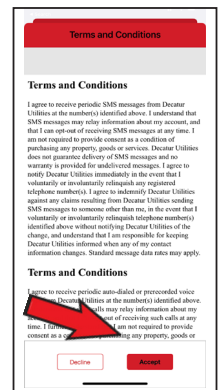
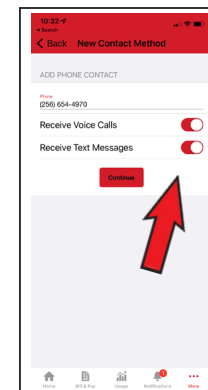
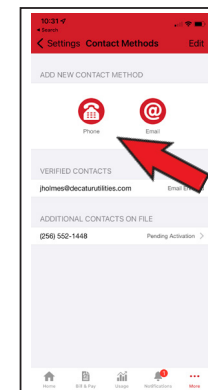


Click on "Settings" then "Contact Methods"



To add your mobile phone number:

- Click the phone icon and your choice of receiving calls and/or texts.
- Agree to the Terms and Conditions.
- Your email address will appear by default as one contact method.
- Follow the same process to add additional numbers or email addresses.

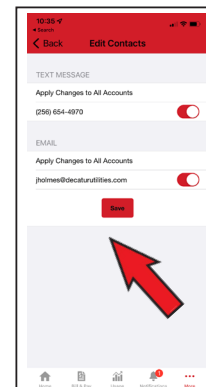
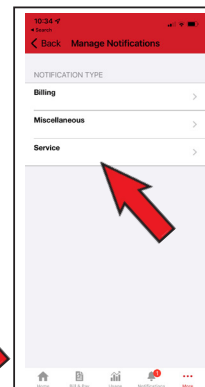
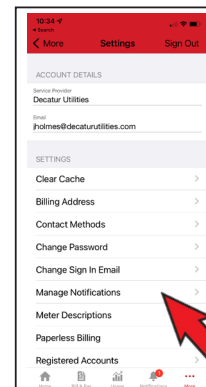
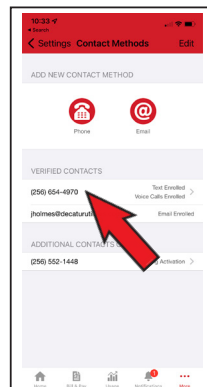
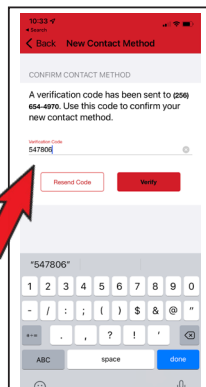
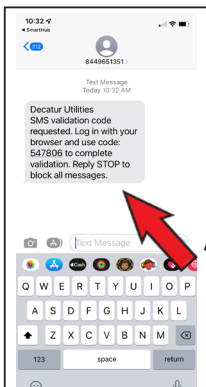


To validate your phone number:

- Check your texts for a confirmation code.
- Enter the confirmation code where prompted.
- Your phone number will now show up as a contact method.

To activate text notifications:

- Select "Manage Notifications".
- Select "Service".
- Toggle button to activate "Text Message" and "Email" if desired.



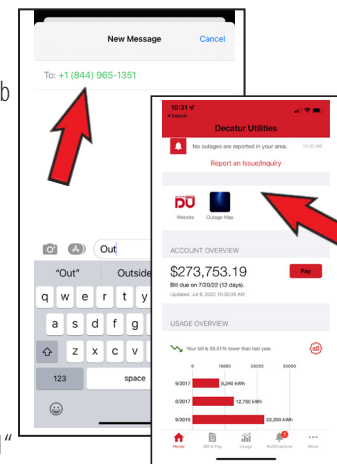
To report outages:

You can now text "Out" to 1-844-965-1351 (DU's dedicated SmartHub number) or report it from the main SmartHub screen.

You can also text "Status" to receive the most recent updates regarding power restoration.

You will automatically receive a text and/or email notification when power has been restored.

Make sure to save "1-844-965-1351" to your contacts as "DU SmartHub" to recognize future notifications.



Message and Data Rates May Apply.
Opt-out: Text STOP to 1-844-965-1351.
Not responsible for delayed or undelivered messages.



SmartHub

DU's 24/7/365 Online Account Portal - Sign Up!

2



SmartHub is the online portal from Decatur Utilities and NISC that allows you a wide range of features and benefits. Access your DU account at any time, get notified of outages affecting your location, report outages via the app and mobile device, make payments, view and analyze current and historical usage and payment history, and much more! Follow this guide to download and setup SmartHub on your mobile device.

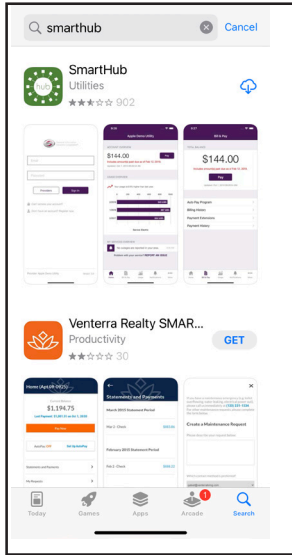
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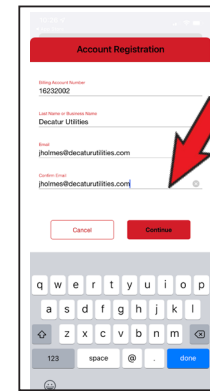
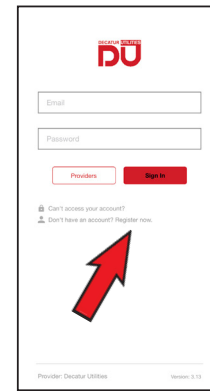
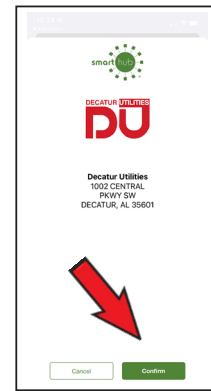
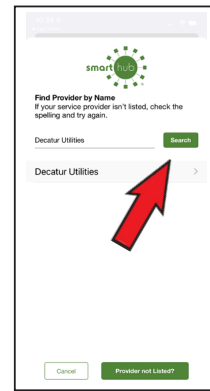
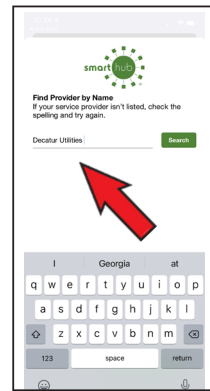
NOTE:

See reverse side for setting up notifications and contact info so you can report outages via text.



To register SmartHub with your Decatur Utilities account:

- Select "By Name" to register with Decatur Utilities.
- Enter "Decatur Utilities" in the field and hit "Search".
- Confirm Decatur Utilities as your utility provider.
- Click "Register Now".
- Enter your DU account number; account holder's name and your email address.
- Confirm email address and then hit "Continue".



Other SmartHub features:

- 24/365 Access to your DU accounts online via computer or mobile device.
- Receive e-mail notification when new bill is generated.
- Receive outage and other alerts.
- Pay your bill using credit/debit card or electronic check with no fee.
- View current and historical billing information and payment history.
- View daily, monthly, annual usage in easy-to-understand graphs.
- Enroll in paperless billing to help protect the environment.
- Pay multiple DU accounts with single payment.
- Report your power outage by text or app and get restoration updates.

- Enter the billing zip code for the address where you receive your bill.
- Hit "Register" and your registration will be complete.
- Close that screen and check your email for a verification code.
- Enter a secure password.
- Submit and then agree to the "Terms and Conditions".
- Submit a "Security Phrase" and hit done. You are all set up!



How-to videos are available at www.decaturutilities.com/smarthub-tutorials OR call Customer Service at 256-552-1400

