

Introducing Smart Hub

Cass County Electric Cooperative is installing a new system called Smart Hub to serve you better. Here are some of the common questions about this new technology and all of its benefits. No longer will you have to wait until next month's bill to see your energy consumption. We encourage you to call us with any questions you may have or visit our website at www.kwh.com for further details.

Frequently Asked Questions:

- What is this new technology?
- What can I do with this information?
- What are the features of SmartHub?
- When will I have access for my own account?
- How can I access the information?
- How much is this going to cost me?
- How do I get the App for my phone?
- Do I have to buy the App?



What is this new technology? The intent of this project is to give you, the member the ability to review and evaluate your own energy consumption. This technology simply records how much energy is used and can be broken down into hourly, daily, weekly, monthly, or annual consumption. The meter will not detect what is using energy, just how much energy is being used.

What can I do with this information? This information will be available to you through a number of formats such as Smartphone, tablet, and internet browser. This product will be a great assistance in helping you understand your energy consumption and manage energy use. This will help you troubleshoot your billing concerns, providing you information about power consumption patterns.

What are the features to Smart Hub? Smart Hub offers many features, such as: you can make a payment , check your use, track your payments, and notify CCEC of an account issue.

When will I have access for my own account? We are in the process of upgrading the substations, which should be complete by August 2013. At that point, everyone who wants access their account through SmartHub will have the ability to do so.

How can I access the information? The process is very simple. You will need a copy of a bill for your account number and then visit www.kwh.com, click on the Smart Hub Icon, and follow the step by step process.

How much is this going to cost? There will be no additional costs to the member to install this new system.

What does Cass County Electric use this system for? We are continually working to improve our reliability and this will be another tool to do that. We will also use this for rate design and loading

studies. We can read the new meters over the power lines for billing, account transfers and check reads, ultimately eliminating the cost of manually meter reading.

How do I get the App for my phone? Simply look for our name in the Apple Store or in the Android Market. (Search: SmartHub, not case sensitive but must be all one word. If duplicates appear, the correct App is provided by our partner, National Information Solutions Cooperative.)

Do I have to buy the App? No, our app is free to download and install

Questions? You can find more information on our website at www.kwh.com or call us at 1.800.248.3292