

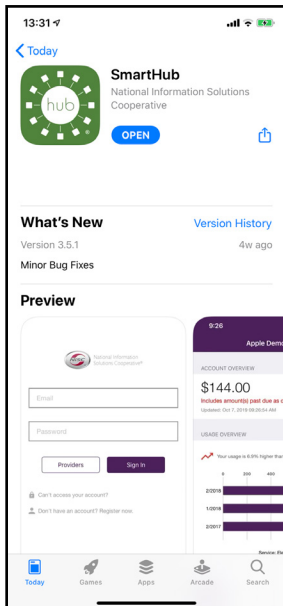
OUTAGE TEXT ALERTS THROUGH SMARTHUB MOBILE

Lorain-Medina Rural Electric Cooperative members now have the option to receive text and email alerts and updates during an outage that may be affecting their electric service.

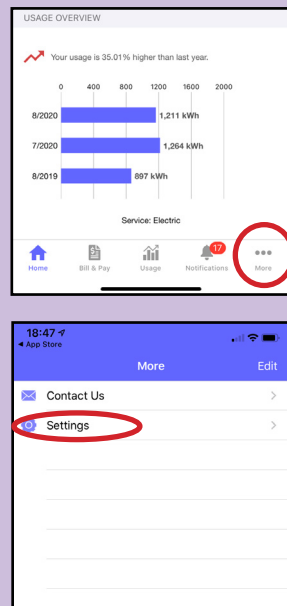
Here is a step-by-step guide for members to sign up for these alerts through the mobile SmartHub app, LMRE's online bill payment and electric use monitoring tool.

Members who have not signed up for SmartHub can do so here: <https://bit.ly/32Fnbaz>

1. Log in to your SmartHub account via the mobile app. If you have not downloaded it from your device's app store, it can be found by searching "SmartHub."

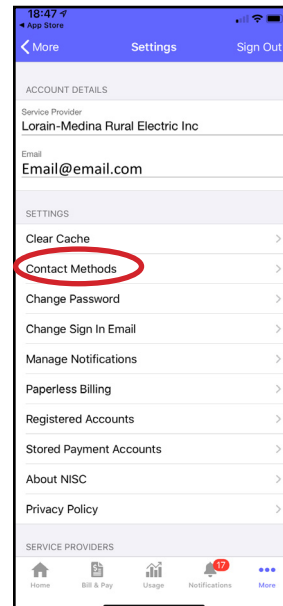


2. After logging into your SmartHub account, select the three dots at the bottom right of the screen, then select "Settings."



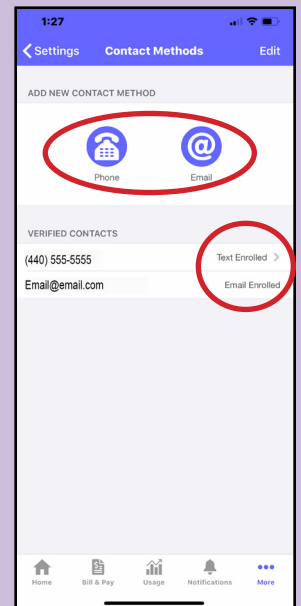
3. Next, select "Contact Methods" from the list of options.

**You can also control many other sections of your account from this screen.*



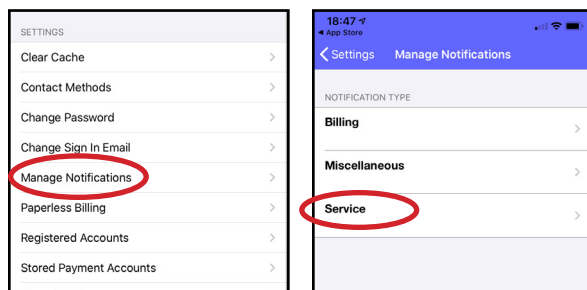
4. Here you can either add a phone number and email address, or update current entries.

It's important for all contacts to show "enrolled."



5. Navigate back to the settings screen seen in Step 3, and select "Manage Notifications" from the list.

Then, select "Service" from the three options that appear.



6. From here, you'll be able to select what outage alerts you'd like to receive, and in what way by enrolling them individually.

Again, it's necessary for each contact method to show enrolled next to the number or email address in order for the co-op to send these outage notifications to your phone.

