How to receive email/text alerts when your account exceeds pre-set limits on Usage
Choptank Electric Cooperative POWER USAGE ALERTS

- Log into your *SmartHub* account.

- Left click on **NOTIFICATIONS**. From the drop down menu that appears, left click on **MANAGE CONTACTS**.
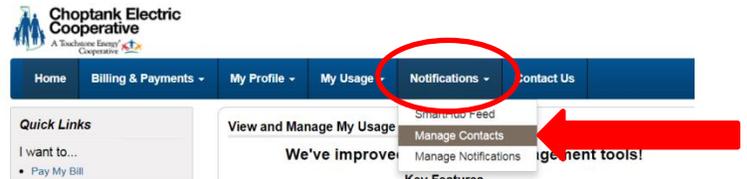
- On the "MANAGE CONTACTS" screen, make sure that you have your contact information correctly entered. If you want to receive a text, you must have a <u>phone number</u> contact on file (Under **METHOD**, you will see 💬). If you want to receive an email, you must have an <u>email address</u> contact on file (Under **METHOD**, you will see ✉).

If you don't have any contacts on file, simply left click on **[+ ADD E-MAIL CONTACT]** or **[+ ADD PHONE CONTACT]** and follow the easy to use instructions to register that contact method. Remember, if you want to receive a text, you must have a <u>phone number</u> contact on file (Under **METHOD**, you will see 💬).

- To select the Power Usage Alert, left click on **MANAGE NOTIFICATIONS** on the left navigational menu –or- left click on **NOTIFICATIONS** (from the top tool bar) and then left click on **MANAGE NOTIFICATIONS.**
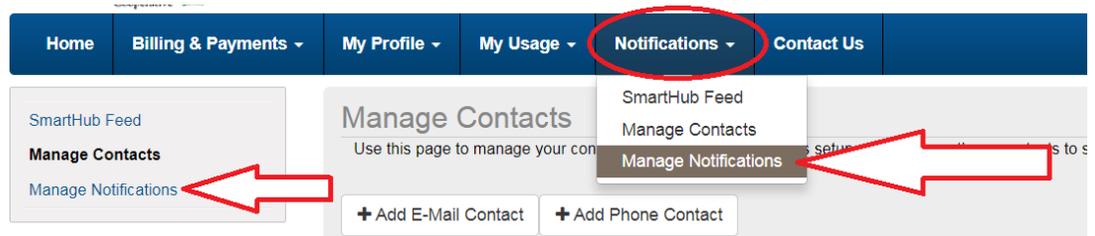
- At the "Manage Notifications" window, left click on USAGE to open this option up. Then left click on **[OPTIONS]**

- On the "Edit Power Usage Alert Subscriptions" window that appears, left click on the ACCOUNT NUMBER field to select the account number that you want alerts for. Once you select your account, it will automatically put your meter number in the METER ID field.

Then enter any values you want to be alerted for in the fields titled **THRESHOLD**. If you don't want to be alerted on any field, leave it blank or key in a **ZERO**.

Click on a contact (email or text) to select it for your subscription. To choose multiple contacts (both email and text) hold the [**CTRL**] button and click on all subscriptions.

When you are all finished, left click on [**SAVE SUBSCRIPTION >>**]

- After you have saved your subscription, you will need to verify it. All of the data you entered will now appear under the column titled **CURRENTLY SELECTED OPTIONS**. If one of your options is incorrect, simply click on the **red X** to remove it (You can go over to the **ADD NEW OPTIONS** column and re-enter the correct data). Verify the data is correct and click on the **X** in the upper right hand corner.

In my example above, I have selected to be notified via email and text, when the following alerts happen:
  1) When my accounts **DAILY** Usage Threshold exceeds 10 kWh a day
  2) When my accounts **HOURLY** Usage Threshold exceeds 1 kWh an hour

- The alerts go out every day at 4:00pm EST for the previous days usage. If you have Hourly Usage Threshold alerts set up and your account exceeds the threshold multiple times during the previous day, you will only get ONE email/text and it will list all of the exceptions (you wont get multiple email/texts for each Hourly exceptions).

The email will come from   smarthub@choptankelectric.coop