



Introducing SmartHub!

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

Life is fast, and it can be hectic, but paying your bill doesn't have to be complicated. With our SmartHub web and mobile app, it won't be. We wanted to take the opportunity to give you some valuable information that will help you register your account in SmartHub.

**On the go and in control...
Manage your account
like never before**

WHAT IS SMARTHUB AND WHAT'S IN IT FOR YOU?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your account like never before.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with bills from the previous months.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll also be able to see important notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging.

Reporting a service issue is a snap with the SmartHub mobile app. There's no need to call the office, just let us know about the issue with a few clicks. You can also contact us for customer service requests or with any questions you may have. You can now contact us at any time from anywhere.



Smart
PAYMENTS



Smart
COMMUNICATION



Smart
ENVIRONMENT



Smart
USAGE

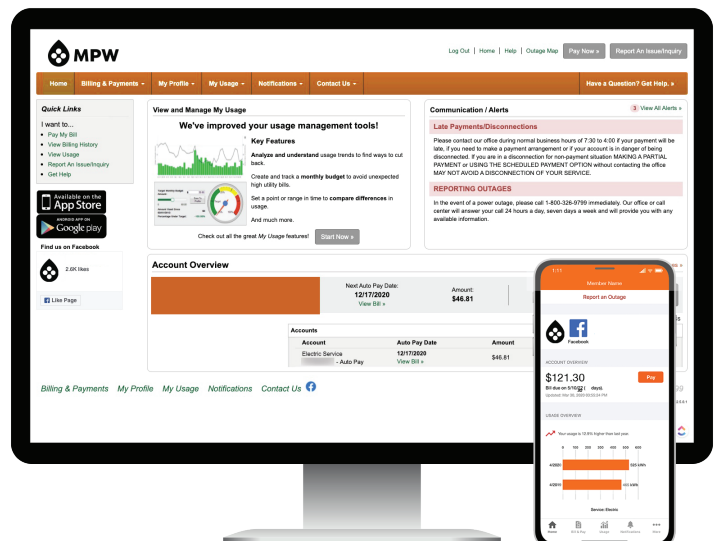
WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address and your account number. You can register with your old 12-digit MPW account number (no dash, no dot) until you receive your new 6-digit MPW account number on your new MPW billing statement.

HOW WILL YOU REGISTER FOR SMARTHUB?

We operate through an innovative billing and payment system called SmartHub. If you would like to receive an electronic bill, as well as pay your bill online, you are required to register as a new user through SmartHub.

- You can find the registration button on our SmartHub splash page at mpw.org/smarthub.
- On the SmartHub splash page you will find links to the registration screens, registration instructions for web portal/mobile app, links to the mobile app in the Apple Store or Google Play Store.
- Once you register for your online account, you will need to update your payment options.
- ATTENTION CURRENT AUTO PAY MEMBERS:** You will need to enter their debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.
- After registering, if you would like to add another existing account, click on the **My Profile** menu and then click on the **Manage My Registered Accounts** sub-menu. Inside you will find an **Add Account** button.



NEED ASSISTANCE

If you have any questions or issues with the registration process, you may contact us by sending an email to helpdesk@mpw.org or calling 563-263-2631. We will also have answers to frequently asked questions at mpw.org/smarthub.

NEED ASSISTANCE? WE ARE HERE TO HELP!
onlinecs@mpw.org | helpdesk@mpw.org | (563) 263-2631

