Communication Features

SmartHub online portal and mobile app is also a powerful communication tool. You'll receive important news and information about your account, outages, news and events through the app. You can decide how you want to be notified about your bill - by email or text message on your smartphone.

Contact Us Features

Not only can you receive notifications from MPW via SmartHub, but you can also contact us with customer service requests or questions.

❑ **Main Contact Screen:** Report an issue with your service, submit a general inquiry, or track the status of an issue.

❑ **Report an Issue / Inquiry Screen:** The buttons you'll have access to will match the MPW services you take.

❑ **Track Issue Status Screen:** In this section, you'll be able to track issues and service requests you submitted, both pending and in the past.

SmartHub Feed

The SmartHub feed on the main notifications page allows you to view your notifications for the past three months.

The feed serves almost like an activity log for your account. Examples of activities that show up in the feed include: Paying a bill, signing up for recurring payments, contacting us, etc.

❑ You may see postings from MPW on various social media sites, such as Facebook or Twitter.

❑ Pay a bill and there will be a message about it in the Feed.

❑ SmartHub will contact you via email or text at your direction using Notifications,

❑ See any actions taken in SmartHub affecting your account.

Manage Contacts

Use this section of SmartHub to manage your contacts.

Once you have contacts set up, you may use those contacts to sign up for notifications about your account.

❑ There are buttons to Add E-Mail Contact or Add Phone Contact.

❑ You will be able to Activate, Edit, or Delete any contacts on file that you have created or verified and will be used for notifications.

❑ Additional Contacts on File section are contacts that we have in our system that have not been verified.

Communication Features

Manage Notifications

Want a reminder that your bill is due? How about a prompt that your bill is now past due? Interested in knowing your payment posted?

Notifications in SmartHub can do exactly that – email or text important information about your account.

You tell SmartHub when and how to contact you. Some notifications even allow you to get specific, such as setting the numbers of days to remind you before your bill is due.

To send you a notification, you need to have contact information stored in the system. Be sure you've added contacts before setting your notifications.

Some common notifications include:
- ❑ Bill Available
- ❑ Payment Due
- ❑ Payment Confirmation
- ❑ Delinquent Notice
- ❑ Credit Card Expiration
- ❑ Power Outage

You'll have the option to modify account notifications in three categories:
- ❑ Billing
- ❑ Service
- ❑ Miscellaneous

Outage Reporting and Notifications

Like you, we hate it when the power goes out.

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 now contact us at anytime from anywhere.

- ❑ Report service issues
- ❑ You can also contact us for Customer Service or HelpDesk requests or with any questions you may have
- ❑ Check your service status