

SmartHub Registration & Notification Management

Listed below is some information that will help guide you through the registration process and explain how you can manage your contact information.

What is SmartHub?

SmartHub is our innovative, self-service tool that allows Claverack members to stay informed on bills, outages, and everything in between. SmartHub can be accessed via website or mobile app* — whichever is easiest for you!

How do I get started?

1. First, go to www.claverack.com.
2. At the top of our website, click **“Pay Bill – SmartHub Access.”**
3. Click **“New User? Sign up to Access Our Self-Service Site”** at the bottom of the box.
4. You will then see the **“New User Registration”** page. Fill in the blanks with your **Billing Account Number, Last Name/Business**, and the **E-mail Address** you wish to associate with your Claverack account.
 - a. Your account number can be found in the upper right corner of your billing statement.
 - b. The last name will be the primary account holder’s name exactly as it appears on the bill.
5. Once you confirm and submit your email address and the **Last Four Digits of the Primary Account Holder’s Social Security Number**, SmartHub will send an email to you asking you to verify your account.
6. After you verify your email, you will be prompted to change your SmartHub password. Make your password memorable, yet long and secure.
7. Once you have completed the registration steps, you will then be asked if you want to go **paperless**.
 - a. If you want to continue to receive PAPER bills in the mail, click **“No”** and then, submit.
 - b. If you want to stop receiving PAPER bills in the mail, click **“Yes”** and then, submit.
8. Now, you are registered, and you can begin managing the notifications you wish to receive!

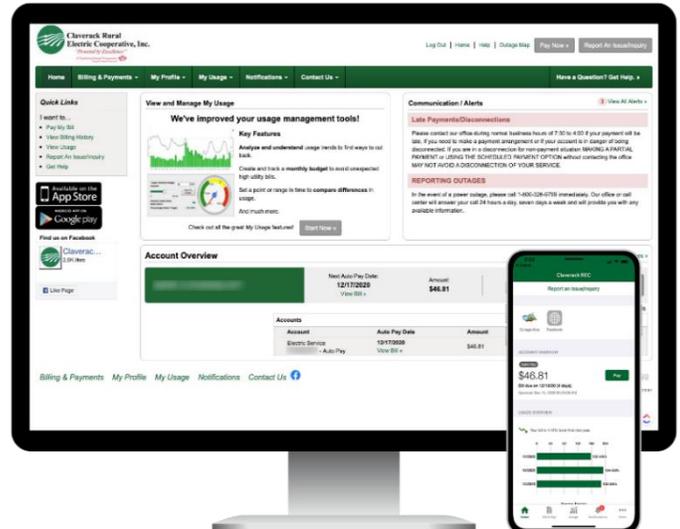
* Search for SmartHub in the App Store or Google Play Store.



Have questions?

If you have any issues with the registration process, you can contact us by emailing billing@claverack.com or by calling 570-265-2167 to speak with a representative.

We would be happy to help you!



Important Information to Note:

In order to receive text messages or emails from SmartHub, you must have your phone number or email address on file. If you are unsure what methods of contact SmartHub has for you, follow the steps below:

1. Log into your SmartHub account using your email address and password.
2. At the top of the SmartHub homepage, hover your mouse over **“Notifications,”** and click **“Manage Contacts.”**
3. On the **“Manage Contacts”** page, you will see **“Verified Contacts”** and **“Additional Contacts on File.”**
 - a. **“Verified Contacts”** are phone numbers or email addresses that have been added to your file and verified by you.
 - b. **“Additional Contacts on File”** are contacts that we have in our system but have not been verified by you.
4. If you would like to add an email address or phone number to your account, click **“Add E-mail Contact”** or **“Add Phone Contact”** to do so.

SmartHub Registration & Notification Management

Listed below is some information that will help you manage your billing notifications, elect to receive outage notifications, and track your usage.

In order to manage any of your notifications, you will need to log into your SmartHub account using your email address and password. Follow the directions below to get started.

How do I manage my billing notifications?

1. At the top of the SmartHub homepage, hover your mouse over **“Notifications,”** and click **“Manage Notifications.”**
2. On the **“Manage Notifications”** page, click the dropdown box titled **“Billing.”**
3. Each option (**Bill Available, CPNI Notification, CPNI Notification (Connect), Credit Card Expiration, DQ Notice, Declined Auto Pay, Payment Confirmation, Payment Reminder, Scheduled Payment Notification, and Unsuccessful Payment Notification**) provides you with a description of the feature and a choice of how you want to be notified (**“Text Message”** or **“Email”**). You can choose one, both, or neither for each option.

For example, if you want to receive an email from us informing you that your bill is available in SmartHub, you will change **“None”** to your email address on **“Bill Available.”**

How do I manage my outage notifications?

1. At the top of the SmartHub homepage, hover your mouse over **“Notifications,”** and click **“Manage Notifications.”**
2. On the **“Manage Notifications”** page, click the dropdown box titled **“Service.”**
3. Each option (**Planned Power Outage, Power Outage, Power Outage Restored, and Power Outage Updated**) provides you with a description of the feature, as well as a choice of how you want to be notified (**“Text Message”** or **“Email”**). You can choose one, both, or neither for each option.

For example, if you want to receive a text message from us to notify you that we have planned a power outage for your home, you will change **“None”** to your phone number on **“Planned Power Outage.”**

How do I manage my usage notifications?

1. On the **“Manage Notifications”** page, click the dropdown box titled **“Usage.”**
2. The option, **Usage Alert**, provides you with a choice of how you want to be notified (**“Text Message”** or **“Email”**). You can choose one, both, or neither for each option.

For example, if you would like to receive a text message from us, informing you that your usage is outside of a certain threshold, you would change **“None”** to your phone number on **“Usage Alert.”**

If you're interested in planning, comparing, or managing your usage, you can find all that information under the **“My Usage”** tab at the top of your SmartHub screen.



In addition to managing your notifications and tracking your usage, you can also report issues and outages within SmartHub. To do this, follow the instructions below:

1. At the top of the SmartHub homepage, hover your mouse over **“Contact Us,”** and click **“Report an Issue/Inquiry.”**
2. Select **“Power Outage”** or **“Other Issues/General Inquiry,”** based on what needs to be reported
3. Input your information and submit.

If you are experiencing a power outage, and you would like to know if others are too, you can access our map by clicking **“Outage Map”** in the top right-hand corner of your screen.