



Introducing 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. Here is some valuable information that will help you learn more about 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, self-service 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, set up text or email notifications, report outages and more.

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 can also set up Auto Pay, so your payment is made automatically each month on the due date.

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

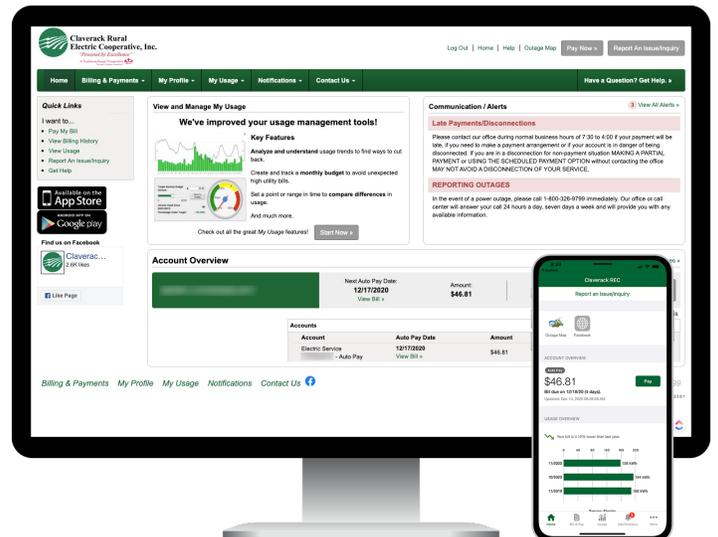
Reporting a service issue is a snap with the SmartHub mobile app. Now you can contact us at any time from anywhere with either a few clicks or a phone call.

How will you register for SmartHub?

- First, go to www.claverack.com. On our site, find the area labeled "Access Your Account"
- Click on the link, "New User? Sign up to access our Self Service Site" along the bottom of this area.
- To register, you will need to enter your account number, the last name of the primary account holder as it appears on the bill (e.g. McCarthy may be MC CARTHY), the last four digits of the social security number of the primary account holder and the email address you would like to associate with your Claverack account(s).
- You will receive an email at the address provided which invites you to "Verify Account." Click on the Verify Account button.
- You are now on the SmartHub site.
- Enter your new password and confirm.

What's next?

- Explore all that's available to you with this great tool!
- For your convenience, you may download the SmartHub app from the App Store or Google Play Store.



Locating Your Account Number

Your account number can be found in the upper right corner of your billing statement in red text.

Where you can get your questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to mail@claverack.com or calling 1-800-326-9799.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.