

SmartHub users can now text to report outages!

Not only is SmartHub a great way to access and monitor your Decatur Utilities account activity, but now SmartHub users can report and receive updates on power outages via text from any mobile device.

Customers who are registered SmartHub users can simply text the word "OUT" to 1-844-965-1351 and their power outage will be automatically and immediately reported to our Outage Management System! No more waiting on hold for phone lines to open up. Plus, you'll receive text updates on status of restoration efforts.

You must be a registered SmartHub user to report outages by text or the SmartHub app. But, that part is free and easy too!

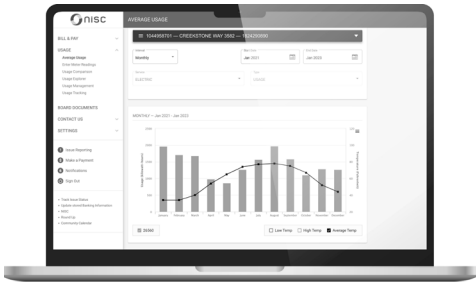
Just download SmartHub from The App Store or Google Play. You can find instructions on how to set up SmartHub at <https://www.decatrutilities.com/outages-interruptions>.



We connect the River City!

www.decatrutilities.com





New Look. New Experience. Same SmartHub!

Manage your account like never before with the **new, improved** SmartHub web application. A simplified yet enhanced design is coming your way soon. This new version of SmartHub puts your usage and payment details front and center for fast, easy access and the simplified menu structure makes navigating the site a breeze. Keep an eye out for more details soon!



Other SmartHub Benefits:

- *24/365 Access to your DU accounts.*
- *Receive e-mail notification when new bill is generated.*
- *Receive outage and other alerts.*
- *Pay your bill using credit/debit card or check (no fee).*
- *View current and historical billing and payment history.*
- *View daily, monthly, annual usage graphs.*
- *Enroll in paperless billing.*
- *Pay multiple DU accounts with single payment.*
- *Report power outage by text or app. (See reverse side.)*



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