

POWER OUTAGE NOTIFICATION NOTIFICATION ENROLLMENT

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SHREWSBURY ELECTRIC & CABLE OPERATIONS NECO ELECTRIC & CABLE OPERATIONS		HOME	#3				
BILL & PAY	~		MANAGE NOTIFICATIONS				
		NOTIFICATIONS (3)	Billing				
JSAGE	~	COALL ALEDT	Miscellaneous				
ONTACT US 🗸	We have been made awa shut off without immedia	Service					
ETTINGS	~	made at CVS or Walmart our Customer Service tea	Alert Type	Description	Text Message	Email	Voice Message
Contact Information			Bill Estimate	This is an event to send a Bill Estimate.	Text Message +	Email •	Voice Message *
Contact Methods		Switch to SELCO Stree Legacy Cable will be disc			Add Phone in Contact Methods		Add Phone in Contact Methods
Manage Notifications	-	SELCO.ShrewsburyMA.gr	Broadband Bill Estimate	This is an event to send a Bill Estimate.	Text Message +	V	Message •
Meter Descriptions		EV Rebates			Add Phone in Contact Methods		Add Phone in Contact Methods
Paperless Billing		Looking for a new car? B SELCO StrewsburyMA or	New Service Request	This is a notification to inform you that you have successfully completed a new service request.	Yest Managers	feel .	Vicine Managers
Registered Accounts Security			Created		Add Phone in Contact Methods		Add Phone in Contact Methods
			Planned Power Outage	This is a notification to inform you when a power outage is planned.	Text Message •	Email •	Not Available
			Power Outage	This is a notification to inform you when a power outage has occurred.	Text Message +	Email •	Not Available
			Power Outage Restored	This is a notification to inform you when a power outage has been been restored.	Text Message *	Email •	Not Available
			Power Outage Update	This is a notification to inform you when a power outage update has	Text Message •	Email	Not Available
				occurred.	Add Phone in Contact Methods		
			Program Event	occurs when an efficiency program notification is sent.	Text Message * Add Phone in Contact Methods	Email *	Voice Message * Add Phone in Contact Methods
			Service Request Created	This is a notification to inform you when a service request has been made.	Text Message +	Email •	Voice Message 👻
					Add Phone in Contact Methods		Add Phone in Contact Methods

CUSTOMER SERVICE 508-841-8500

WEB BROWSER:

STEP 1

Update your Contact Methods:

- 1. Visit http://selco.smarthub.coop on a web browser
- 2. Enter your SmartHub login information
- 3.Go to Settings > Contact Methods > Add Email/Phone
- 4. Insert your contact information and preferred settings
- 5. Select **Accept** to agree to the terms & Conditions
- 6. Lastly, enter the verification code that you receive to verify & activate your mobile number or email

STEP 2

Manage your Notifications:

- 1.Visit http://selco.smarthub.coop on a web browser
- 2.Go To Settings > Manage Notifications> Service
- 3. Select notifications for all of the four power outage option
- 4. Select the notification methods (text or email) that you wish to be enrolled in for each of the notification types (Be sure to press the drop down and check the box)
- 5. Press save towards the bottom of the drop down menu





POWER OUTAGE NOTIFICATION NOTIFICATION ENROLLMENT

HOME

CONTACT US

#3

SETTINGS

BILL & PA

11 USAGE

1

ADD NEW CONTACT METHOD

#2 =

SETTINGS

Additional Users

Billing Address

Contact Methods Manage Notifications

Meter Descriptions Paperless Billing Registered Accounts

Clear Cache

Security Stored Payment Acco

About NISC Privacy Policy

Sign Out

CONTACT METHODS

Acknowledgements

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#1

MOBILE APP:

STEP 1

Update your Contact Methods:

- 1. Open the SmartHub Mobile app
- 2.Go to Settings > Contact Methods > Add New Contact Method
- 3. Input desires mobile number, turn on **"Receive Text Message"** on
- 4. Select Accept to agree to the terms & Conditions
- 5. Lastly, enter the verification code that you receive to verify & activate your mobile number

STEP 2

Manage your Notifications:

- 1. Open the SmartHub Mobile App
- 2.Go To Settings > Manage Notifications> Service
- 3. Select notifications for all of the four power outage option by pressing manage contacts under each.
- 4.Select the notification methods (text or email) that you wish to be enrolled in for each of the notification types

#2



SELCO HELPDESK 508-841-8572

