

How to Register for Smart Hub

From a PC:

- Note: Our SmartHub e-bill site will not work properly with Internet Explorer 8 or lower. You must either have a higher version of Internet Explorer, or use Chrome or Firefox.
- Go to www.midwestrec.com and click on one of our e-bill links, such as Pay My Bill. Or you can go directly to our SmartHub site, <https://midwestrec.smarthub.coop/>
- Click on the link for New User
- Complete the fields for Account Number, Last Name, and E-mail Address, and hit Submit
- Then you'll be asked a confirming question such as your zip code. And you'll enter the "security characters" that appear on the screen.
- Click Login, then you'll be emailed a temporary password from midwestrec@smarthub.coop (Note: Don't send emails to this address.)
- Copy this temporary password into your SmartHub login and click Submit
- You will then be prompted to change your password to your liking. There is a four character minimum and other requirements.
- After hitting enter, you'll be asked if you want to turn off paper bills (which means you would not receive a mailed paper bill anymore). This choice is up to you.
- That's it! Now you're at the main account screen!

From a Tablet or Smart Phone:

- Search Apple or Android for Smart Hub. After downloading (it's free), search for Midwest Electric Ohio.
- Then follow the registration steps above.

After you're registered...

- To login, go to the same web site and enter your e-mail address and the password you created above.
- Note: You'll be locked out after six failed login attempts, and you'll then have to call our office at 1-800-962-3830 during regular hours to re-set the account.

SmartHub Highlights

- **Home Screen** – links to pay your bill, view service requests, report an outage, view substation maps, read our monthly newsletters, and more
- **Billing & Payments Tab** – links to pay your bill, view billing and payment history, set-up recurring payments
- **My Profile Tab** – update e-mail address, password, contact information, bank or credit card information, change printed bill settings, review past power outages
- **My Usage Tab** – view monthly, daily and hourly electric use charts and weather information; compare months, days and hours in various ways; add an "energy marker" when you make home upgrades; compare bills
- **Notifications Tab** – To be notified by text or email when your electric use exceeds a certain level click Manage Notifications>Usage>Add, then follow the prompts. Other notifications are also available.