



Communication Features



Delayed communication and response times, especially during service interruptions, can be frustrating. With the SmartHub web portal or mobile app, you can customize how you receive notifications and alerts about your account, outages, news, and events.



Contact Us Features

No more waiting on hold to get your questions answered. With SmartHub you can also contact us for service requests or with any questions you may have.

- **Main Contact Screen:** Report an issue with your service, submit a general inquiry, or track the status of an issue.
- **Report an Issue / Inquiry Screen:** The three buttons you'll have access to are Billing, General and Payment Inquiry.
- **Track Issue Status Screen:** In this section, you'll be able to track communications issues and service requests, both pending and in the past.



SmartHub Feed

The SmartHub feed, on the main notifications page, allows you to view your notifications from the past three months.

The feed serves as an activity log for your account. Examples of activities that show up in the feed include: Paying a bill, signing up for recurring payments, contacting us, etc.

- You may see postings from Inter-County Energy on various social media sites, such as Facebook, and Instagram.
- Receive a notification via email or text regarding any actions taken in SmartHub affecting your account.
- Set a threshold to be notified when you are using more electricity than you planned to help stay on top of your costs.



Manage Contact Information

Enter your email and/or phone number to customize which channels you prefer to receive your notifications and alerts.

If you have questions or need support you can call us at (859) 236-4561 or (270) 692-3761, email us at smarthub@intercountyenergy.net, or visit our SmartHub support page at <https://www.intercountyenergy.net/smarthub>.

- You will be able to Activate, Edit, or Delete any contact information on file that you have created.



Manage Notifications

It can be difficult to save time and money when you don't have the right information at the right time.

SmartHub will email and/or text you important notifications about activity on your account.

You tell SmartHub when and how to contact you. Some notifications even allow you to get specific, such as setting the numbers of days to remind you before your bill is due.

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Some common notifications include:

- Bill Available
- Payment Due
- Payment Confirmation
- Delinquent Notice
- Credit Card Expiration
- Power Outage

You'll have the option to modify account notifications in three categories:

- Billing
- Service
- Miscellaneous



Outage Reporting and Notifications

Like you, we hate it when service goes out.

SmartHub mobile app makes reporting a service issue easy. There's no need to call the office, just let us know about the issue with a few clicks.

You can now contact us at anytime from anywhere.

- Report service issues
- Check your service status
- You can also contact us for service requests or with any questions you may have.