

## Frequently Asked Questions about SmartHub (My Account)

You can access your HomeWorks account information through our SmartHub system, or you can simply click on our Pay Bill Now button to make a payment without having to register. Below is a list of frequently asked questions about SmartHub.

### What is SmartHub?

SmartHub is a free application that lets you view and/or pay your monthly HomeWorks Tri-County Electric Cooperative energy bill via your computer or mobile device.

With SmartHub, you can:

- View pdf files of your current and past energy bills
- Pay your current bill by credit card or electronic check via Internet access
- Check your kilowatthour usage (usually available with daily readings)
- Connect to our office to make a service request
- View outage status, and report an outage or service problem
- Set up and update autopay for your energy bills
- Visit our FaceBook page

You can save time and money by using SmartHub, since you won't have to write a check, address an envelope, buy a stamp, rush to catch the mail - or pay a late fee if you forget to mail your bill on time.

NOTE: Some electronic payment options allow you to designate a savings account as your payment source. This is NOT recommended for paying by electronic check through SmartHub; using a non-checking account could result in payment delays and late-payment fees.

### Where Can I Find SmartHub?

You can get to SmartHub clicking on the "MY ACCOUNT" link at the top of any page at [www.homeworks.org](http://www.homeworks.org). It's also available as an app for your smart phone or tablet on the [App Store](#) or at [Google Play](#).

### How do I sign up to use SmartHub?

At the opening screen, there is an area for users who have already registered to log in. Below that, there are two other links. If you have not yet signed up to use SmartHub, select "**New User?**[Sign up to access our Self Service site.](#)" You'll be asked to provide your account number, last name, and an email address. Select the Submit button to complete your registration. Use the Reset button to clear the entry fields if you need to start over.

If you're already registered but can't remember your password, or have some other difficulty in logging in, select "[Can't access your account?](#)" You'll be asked to provide your account number, last name, and the email address you used to create your log-in.

### What do I do if I make a mistake typing my email address when I sign up?

This happens, and it's easy to correct by calling us during business hours at 1-800-562-8232. We can update the email address on file for you.

**Will I still receive a paper bill each month by U.S. Mail?**

You can if you choose. You will be asked by SmartHub if you would prefer not to receive the paper bill. We encourage you to help us save money and the environment. Your past bills are available through SmartHub as easily-downloadable pdf files if you want to save a copy for your records.

**What kind of password do I have to use?**

There are two restrictions: a range of 4 to 10 characters, and the system is case-sensitive. If you capitalize a letter when you set your password, you will need to capitalize it every time you enter it in the future. (Example: if we used HomeWorks as our password, using HOMEWORKS, Homeworks, and homeworks to log back in would all get error messages.)

To provide the best password security, we recommend that you use at least 8 characters and a combination of letters, numbers, and/or punctuation.

**Can I bookmark SmartHub in my favorites list?**

Bookmarking your SmartHub site into your Favorites list (after you're logged in) **won't work** because of the security used to keep SmartHub and your account information safe. You can bookmark the log-in page, but you will need to log in for each session.

**Understanding cookies**

Some Web sites store information in a small text file, called a "cookie," on your hard disk.

Cookies contain information about you and your preferences. For example, if you inquire about a flight schedule at an airline's Web site, the site might create a cookie that contains your itinerary. Or it might only contain a record of which pages within the site you visited, to help the site customize the view for you the next time you visit.

Only the information that you provide, or the choices you make while visiting a Web site, can be stored in a cookie. For example, the site cannot determine your e-mail name unless you choose to type it. Allowing a Web site to create a cookie does not give that or any other site access to the rest of your computer, and only the site that created the cookie can read it.

Internet Explorer, Firefox, Chrome, and other popular browsers handle cookies and permissions differently.

**What if I have more than one Tri-County account?**

SmartHub automatically searches our database for the account number you entered. Once the account is found, any other account that shares the same Capital Credit number and same main address will also be updated with this email address and password, giving you access through the account summary page. Your Capital Credit number is unique to your membership, and all your account numbers are tied to that Capital Credit number.

However, if your accounts have different, account-specific main addresses, you will need to register each one separately.

**What if I use other HomeWorks products and services; can I use SmartHub for Tri-County Propane or Internet?**

SmartHub gives you access to Tri-County Electric account information as well as copies of your Tri-County Propane and High Speed Internet bills. We'll let you know if and when anything changes.

**When will the payment I make be charged to my credit card or checking account?**

It can take anywhere from a couple of hours to a business day or two for your payment to be debited against your account, depending on the credit card company or bank.

**When will my payment be posted to my Tri-County account? When will I be able to see it on this website?**

Your payment should be credited to your Tri-County account no later than the next business day (Monday through Friday), and your updated account should then appear on SmartHub.

**What if I want to have my bill paid automatically each month?**

Just call us at 1-800-562-8232 and we can set you up on either our electronic banking program, or on automatic monthly credit card payments. You can do it yourself in SmartHub: go to Billing & Payments, Auto Pay Accounts, and click on "Sign Up for Auto Pay."

**If I'm already on an automatic payment plan, can I still use SmartHub? Can I use SmartHub even if I don't want to pay online?**

Yes, you can always use SmartHub as a way to view your bills, check your payments, and view your past energy use. You do not have to pay via SmartHub to use it.

**What do I do if there's a problem?**

Contact us at [tricoenergy@homeworks.org](mailto:tricoenergy@homeworks.org). Describe the situation completely, and include your name, address, account number, and email address. We will make every effort to reply to emails within one business day (and usually much sooner.)

Or, call 1-800-562-8232 during business hours (Monday - Friday, 8 am - 5 pm, except holidays) for assistance.

**How secure is my account information?**

We have taken the following steps to ensure that your information is secure and your privacy is respected:

**Secure Socket Layer (SSL) technology**

Using SSL guarantees that any transmissions of your information to or from our server will be encrypted. Any interception of your information on the Internet will be impossible for the intruder to read.

**Hosting our site on secure servers**

Our Internet-compliant web servers are configured with appropriate security so that intruders cannot see any activity done by you or our application.

**Data on your account is secured in a system behind a firewall**

Your actual billing account information is stored on auxiliary machines protected by a network firewall that will not allow any unauthorized access from the Internet to occur.

**Protecting your account information through a secure log on process**

The only way you are allowed to access your billing account information is by providing your E-mail address and a password that you have personally set up with our SmartHub site.

**What is your privacy policy?**

HomeWorks Tri-County Electric Cooperative will not share your account information with anyone not named on the account, except in very specific circumstances, in which case you would be given advance notice.

**Will I receive email from HomeWorks if I sign up?**

The only time you should receive email from us would be under one of these three conditions:

- a monthly notification from SmartHub that your current bill is ready for viewing
- a reply to any email you send us; or
- if at some future date we offer an email newsletter or notification service, and you request to be included on the mailing list.

**Will you sell my email address to other businesses so that I get junk email?**

No. Your account information has always been kept confidential under Tri-County Electric rules, unless we are subpoenaed for specific information through a court of law. Your email address will also be kept confidential.