

SmartHub Frequently Asked Questions

How do I sign up for SmartHub?

- ❖ Web Access
 - <https://mtcpu.smarthub.coop>
- ❖ Mobile Devices (smartphones/tablets)
 - SmartHub is available at Apple's App Store or Google Play Store.
 - Search for "SmartHub" and download the free app.
- Search for Mt. Carmel Public Utility Co. by name and confirm your selection.
- Log in to your account as you would on the web or register if you are a new user.
- That's it—you can now take care of your MCPU account on the go!

Is the app secure?

- Yes. All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

Do I have to buy the app?

- No. The SmartHub app is free to download and install.

Do I have to change the way I pay my bill in order to use SmartHub?

- No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

What brand of credit cards do you accept?

- MCPU accepts Visa, MasterCard, and Discover credit/debit cards or electronic checks.

If I enroll in SmartHub, will I still receive a paper copy of my bill?

- Yes. Unless you change your Printed Bill Status, you will continue to receive a paper bill.

Can I make a payment on multiple accounts?

- **Web:** To pay the total amount owed on all accounts, click the Pay Now button in the upper right corner of the screen or the Make Payment button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the Billing & Payments button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on Other Amount. After entering the amounts to be paid click the Pay Now button.
- **On a smart device app:** Tap the Bill & Pay gadget. If paying the total amount due, tap the Pay button. If paying a partial payment, tap the Pay Partial Amount, tap on the account and adjust the Pay Amount.

How do I sign up for notifications? What if I want to receive notifications for multiple accounts?

- You must log into the web and click on Notifications. Select preferred notification method (Text or Email) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

I need help understanding SmartHub.

- Please don't hesitate to call us at (618)262-5151 and we would be happy to help you!