

ATTENTION: PREPAY AND AUTO PAY MEMBERS!



Please take a moment to register your account in our new SmartHub payment system by going to our website and clicking on SmartHub.

PREPAY INFORMATION

If you were currently signed up for PrePay with us you will need to re-sign up for account alerts.. Instructions to quickly get your account registered and re-sign up for alerts are posted below.

RE-REGISTER YOUR ACCOUNT

- Register your account in our new SmartHub system. You can register through the Web Portal or register through our Mobile App.
- After registering your account use the web portal or mobile app to re-setup Auto Pay on your account.

SETUP PREPAY ALERTS (WEB PORTAL)

- Log in to SmartHub web portal.
- From the home screen click on Notifications menu.
- From the Notifications screen you will manage contacts to set up your phone for text alerts.
- You will assign your new phone contact to the PrePaid alert types available.

SETUP PREPAY ALERTS (MOBILE APP)

- Log in to the mobile app.
- From the main screen click on the More... button in the bottom right and then the Settings menu.
- From the Settings screen you will manage contacts to set up your phone for text alerts.
- From the Settings screen you will assign your new phone contact to the PrePaid alert types available.

AUTO PAY INFORMATION

If you were using Auto Pay with us you will need to re-enter your payment information.

RE-REGISTER YOUR ACCOUNT

- Register your account in our new SmartHub system. You can register through the Web Portal or register through our Mobile App.
- After registering your account use the web portal or mobile app to re-setup Auto Pay on your account.

AUTO PAY SETUP (WEB PORTAL)

- Log in to SmartHub web portal.
- From the home screen click on Billing & Payments menu for IOS or click on the three lines in the upper left-hand corner for Android platforms.
- From the Billing & Payments screen click on the Auto Pay Program sub-menu.
- Click on Sign Up for Auto Pay and follow the instructions on the screen.

AUTO PAY SETUP (MOBILE APP)

- Log in to the mobile app.
- From the main screen click on Bill & Pay at the bottom of the screen.
- Tap on the Auto Pay Program sub-menu and follow the instructions on the screen.
- If you have questions or experience any issues we are here to help. You can contact us with your questions.



Need Some Assistance?

If you have questions you may contact Member Services at (859) 236-4561, (270) 692-3761 or 1-888-266-7322.



Web & Mobile Instructions

Find instructions on how to register your account, re-enroll in Auto Pay, and set up PrePaid notifications on our SmartHub support page at <https://www.intercountyenergy.net/smarthub>