THE OUTLET

April 2022

INTRODUCING SMARTHUB

SmartHub:
Your Power at
Your Fingertips

Our new account management platform, SmartHub, has arrived!

With SmartHub, you now have easy access to a variety of CORE account features and services. Pay your bill, view your billing history, contact us, manage notifications, enroll in services and more – all in one place!

SmartHub is available through our website and as an app. Just follow the steps listed on this page.

Important: You must enroll in SmartHub

Your credentials for our previous account management platforms will not work. To access your account and SmartHub's features, you must first enroll either through the SmartHub app or online at CORE.coop.

See the other side for SmartHub's Convenient Features!

To Access the SmartHub App:

Search for "SmartHub" in your app store, or scan the QR code below. Once the app is downloaded, open it and follow the instructions. When prompted, select "CORE Electric Cooperative" as your provider and select "Register now," then follow the registration prompts.

Download on the App Store
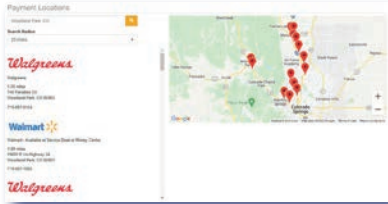
GET IT ON Google Play

To Access SmartHub Online:

Visit www.CORE.coop and click on My Account Login in the upper right. Select the sign-up option next to "New User?" and follow the registration prompts. You will need your CORE account number, and answers to the identity verification questions must match account info exactly.

SmartHub's Convenient Features

SmartHub gives you easy access to your CORE account anytime, anywhere. Once you have registered and logged in, **check out these exciting features**:
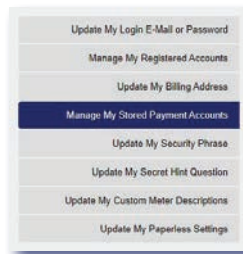
Billing and Payments
• **View and pay** your accounts 24/7
• Register to **automatically pay your bill** through a bank account or credit card each month
• **Levelize your bill** via Budget Billing to pay an average amount per month
• Find participating retailers nationwide where you can **pay in-person with cash**

Profile Settings
• **Manage account settings**, link accounts to your profile, change your billing address and update stored payment accounts
• **View your bills** anytime, anywhere
• Update **security options**
• Activate **Paperless Billing** to reduce paper waste and more quickly receive your bill
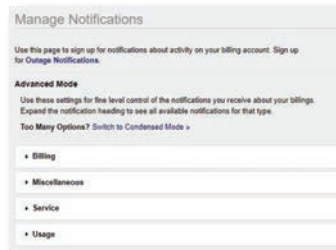
Usage Info
• Look at your past and current **usage by hour, day or month**
• **Compare two periods** of usage side by side
• **Create markers** that keep track of differences in your usage
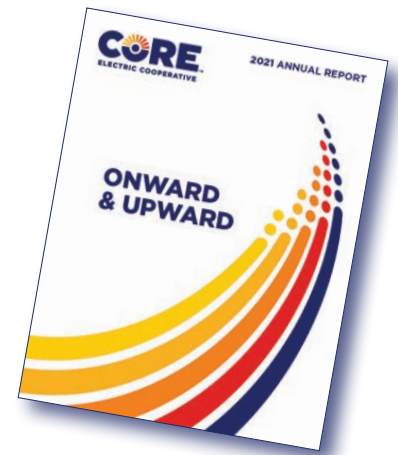• **Download usage data** to your device

Notifications
• Control **how you receive notices and news** from CORE
• Choose whether you receive alerts via **text and/or email**
• Set **energy usage thresholds** that will trigger alerts
• Add **multiple phone numbers and email addresses**

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2021 Annual Report Available Online

Last year was one of the most transformative in our cooperative's history. We took a look back at the year's many exciting developments in our **2021 Annual Report**, which is now available on our website. Visit www.CORE.coop > News and Resources > Annual Report to view or download the report.

Notice of Bylaws Changes

CORE's Board of Directors has approved **amendments to CORE's bylaws** that:
• Address the company's legal name change;
• Clarify language regarding joint memberships;
• Authorize CORE to conduct electronic voting by members in elections;
• Clarify language to allow the board the option to not charge a membership fee.

Redlines of the amended bylaws are available at www.CORE.coop > My Cooperative > Notices & Documents > Bylaws, and at any of CORE's four offices.