HOW TO REPORT AN OUTAGE THROUGH SMARTHUB (mobile app)

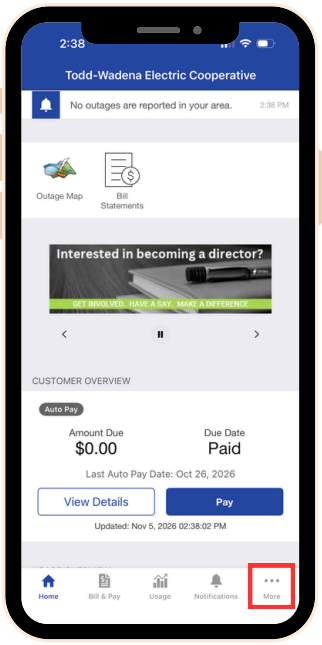
Todd-Wadena ELECTRIC COOPERATIVE

STEP 1



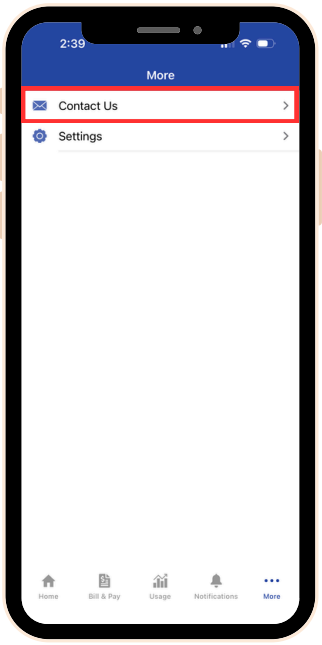
Open the SmartHub app on your mobile device and sign in to your account.

STEP 2



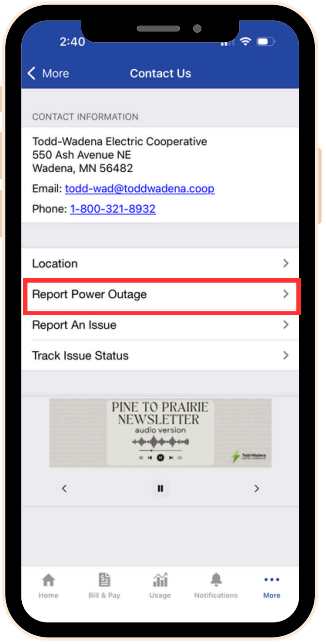
From the home screen tap on the **More** button.

STEP 3



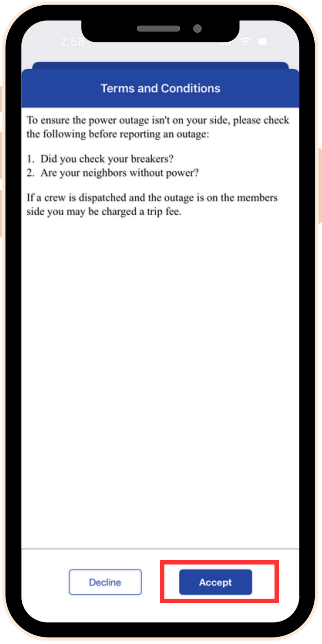
From the **More** screen, locate and tap on the **Contact Us** menu.

STEP 4



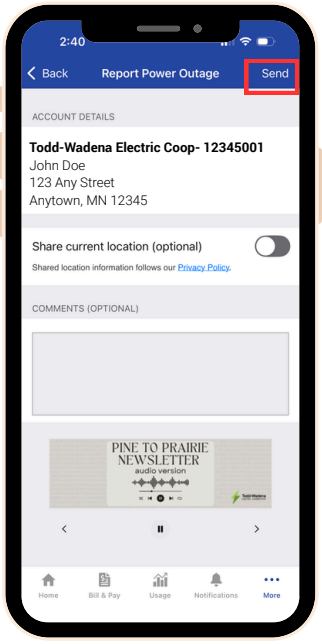
Select **Report Power Outage.**

STEP 5



Select the account you want to report an outage for and **accept** the Terms and Conditions.

STEP 6



Verify address of outage and click **Send** to Report Power Outage.

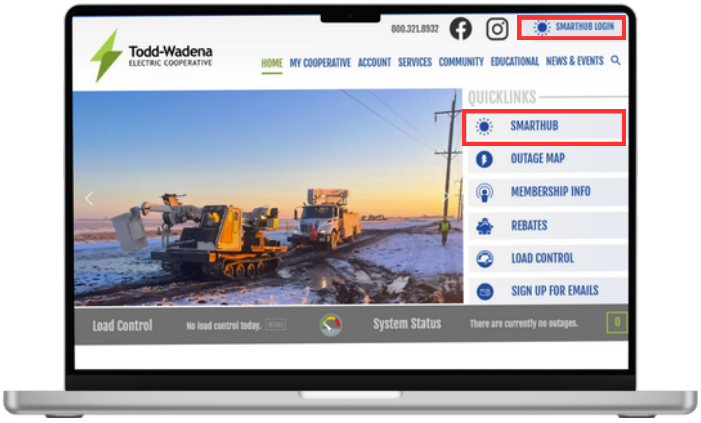
Outages can also be reported by phone at 218-631-3120 or 1-800-321-8932.

Please do not use email or Facebook Messenger. These channels are not monitored 24/7.

HOW TO REPORT AN OUTAGE THROUGH SMARTHUB (web portal)

Todd-Wadena ELECTRIC COOPERATIVE

STEP 1



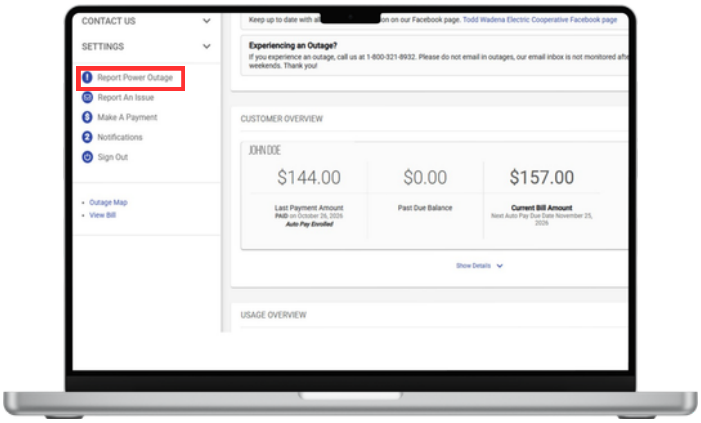
Click **SmartHub** on our website.

STEP 2



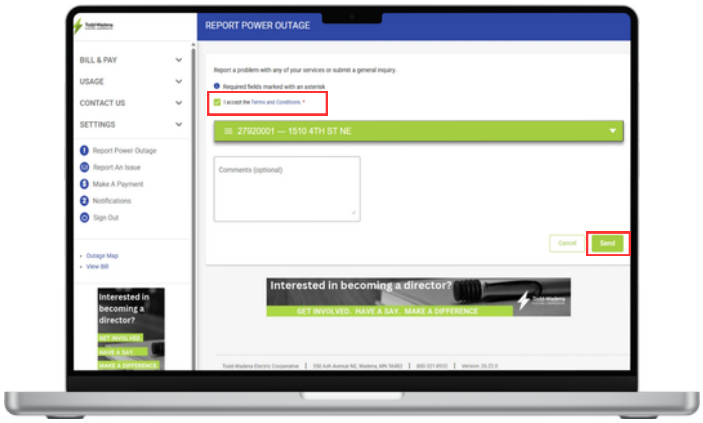
Sign in to your account using the email and password you used during registration.

STEP 1



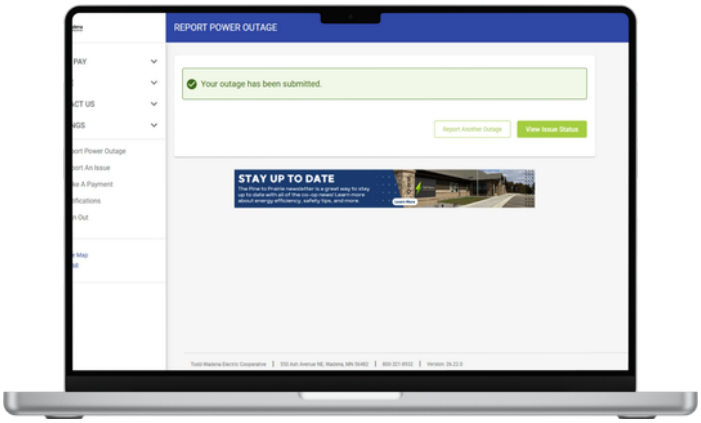
Click **Report Power Outage** on the menu bar.

STEP 2



Select the **check box**, verify address, then click **Send**.

STEP 5



Success. Your Outage has been submitted.

Outages can also be reported by phone at 218-631-3120 or 1-800-321-8932.

Please do not use email or Facebook Messenger. These channels are not monitored 24/7.