

## FAQs About Central Lincoln's Change to SmartHub

**Q: Why are you changing to the SmartHub system?**

A: Central Lincoln's business strategies include leveraging technology and integrating our business systems—to maximize the value that Central Lincoln's customers receive from our investments in technology. Also, we are dedicated to preserving product affordability—working to preserve and protect Central Lincoln's solid financial foundation and manage the impact of future rate pressures. We believe this new system will support these strategies.

For years, we had been using various software programs that were not integrated, meaning they didn't work well together. These included programs for customer account management and billing; our system to dispatch crews and assign work to them; the handling of service orders; and the storage and management of data. Our 'patchwork' system of software was also inefficient, requiring significant staffing to make them work for us. The National Information Systems Cooperative (NISC), a not-for-profit cooperative, offers a highly-integrated utility software management system that is used by more than 500 utilities in the United States. After we visited and met with other similar utilities in the Northwest that use the NISC system, and receiving significant recommendations for NISC, Central Lincoln's board voted to make this important investment as well. We anticipate we will be using NISC for many years to come. Full implementation should be complete by the end of September.

**Q: Why can't accounts that use AutoPay be simply rolled into the new system?**

A: The security of our customers' personal information is extremely important to Central Lincoln, as we know it is to our customers. Payment Card Industry Data Security Standards (PCIDSS) do not recommend moving customers' payment information (credit and debit card numbers, bank account information) into a new system. Further, PCIDSS' most stringent standards require that none of our employees have contact with this sensitive financial information. Unfortunately, while it will inconvenience customers to have to sign up again for AutoPay, this will be necessary under our new system. We anticipate the sign-up process taking less than seven minutes for our customers. Customers can re-enroll in AutoPay using SmartHub, or our new Pay-By-Phone system using their new account numbers effective April 10.

**Q: This new software rollout is a major project, and customers may have problems using the new system. What are we doing to help them?**

A: Through April 28, no late fees will be assessed on any account, no account will be considered past due, and no customers will be disconnected for non-payment. Our CSRs

are available Monday through Friday 8 a.m. to 5 p.m. to answer questions over the phone and in person (however the Reedsport office is closed between noon and 1 p.m. each day).

**Q: I won't get my new account number until I get a bill after April 12, but I want to sign up immediately for SmartHub, or begin using Pay-By-Phone ASAP. What can I do?**

A: Great news! Customers can get their new account numbers using our website at <http://clpud.org/account-lookup/>. Otherwise, customers who want their new account numbers ASAP can call us at 541-265-3211 to get their new account numbers. Please be aware that we anticipate high call volume during the week of April 10-14, and there may be long hold times.

**Q: Tell me about this new SmartHub system.**

A: SmartHub is an all-in-one account management system which will replace MyAccount Online and MyMeter. SmartHub will also be available as an app for both iPhone and Android smart phones and tablets. Our bills are going to be updated and easier to read too. The Central Lincoln bill you receive sometime after April 12 will have the new format. Included in the bill will be a guide to the new bill, as well as how to get started with SmartHub.

Once you get your new account number, hop on our website, [www.clpud.org](http://www.clpud.org), click on SmartHub (the large box in the middle of our home page), choose your login and password, respond to a confirmation email you'll receive from us, and you'll be able to pay your bill, sign up for AutoPay, and much more. Unfortunately, bills created prior to April 10 will not be available via SmartHub, but all bills from April 10 forward will be available.

**Q: I've been using eBill (paperless billing) for some time, and that is changing too. What's up?**

A: Customers who used our eBill system, and want to go paperless again will need to sign up for eBilling using SmartHub (yes; after receiving that new account number in bills mailed during the month of April, going to <http://clpud.org/account-lookup/> or by calling us). We recommend eBilling to all of our customers—it's secure, convenient, and it cuts down on paper waste and postage costs.

**Q: I've been a fan of your QuickPay system for bill payment. Will you have something similar to QuickPay?**

A: Yes, if you have been using QuickPay online for making a payment, look for Pay Now—our new fast payment service. But we hope you'll try SmartHub, too, because it

offers lots of information about your electricity use, and plenty of choices, from signing up for AutoPay and eBilling, and more.

**Q: Wait! New account numbers?? WHAT??**

A: Yes, instead of having both a customer number and an account number, we are simplifying—every Central Lincoln customer will get a new account number instead. That new account number will be on the first bill you receive after April 12th. Again, if you want that number sooner than when you get that first bill, again, go to <http://clpud.org/account-lookup/> anytime or you can call us at 541-265-3211, and we'll look it up for you.

**Q: I normally call in on the phone to make my payment every month. Tell me about Pay-By-Phone.**

A: If paying by phone is your preferred method, you'll have a new system at your fingertips. Pay-By-Phone is an automated system that is available anytime – days, nights and weekends – for you to use. Our toll-free Pay-By-Phone number is 1-844-239-0076.

**Q: I've been using your MyMeter system to track my usage, compare month to month use, and contrast my use with outside temperatures. What happens to MyMeter?**

A: MyMeter will remain available until June 30<sup>th</sup> then that info will be available in SmartHub.

**Q: What happens to the Level Pay program?**

A: Level Pay will have a new name: Budget Billing. Current Level Pay customers will see their same monthly payments on their new bills in April, and won't need to sign up for this service a second time.

Budget Billing is great for customers who want to count on how much their monthly electric bill will be—and that amount is based on averaging a customer's previous 12 months of consumption, and establishing a regular monthly payment amount based on that average. Budget Billing is especially helpful for customers who are on a fixed income or like to plan for their monthly bills. For added convenience, customers can sign up for automatic payments (see AutoPay above). Paperless billing for Budget Billing customers is also available using the SmartHub system. If you've been in your home for twelve months or more, you may qualify for Budget Billing. To see if you qualify, or to sign up, please call us at 541-265-3211. **Please note: New sign-ups for Budget Billing may only be done between April 1 and June 30.**

**Q: I pay my bill each month using a bank or credit union online system, or a third-payment system. Do I need to do anything about these new account numbers?**

A: Yes. After you receive your next bill after April 12, it will be really important for you to enter your new Central Lincoln account number into that payment system. If your old account number is on your payments in the future, your payment could be delayed for some time. Please go to <http://clpud.org/account-lookup/> to get your new account number, and give your payment system your new account number.

**Q: I usually pay my bill using a check. Do I need to do anything differently?**

A: If you prefer paying your bill by mailing us a check or dropping it off at one of our offices, pay stations or drop boxes, not much will change! Pair your check with the payment stub from the bottom of the new bill in the envelope provided, mail or drop it off, and you'll be set.