

SMARTHUB® can help you track electricity use, keep 'COVID Captivity' costs down

Story by **Nicholas Sakelaris** | communications@coserv.com

The COVID-19 outbreak this spring prompted hundreds of thousands of North Texans to work from home, while many others lost their jobs outright.

These two "new normal" realities, combined with the shutdown of schools, offices and businesses, resulted in full houses and apartments in our service territory. And they could also lead to higher-than-normal energy bills for CoServ Members.

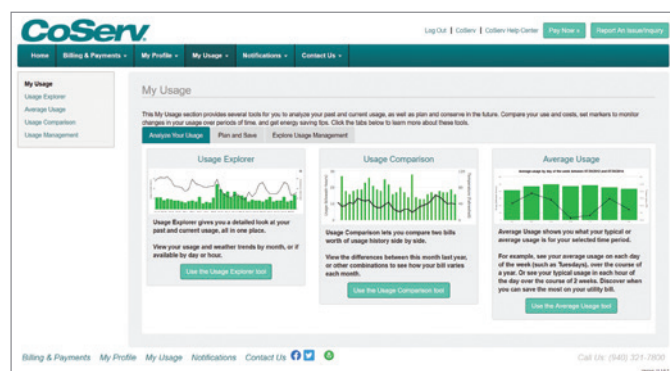
"March and April are 'shoulder months' – not too hot, not too cold – and utility bills are usually some of the lowest of the year," said **Josh Sterling**, CoServ's Energy Efficiency Supervisor. "But residential bills could actually be higher than usual because more people are home more than normal and using more electricity and natural gas."

JOSH HAS THREE QUICK RECOMMENDATIONS:

- ▶ Set your thermostat to 68 for heating and 78 for cooling
- ▶ Unplug electronic devices when they aren't being used and employ the power-save feature if available
- ▶ Use natural light when it's cold outside; close the blinds and curtains when it's hot outside.

In addition, he encourages you to use SmartHub to monitor your energy usage. "You can avoid surprises and even predict how much your utility bill will be using your SmartHub account, which you can also access through the CoServ app," he said. "You'll be able to check your energy usage from day-to-day and adjust your behavior as needed."

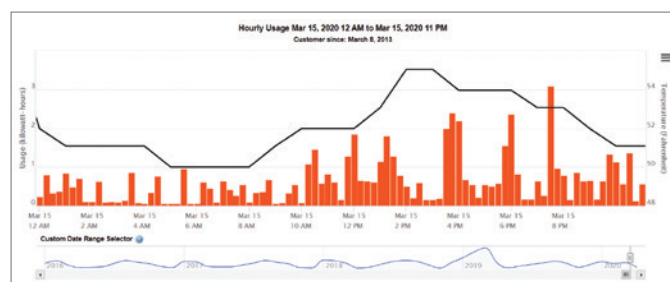
For more information on how to sign up and access the app, please visit CoServ.com/SmartHub. In addition to managing your energy, you can see real-time balances, pay your bill, report a power outage or request a payment extension. If you have any questions, please email us at contact@coserv.com.



STEP 1: Log in to your SmartHub at CoServ.com/SmartHub.

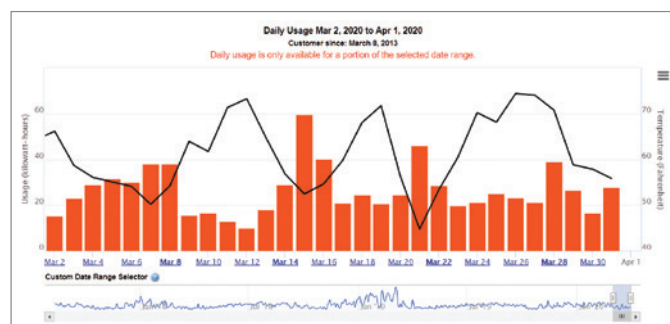
My Usage

Click on the **My Usage** tab in the main horizontal menu bar to access this screen. Looking to compare monthly bills? Click on **Usage Comparison**. Need to find interval data or daily/monthly usage? Click on **Usage Explorer**. Average Usage can help you identify heavy usage times.



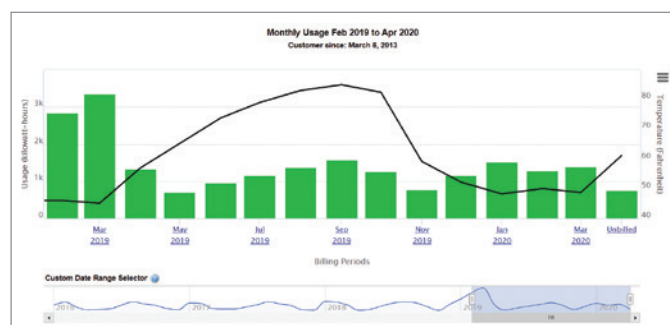
Hourly Usage

Clicking on Usage Explorer brings up three usage option details: **Hourly**, **Monthly** and **Daily**. Use the hourly screen to see the direct correlation between your hourly habits and energy usage.



Daily Usage

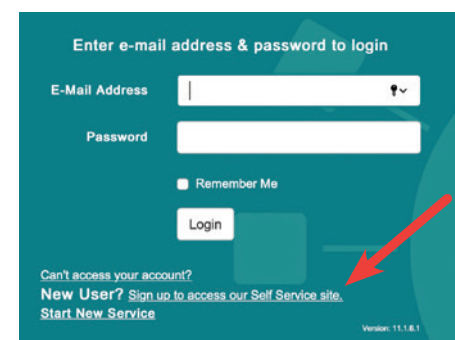
This screen shows the huge impact that weather has on your usage. In this example, it was above 70 degrees on March 12, so this individual likely didn't use their HVAC. The lowest temperature, on March 21, caused an increase in consumption (kWh). Note, too, that the highest consumption occurred when temperatures dipped on March 15 – not as low as on March, 12, but the 15th was a Sunday when families are more likely to be home for longer periods of time.



Monthly Usage

Weather is the single biggest factor that affects your energy bill. If it's colder or warmer than usual outside, your system is running for a longer period of time and will likely result in a higher energy charge for that month.

Step 1: From the [SmartHub login screen](#), click on "Sign up to access our Self Service site".



Step 2: Enter the following information:

- Your old account number (remove the period in the middle)
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click Submit

Step 3: Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click Submit

Note: Security questions will vary by location.

Step 4: If successful, you'll get a notification like this.

Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

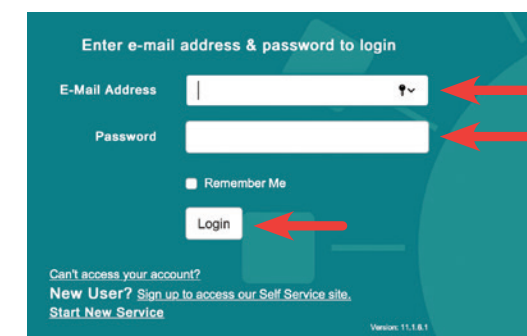
How To Register Your SmartHub Account (Web)



Step 5: Check you inbox for an email that will contain your temporary password you need to first login to your account.

Your temporary password is: [redacted]

Step 6: Back on the [login page](#), enter email and temporary password and click login.



Step 7: The first time you login, you'll be asked to change your password.

Congratulations! You are now logged into SmartHub.

Everything you see here? There's an app for it.

