



QUICKLY REPORT A POWER OUTAGE

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

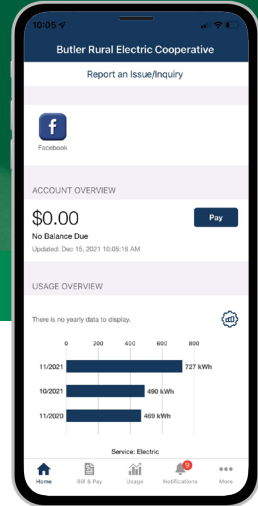
SmartHub is more than just our online payment portal- it allows you to report power outages faster than ever before!

SmartHub outage reporting is integrated with our outage management system, which is monitored 24 hours per day, 7 days a week. SmartHub receives and organizes outages almost immediately and helps us get lineworkers headed in the right direction to get your power restored.



Butler Rural Electric
Cooperative, Inc.

Your Touchstone Energy® Partner 



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HOW TO REPORT OUTAGES THROUGH SMARTHUB:

1. Log in to your SmartHub account online or through the app.
2. Click on Report An Issue/Inquiry then Power Outage.
3. Select the account impacted by the outage (if more than one account).
4. Add relevant comments and information that may be helpful for our dispatchers, such as the location of a downed power line/tree or sound.
5. Click on Submit.

TEXT “OUT” TO 855-940-3867

If an outage occurs, text “OUT” to 855-940-3867, which is our self-serve phone number. You will receive a reply if the outage was reported successfully.

PLEASE NOTE: You must have a SmartHub account to use this feature. To be eligible for outage texting, your cell phone number must be listed as a contact in SmartHub. It will take up to 48 hours for a new phone number to be recognized by the outage notification system.



Two-way outage texting is not available for members with multiple Butler Rural Electric Cooperative accounts.