Prepaid Billing

Welcome to Howard Electric's prepaid metering service. With this account type, you are truly in control of when and how you pay for your electricity and we want it to work seamlessly for you with limited service interruptions. In order to do this it is important that you are aware of all of the methods of communication and payment that are available and that they are working properly.

To make payments online and set up your account balance notifications the first thing you need to do is register your account on SmartHub. You can download the SmartHub app, or visit howardelectric.smarthub.coop. To register you will need a valid email address and your account number, which is _____.

After you are registered and logged in to SmartHub, it is important that you take a few more steps to make sure you will get your low balance notifications.

- ➢ Click on the Notifications tab in the blue ribbon towards the top of the screen.
- ➢ Click the Manage Contacts link in the left hand column. You should see your phone number and email address here. If either one is not listed, click the Add E-mail or Add Phone Contact Button and follow the steps.
- ➢ Click the green Activate button next to your contact information and follow the steps to activate your contact information.
- ➢ Click the Manage Notifications link in the left hand column.
- ➢ Click the arrows next to Billing and Miscellaneous to expand the notification options.
- ➢ Click the box next to the notifications you would like to receive.

You have several options for making payments on your account:

- ➢ Online through SmartHub
- ➢ Over the phone using our Interactive Voice Response System available 24/7
- ➢ In person at our office in Fayette, Monday –Friday 8AM-4:30PM

If you are not receiving notifications on your account or need any assistance, please call our office at 660-248-3311.