Receive text, email outage alerts

SmartHub allows members to receive automatic notifications when the power goes out and when it is restored

Whether you are at work, on vacation, or just across town visiting friends, SmartHub can notify you in the event of a power outage. SmartHub, Carroll Electric's online bill pay system and app, offers members peace of mind when it comes to electric service, by allowing members to sign up to receive automatic outage notifications through text* or email.

Message and data rates may apply. Please check with your service provider.

Set up free outage notifications

Alerts can be set up through SmartHub online at www.cecpower.coop or through the SmartHub app. The instructions and graphics below are a guide to setting up outage alerts through the SmartHub app, but the steps are very similar with the online version of SmartHub.

Download the free app at SmartHubApp.com or from the app store on your mobile device. After installing, and creating your account, search for Carroll Electric Cooperative, Inc.

Once logged into the SmartHub app. Tap the "Setting" icon. This will bring you to a list of options, including account information and notifications. Add an email and/or phone numbers under "manage contact information." Follow the instructions to verify each email and phone number added. A verification code will be sent to the email address and/or phone number added. To make the process easier, be sure to have access to those accounts before you begin.

Once you have successfully actived the email and phone numbers you wish to add to the account, click "manage notifications." Options include billing, service, and miscellaneous. Click on the "service" tab to add the email or phone numbers where you would like each type of notification to be sent, making sure that toggle switch is in the on position, before tapping save.

Should you have difficulties, please call 1-800-232-7697 during regular business hours Monday Through Friday from 7:30 a.m. - 4:30 p.m. for assistance.

Outage notifications are easy to set up. We're here to help if you get stuck. Call 1-800-232-7697 with questions.
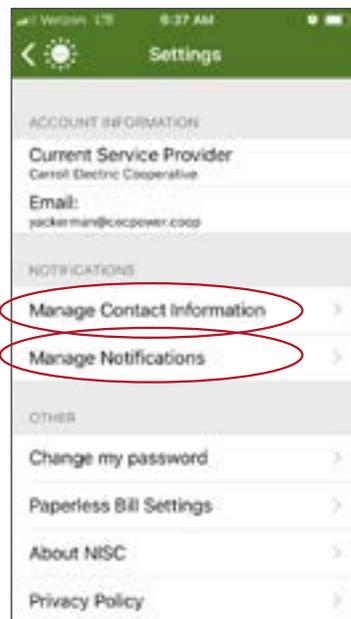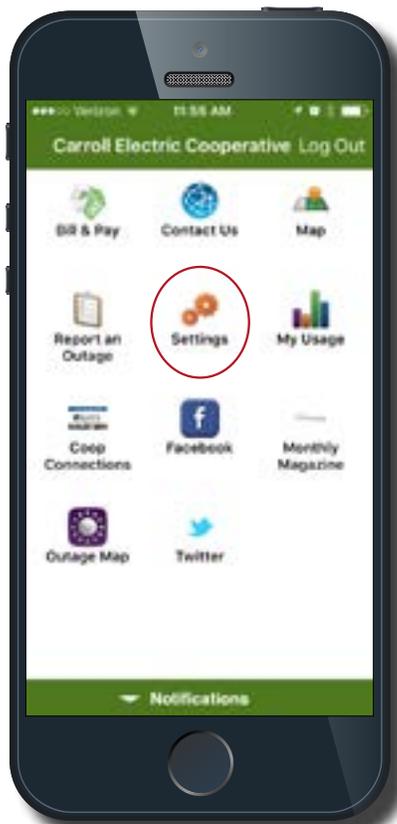
Step 1: Tap "Manage Contact Information." Tap "Add e-mail contact." Add email address and click continue. Accept terms and conditions. Enter verification code and tap "save contact." Your email will appear with the words "e-mail enrolled" directly below it. Tap the back button and add phone numbers in the same manner.

Step 2: Tap "Manage Notifications." Tap "Service" to turn on notifications. Tap the toggle to turn on notifications for email or text messages, under each notification type. Tap the back button and now your phone number and/or email address should show up immediately below the notification type as shown at the right.