

HG&E IS PUTTING THE POWER IN YOUR HANDS WITH **SMARTHUB**

- ✓ NEW MOBILE APP AND WEB PORTAL
- ✓ FASTER, EASIER PAYMENT OPTIONS
- ✓ ENERGY USAGE TRACKING
- ✓ CUSTOM ALERTS AND NOTIFICATIONS
- ✓ ECO-FRIENDLY PAPERLESS BILLING

LAUNCHING SEPTEMBER 8, 2025*

*See back for more details on how to use this service.



HG&E + SMARTHUB

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HERE'S WHAT YOU NEED TO KNOW ABOUT THIS EXCITING TRANSITION:

1. From September 5 to September 8, many HG&E payment options will not be available, including all online and over-the-phone payment options. AutoPay will process for bills distributed before September 5.
2. Beginning September 8, you will be able to register online at www.hged.com/smarthub or download the SmartHub app to your mobile device. You will need your NEW account number in order to register. But don't worry: HG&E will provide you with that information as soon as SmartHub registration is available to you!
3. If you are currently utilizing HG&E's **Auto Pay** method, or if you have an online account, please make note that **you will need to reregister** once the portal is live.
4. Our customer service team is here to help! Contact us at (413) 536-9300, or email customer service at customerservice@hged.com.

As we get closer to September 8, please watch for additional instructions from HG&E. For more information, visit www.hged.com/smarthub.

Para obtener una versión en español de este artículo, visite www.hged.com/smarthub.



EMPOWERING YOUR WORLD

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