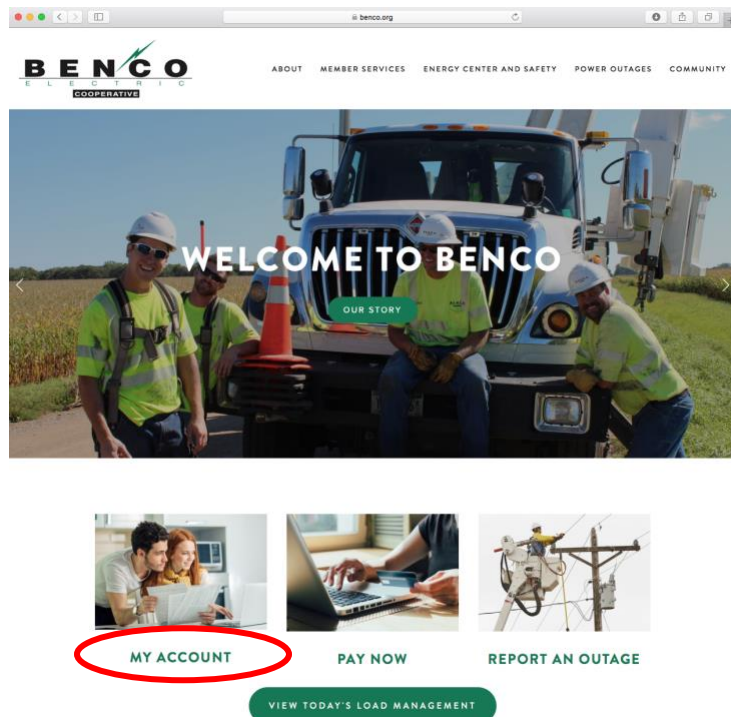


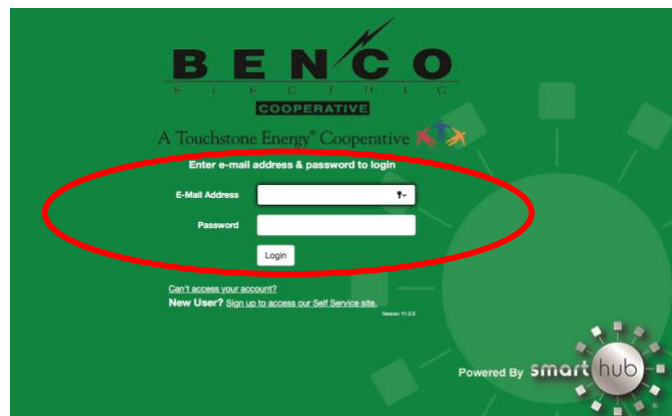


ENROLL IN DUAL-FUEL TEXT MESSAGE NOTIFICATIONS

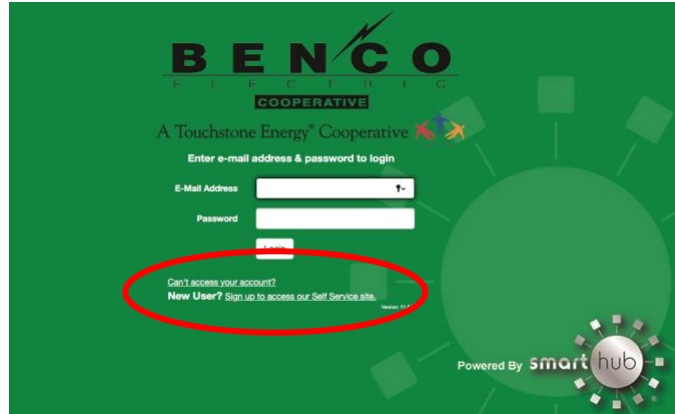
1. Visit our website, www.benco.org.
2. Click on "My Account" on the homepage.



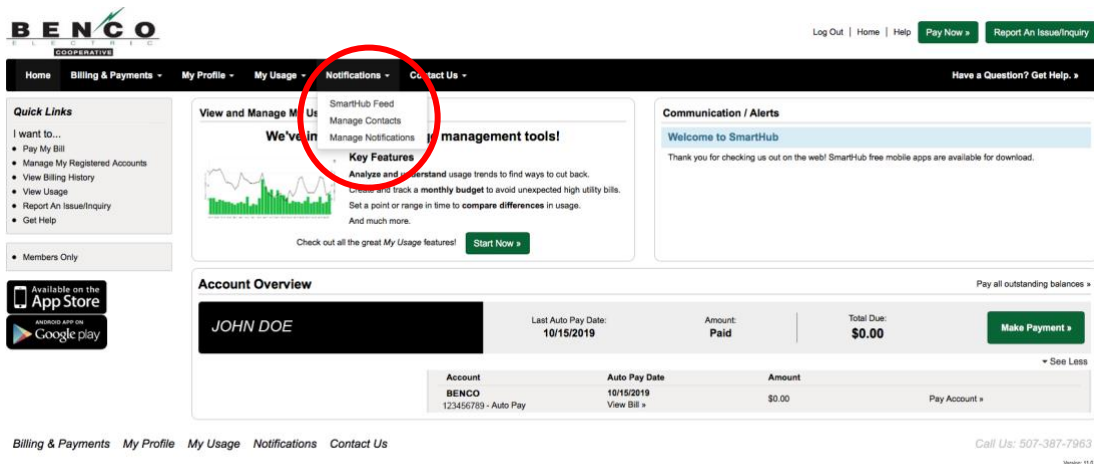
3. Enter your email address and password to access SmartHub.



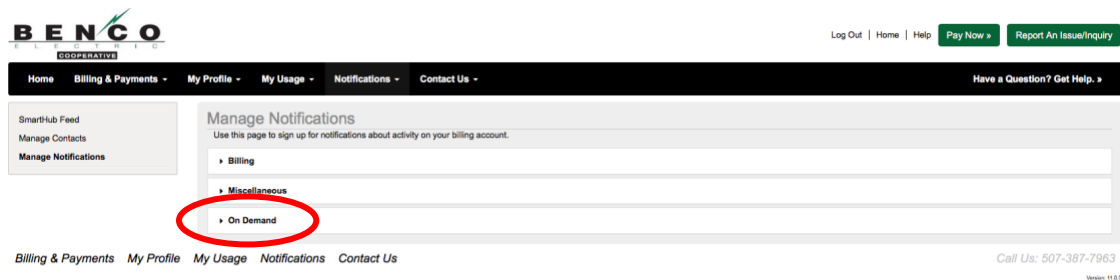
4. If you do not already have a SmartHub account, you will be required to create one by clicking on the “Sign up to access our self-service site” link.



5. After you’ve accessed SmartHub, under “Notifications” in the dropdown menu at the top of the screen, choose “Manage Notifications”. Click “On Demand”.



Click “On Demand”.



6. Ensure the proper account is selected under the “Select Account” dropdown box.

The screenshot shows the BENCO website's "Manage Notifications" page. The page header includes the BENCO logo, navigation links (Home, Billing & Payments, My Profile, My Usage, Notifications, Contact Us), and utility links (Log Out, Home, Help, Pay Now, Report An Issue/Inquiry). The main content area is titled "Manage Notifications" and contains a "Select Account" dropdown menu, which is circled in red. Below this is a table with columns for "Alert Type", "Description", "Text Message", and "E-Mail". The table contains one row: "Dual Fuel Control Events" with the description "Control of the DF members". The "Text Message" and "E-Mail" columns for this row have dropdown menus set to "None". At the bottom right of the table area are "Reset" and "Save Settings" buttons. The footer includes "Billing & Payments My Profile My Usage Notifications Contact Us", "Call Us: 507-387-7963", and "Version: 11.0.3".

7. Under the “Text Message” column select the phone number listed from the dropdown box.

This screenshot shows the same "Manage Notifications" page as above, but with the "Text Message" dropdown menu for the "Dual Fuel Control Events" row highlighted with a red circle. The dropdown menu is open, showing two options: "507-123-4567" and "507-123-4567" with a checkmark next to it. The "E-Mail" dropdown remains set to "None". The "Reset" and "Save Settings" buttons are still visible at the bottom right of the table area. The footer information is identical to the previous screenshot.

8. If the correct phone is displayed, proceed to step 9. If the correct phone number does not appear, you will need to add it by clicking on the “Manage Contacts” link in the left-hand panel.

BENCO
E L E C T R I C
COOPERATIVE

Log Out | Home | Help | Pay Now | Report An Issue/Inquiry

Home | Billing & Payments | My Profile | My Usage | Notifications | Contact Us | Have a Question? Get Help.

SmartHub Feed
Manage Contacts
Manage Notifications

Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

- Billing
- Miscellaneous

Select Account
123456789 - 123 YOUR STREET

Alert Type	Description	Text Message	E-Mail
Dual Fuel Control Events	Control of the DF members	507-123-4567 507-123-4567 ✓	None

Reset Save Settings

Billing & Payments My Profile My Usage Notifications Contact Us

Call Us: 507-387-7863

9. After the correct phone number has been selected, click the green “Save Settings” button.

BENCO
E L E C T R I C
COOPERATIVE

Log Out | Home | Help | Pay Now | Report An Issue/Inquiry

Home | Billing & Payments | My Profile | My Usage | Notifications | Contact Us | Have a Question? Get Help.

SmartHub Feed
Manage Contacts
Manage Notifications

Manage Notifications

Use this page to sign up for notifications about activity on your billing account.

- Billing
- Miscellaneous

Select Account
123456789 - 123 YOUR STREET

Alert Type	Description	Text Message	E-Mail
Dual Fuel Control Events	Control of the DF members	507-123-4567 507-123-4567 ✓	None

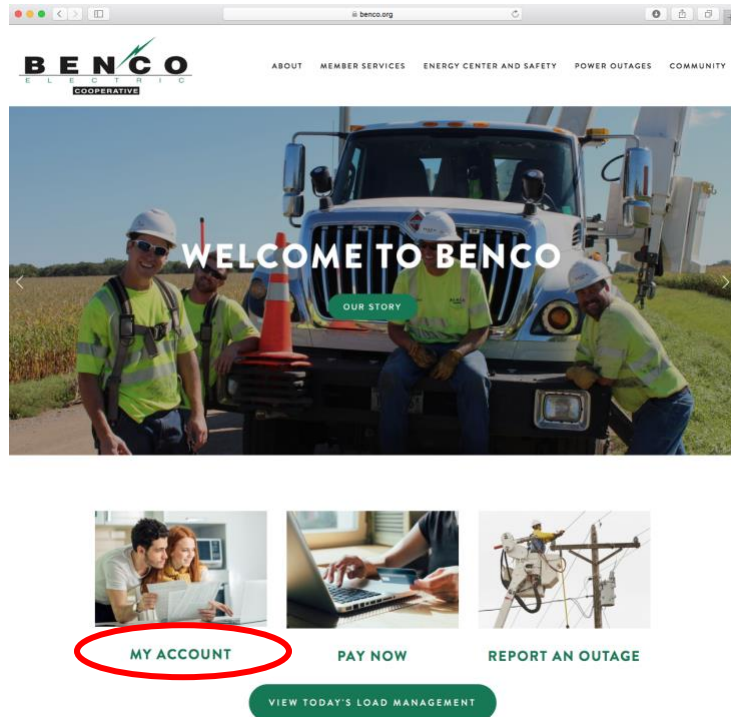
Reset **Save Settings**

Billing & Payments My Profile My Usage Notifications Contact Us

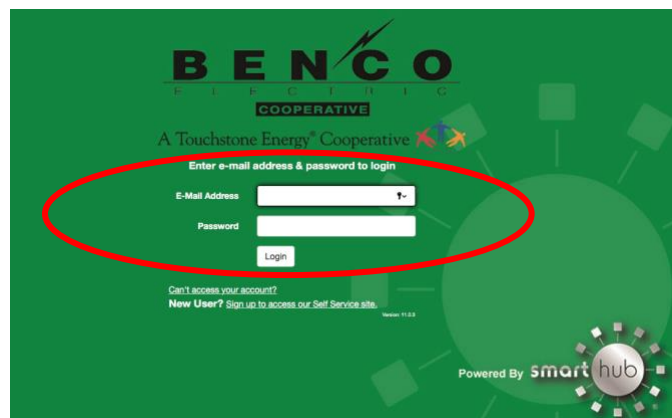
Call Us: 507-387-7863

ENROLL IN DUAL-FUEL EMAIL NOTIFICATIONS

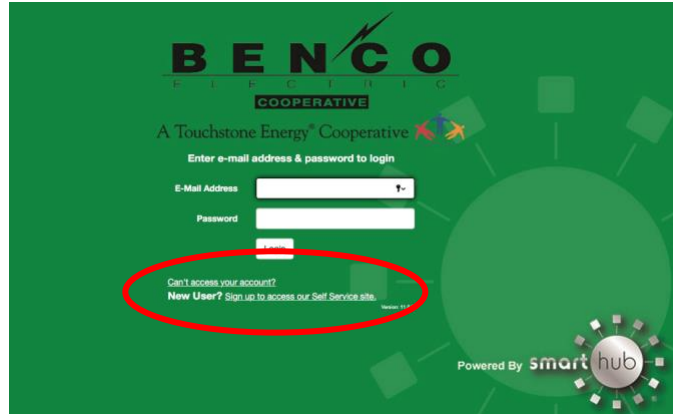
1. Visit our website, www.benco.org.
2. Click on “My Account” on the homepage.



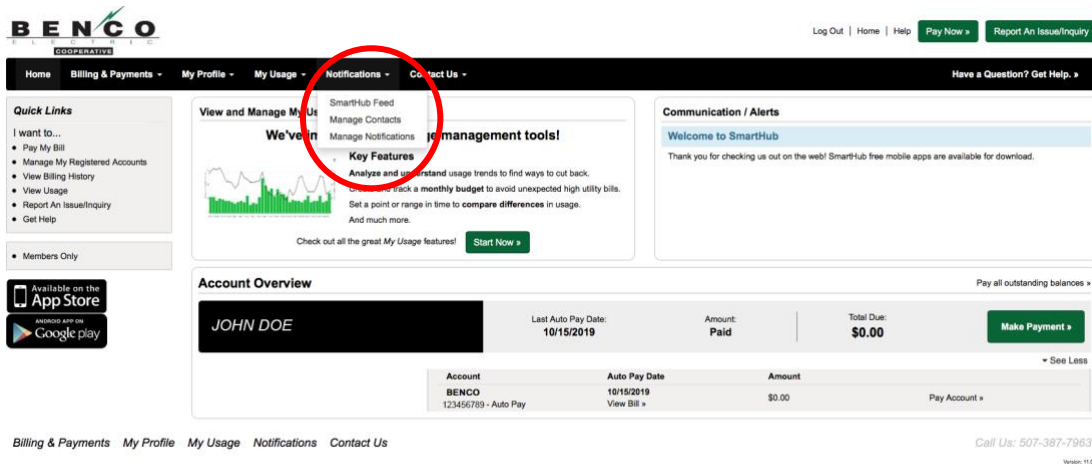
3. Enter your email address and password to access SmartHub.



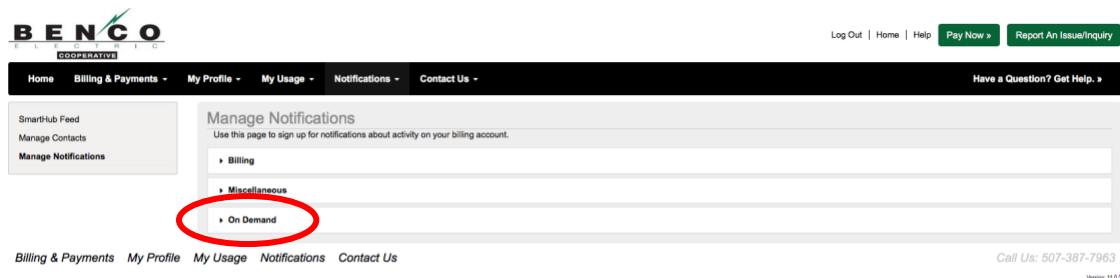
4. If you do not already have a SmartHub account, you will be required to create one by clicking on the “Sign up to access our self-service site” link.



5. After you've accessed SmartHub, under “Notifications” in the dropdown menu at the top of the screen, choose “Manage Notifications”. Click “On Demand”.



Click “On Demand”.



6. Ensure the proper account is selected under the "Select Account" dropdown box.

The screenshot shows the BENCO website interface. At the top, there is a navigation bar with links for Home, Billing & Payments, My Profile, My Usage, Notifications, and Contact Us. A sidebar on the left contains links for SmartHub Feed, Manage Contacts, and Manage Notifications. The main content area is titled 'Manage Notifications' and includes a 'Select Account' dropdown menu. This dropdown menu is circled in red and displays the selected account: '123456789 - 123 YOUR STREET'. Below the dropdown is a table with columns for Alert Type, Description, Text Message, and E-Mail. The table contains one row: 'Dual Fuel Control Events' with a description of 'Control of the DF members', 'None' for Text Message, and 'None' for E-Mail. At the bottom right of the table are 'Reset' and 'Save Settings' buttons. The footer includes the text 'Billing & Payments My Profile My Usage Notifications Contact Us', 'Call Us: 507-387-7963', and 'Version: 11.03'.

7. Under the "E-Mail" column select the email address listed from the dropdown box.

This screenshot shows the same BENCO website interface as the previous one, but with the 'E-Mail' dropdown menu in the table circled in red. The dropdown menu is open, showing two options: 'johndoe@gmail.com' (which is selected and has a green checkmark) and another 'johndoe@gmail.com' option. The 'Text Message' dropdown remains set to 'None'. The 'Reset' and 'Save Settings' buttons are still visible at the bottom right of the table. The footer text is identical to the previous screenshot.

8. If the correct phone is displayed, proceed to step 9. If the correct phone number does not appear, you will need to add it by clicking on the “Manage Contacts” link in the left-hand panel.

The screenshot shows the Benco SmartHub interface. The left-hand navigation menu has a red circle around the "Manage Notifications" link. The main content area is titled "Manage Notifications" and includes a sub-header "Use this page to sign up for notifications about activity on your billing account." Below this, there are sections for "Billing" and "Miscellaneous". A "Select Account" dropdown menu is set to "123456789 - 123 YOUR STREET". A table lists notification types, with "Dual Fuel Control Events" selected. The "Text Message" dropdown is set to "None", and the "E-Mail" dropdown is set to "johndoe@gmail.com". A green checkmark is visible next to the email selection. At the bottom right of the form are "Reset" and "Save Settings" buttons.

9. After the correct phone number and/or email has been selected, click the green “Save Settings” button.

This screenshot is identical to the previous one, but with a red circle around the "Save Settings" button at the bottom right of the notification configuration form.

Please note the member is responsible for managing their own contact information within SmartHub. Benco will no longer send dual-fuel notifications via phone.