



# Smart Apps

User Guide

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# Table of Contents

<b>OVERVIEW</b>	<b>5</b>
<b>CONFIGURING UPN</b>	<b>5</b>
<b>LOGGING IN TO SMART APPS</b>	<b>5</b>
<b>UNDERSTANDING THE ACCOUNT LIST PAGE</b>	<b>7</b>
<b>ACCESSING QUICK LINKS</b>	<b>7</b>
<b>EXPLORING VARIOUS OPTIONS OF SMART APPS</b>	<b>12</b>
<b>VIEWING YOUR ACCOUNT INFO</b>	<b>14</b>
Making a Payment	16
Paying your Invoice	21
<b>CREATING A USER ID</b>	<b>25</b>
<b>VIEWING YOUR ACCOUNT PROFILE</b>	<b>26</b>
Editing Account Details	27
<b>VIEWING YOUR ACCOUNT LEDGER</b>	<b>29</b>
<b>SETTING UP E-NOTIFICATIONS</b>	<b>31</b>
<b>VIEWING BILL HISTORY</b>	<b>32</b>
<b>VIEWING PAYMENT HISTORY</b>	<b>33</b>
<b>VIEWING ARRANGEMENTS</b>	<b>35</b>
<b>MAKING PAYMENTS</b>	<b>36</b>
Paying Early	37
<b>SETTING UP AUTO-PAY</b>	<b>40</b>
Using the Credit Card Method	40
Using the E-Check Method	43
<b>SETTING UP ONE-TIME SCHEDULED PAYMENT</b>	<b>46</b>
<b>PAYING BY DRAFT</b>	<b>47</b>
Using the Credit Card Draft Method	47
Using the Bank Draft Method	50
<b>VIEWING PAYMENT ARRANGEMENT</b>	<b>52</b>
<b>VIEWING USAGE GRAPHS</b>	<b>54</b>

<b>CONFIGURING ALERTS AND REMINDERS</b>	<b>56</b>
Understanding Various Components of Alerts and Reminders	57
<b>REPORTING AN OUTAGE</b>	<b>60</b>
Viewing Outage Map	62
<b>VIEWING YOUR METER READING</b>	<b>64</b>
<b>ESTIMATING YOUR BILL</b>	<b>66</b>
<b>USING LEVELIZED BILLING</b>	<b>67</b>
Using Budget Billing	68

## Overview

**Smart Apps** is a native application that you can download and install to any Android or iOS smart device. You can download this application from Google Play Store or Apple App Store. Smart Apps allows users to easily manage their accounts by performing functions such as viewing bills, making payments using different payment options, reporting outages, and setting up alerts and reminders. There is also a web based application that allows users to log in and check their payments, bill history, and various other details.

Please note that UPN functionality may change based on the different parameter and configurations set by your system administrator.

## Configuring UPN

In order to use all the features and functionality of the Smart Apps application, you need to configure certain settings related to Smart Apps. You can configure these settings in the Smart Apps Config menu under Control Options in UPN. For more information about configuring UPN for Smart Apps, please refer to the Smart Apps Config User Guide.

## Logging in to Smart Apps

The Smart Apps Log in page allows you to log in to the Smart Apps application. In order to log in to Smart Apps, you need to have an account number or User ID created.

**Note:** All the screenshots for this user guide are taken using the iPad. Depending on which Smart Device you use, screens may appear a little different.

To log in to Smart Apps:

1. Enter your **Acct No/User ID**.



2. Enter your **Password**.



3. Click **Login** to log in to the Smart Apps application.



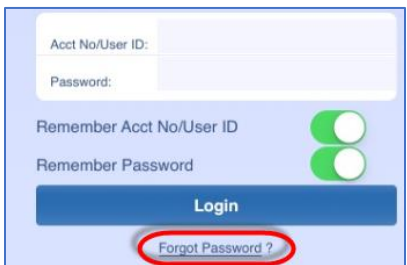
If you would like to view your account number/user ID displayed automatically the next time you sign in, turn the **Remember Acct No/User ID** notification on.



If you would like to have your password filled out automatically the next time you sign in, turn the **Remember Password** notification on.



**Note:** If you do not remember your password, click **Forgot Password** and follow the instructions to retrieve your password.



## Understanding the Account List Page

After you log in to Smart Apps, you can view a list of accounts associated your user ID. The Account List page allows you to view various accounts with their account numbers, names, and the balance amount due on each of them. You can click on each of these links to view more detailed information about them. The Account List has the following components:

**Acct No:** It displays the account number. Clicking the Acct No link opens the Account Info page with relevant account details.

**Name:** It displays the name on the account.

**Balance:** It displays the balance amount due on the account. Clicking this link allows you to view more details about your due balance.

**Due Date:** It displays the due date of next payment.

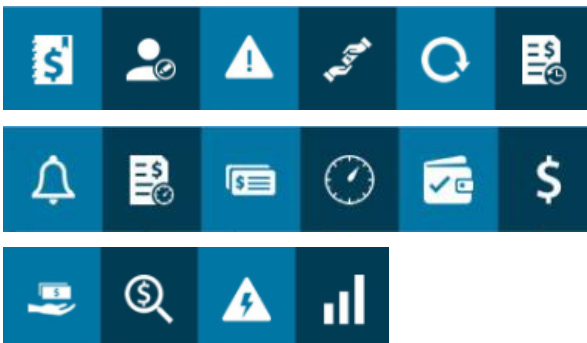
**Account Status:** It displays the status of the account. For example, ACTIVE indicates the account is active.

**Meter:** It displays the meter number associated with the account.

















## Accessing Quick Links



The **Quick Links** features of Smart Apps allows you to quickly gain access to most useful links in the application. The features you configured as Quick Links in UPN are accessible from within Smart Apps on the Account List screen when you swipe left to right on a member separator.



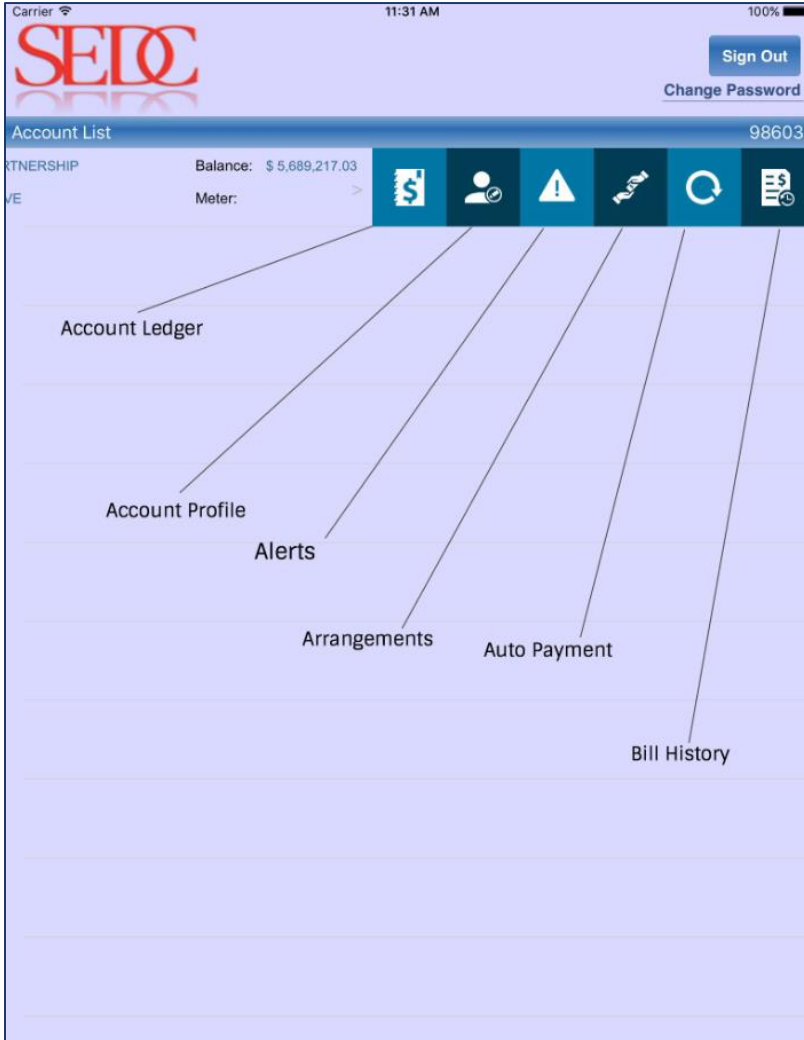
These quick links are for the following:

-  Account Ledger: Clicking this icon takes you directly to the Account Ledger page.
-  Account Profile: Clicking this icon takes you directly to the Account Profile page.
-  Alerts & Reminders: Clicking this icon takes you directly to the Alerts & Reminders page.
-  Arrangements: Clicking this icon takes you directly to the Arrangements page.
-  Auto-Pay: Clicking this icon takes you directly to the Auto-Pay page.
-  Bill History: Clicking this icon takes you directly to the Bill History page.
-  E-Notifications: Clicking this icon takes you directly to the E-Notifications page.
-  Estimate Bill: Clicking this icon takes you directly to the Estimate Bill page.
-  Levelized Bill: Clicking this icon takes you directly to the Levelized Bill page.
-  Meter Reading: Clicking this icon takes you directly to the Meter Reading page.
-  One-time Scheduled Payment: Clicking this icon takes you directly to the One-time Scheduled Payment page.
-  Payment: Clicking this icon takes you directly to the Payment page.
-  Payment Arrangement: Clicking this icon takes you directly to the Payment Arrangement page.
-  Payment History: Clicking this icon takes you directly to the Payment History page.

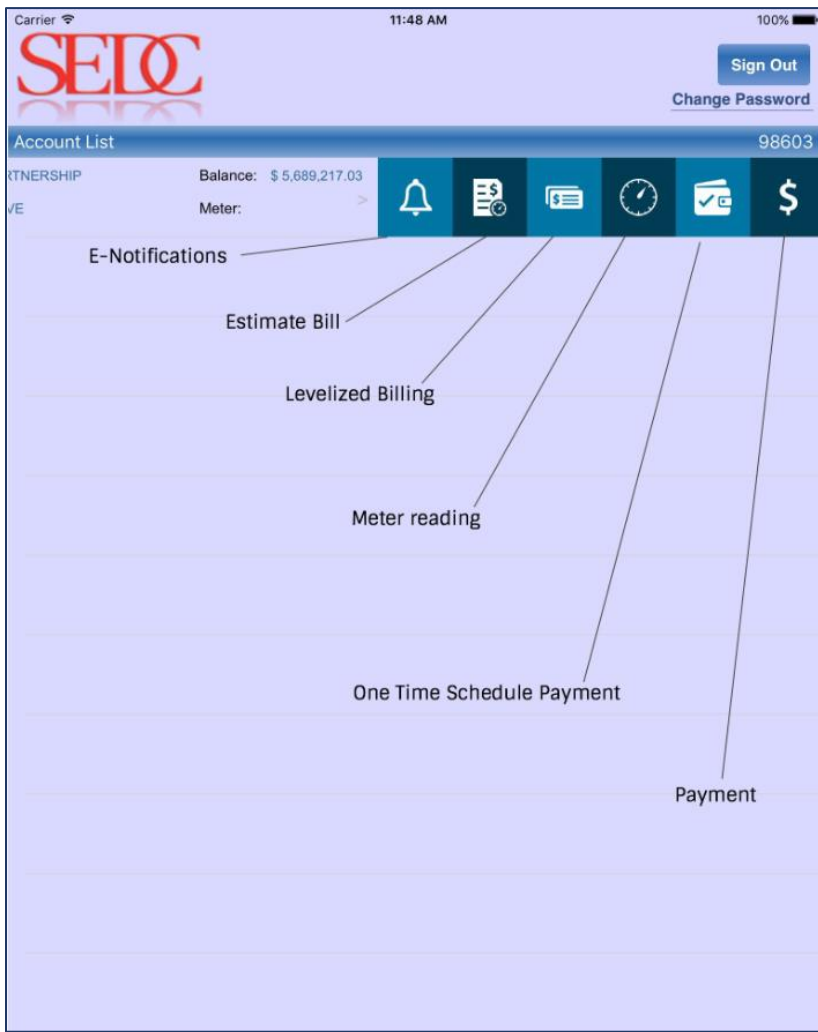


-  Report an Outage: Clicking this icon takes you directly to the Report an Outage page.
-  Usage Graphs: Clicking this icon takes you directly to the Usage Graphs page.

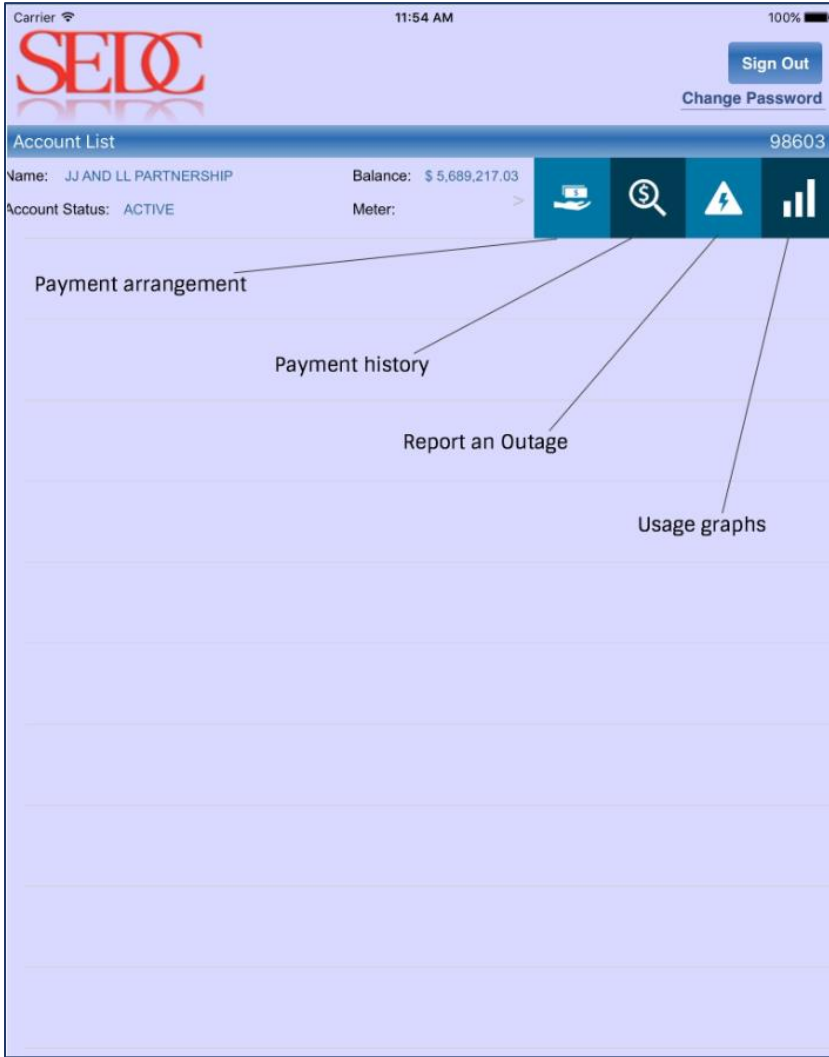
In the following three images, you can see what each of these icons is called. Depending on which one of these icons you select, the relevant page displays.



# SMART APPS USER GUIDE

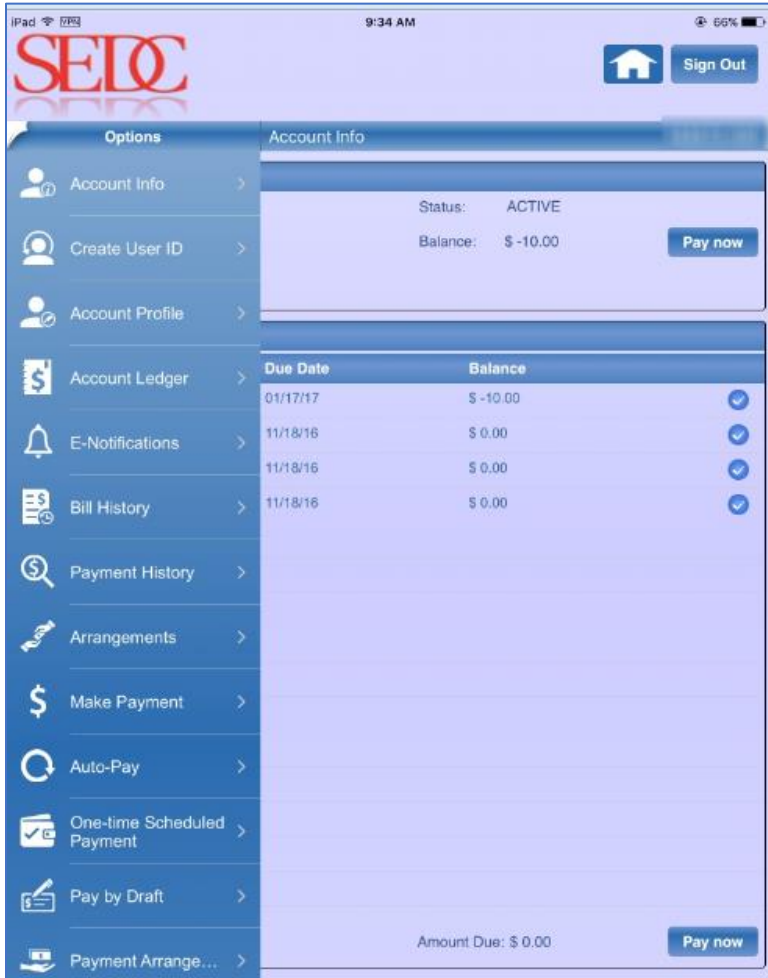


SMART APPS USER GUIDE



## Exploring Various Options of Smart Apps

Smart Apps allows you to perform a variety of tasks right from your smart device. Whether it is your smart phone or your tablet, you can make use of various features of Smart Apps.



At the bottom of the page, you can find shortcuts icons to different pages in Smart Apps.

**Account:** Clicking this icon opens the Account Info page, as shown above.

**Location:** Clicking the icon opens the Location page.

**Info:** Clicking this option opens the Account Info page.

**Outage Map:** Clicking this icon opens the Outage Map page.

**Home Page:** Clicking this icon opens the Home page of Smart Apps.



This section contains information and processes on the following:

- [Viewing Your Account Info](#)
- [Creating a User ID](#)
- [Viewing your Account Profile](#)
- [Viewing your Account Ledger](#)
- [Setting up E-Notifications](#)
- [Viewing Bill History](#)
- [Viewing Payment History](#)
- [Viewing Arrangements](#)
- [Making Payments](#)
- [Setting up Auto-Pay](#)
- [Setting up One-time Scheduled Payment](#)
- [Paying by Draft](#)
- [Viewing Payment Arrangement](#)
- [Viewing Usage Graphs](#)
- [Configuring Alerts and Reminders](#)
- [Reporting an Outage](#)
- [Viewing your Meter Reading](#)
- [Estimating a Bill](#)
- [Using Levelized Bill](#)

**Note:** From the Smart Apps Config screen, you can enable or disable certain Smart Apps features depending on whether or not you would like to view them on your Smart Apps device. Please refer to the Smart Apps Config User Guide for more information.

## Viewing Your Account Info

The Account Info page allows you to view individualized information of an account. You can access this page by clicking the account number link on the [Account List](#) page.

To access the Account Info page, click the **Acct No** link for the account you would like to view more information on.



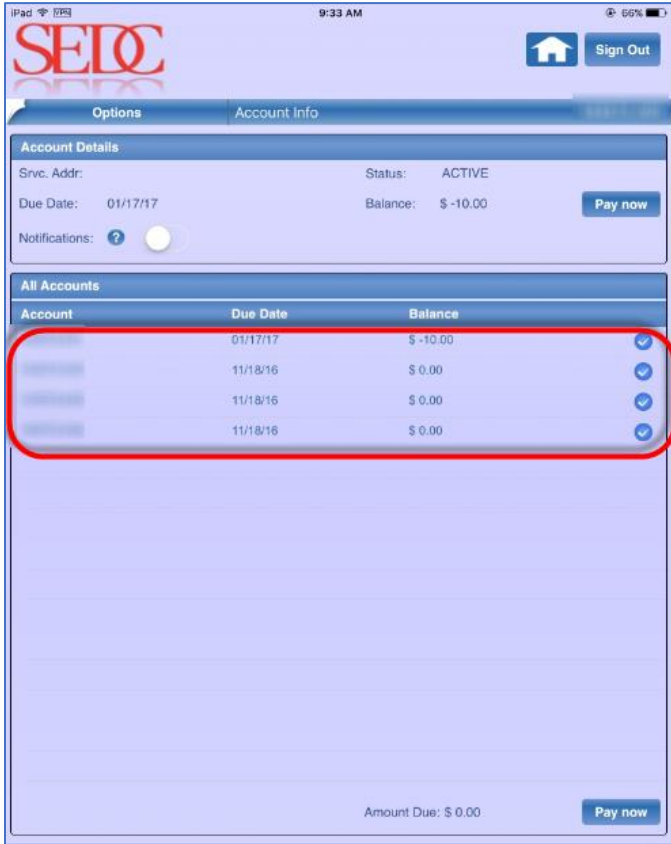
The Account Info page displays your account details along with a list of all the associated accounts.



## Making a Payment

The Account Info page also allows you to make a payment for the balance due on your account. To make a payment from the Account Info page:

1. Access the Account Info page as described in the [Viewing your Account Info](#) page.
2. Select the account you would like to make a payment on.

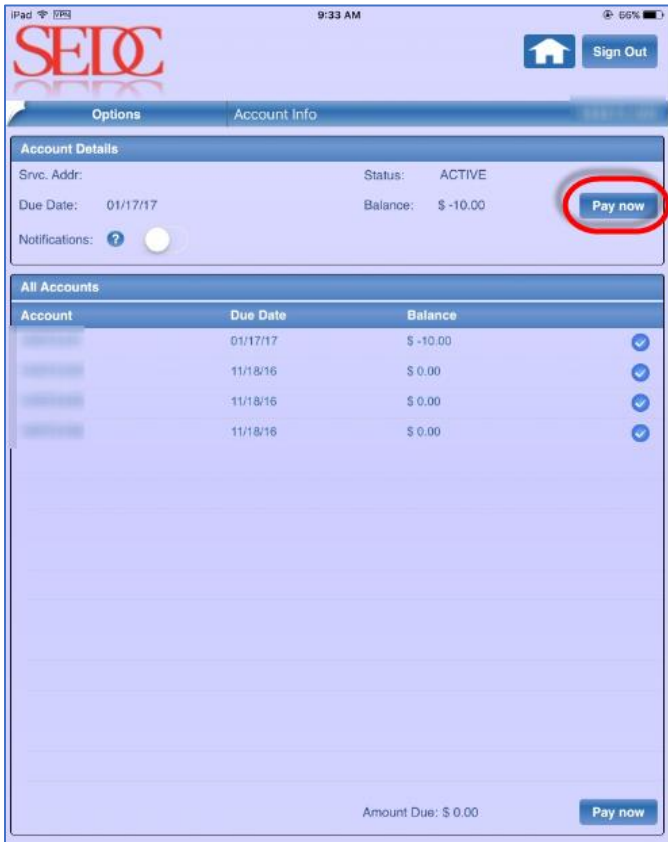




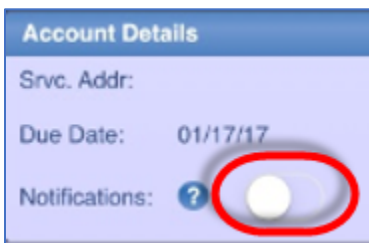
The account details of the account you select display in the Account Details section.



3. Click **Pay Now**.



**Note:** You can turn the Notifications toggle on or off, depending on whether or not you would like to receive notifications.

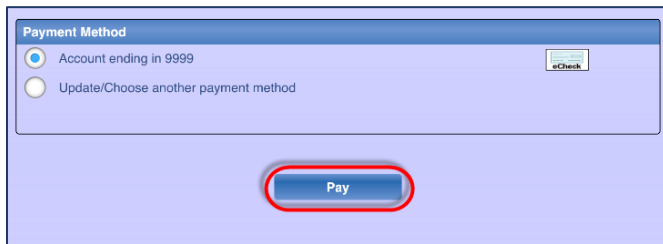


The Payment page displays the Account Details and Payment Method sections.

- Account: It displays the account number.
  - Balance: It displays the balance amount.
  - Share Amt: It displays the contributions being paid towards project share. For example, if you signed up for an amount of \$5 towards project share and your bill amount is \$20, then \$5 gets applied as shared amount to your bill and the total amount you need to pay becomes \$25.
- Note:** The Share Amt feature is displayed on single, multiple, and invoice accounts.
- Payment Amount: It displays the total amount that you need to pay.



4. Select your **Payment Method** and click **Pay**. You can either select your saved account or choose another payment method.



If you selected the Update/Choose another payment method check box earlier, the Payment Profile page displays.



5. Select your payment method and enter payment details as necessary. You can choose from **Credit Card** or **E-Check**. Enter your Credit Card or E-Check details and click **Continue**.



6. Verify your payment details and click **Confirm** to confirm your payment.



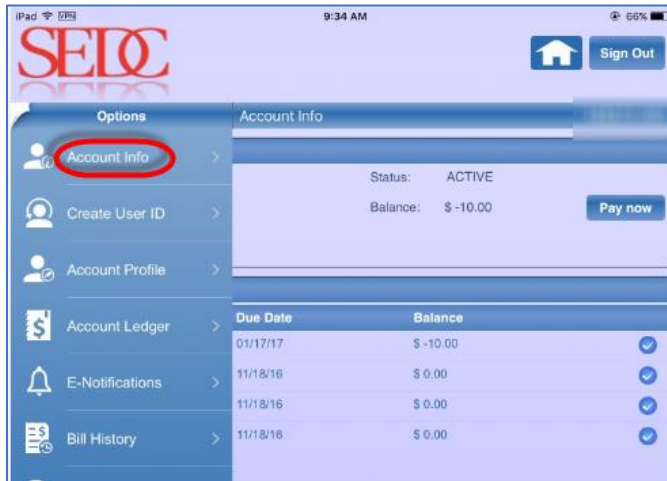
7. Click **Done** after viewing your Payment Receipt.



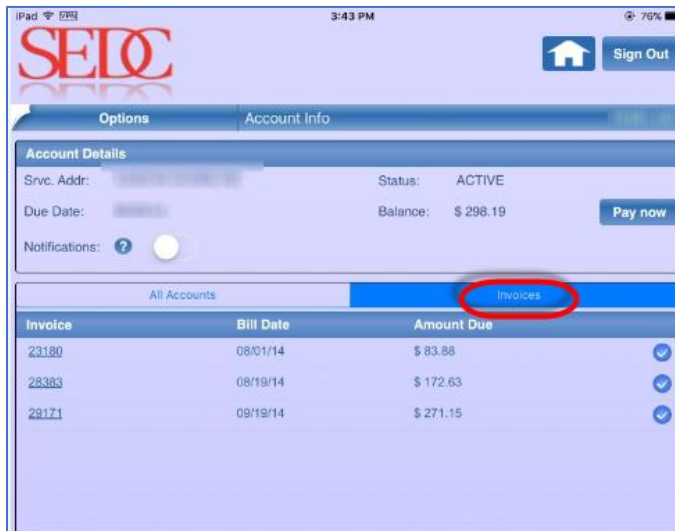
## Paying your Invoice

If you have an invoice or a list of invoices on your account, then you can access them from the Account Info page. The Account Info page allows you to select your invoice and then make a payment. To pay your invoice:

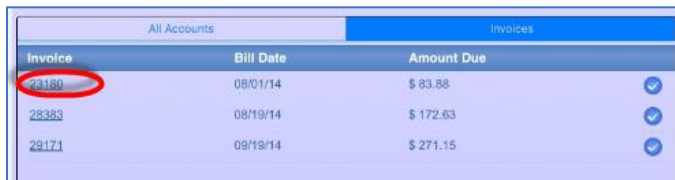
1. Select **Account Info** from the Options menu.



2. Select the **Invoices** tab.



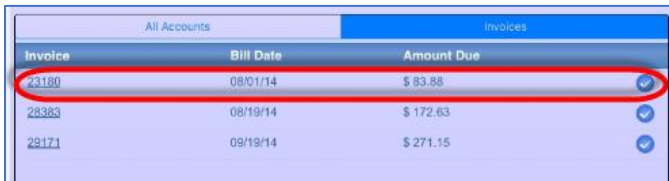
3. Click the **Invoice** Number link to view details of the invoice.



- Review your invoice details and click **Close** to return to the Invoice page.



- Select the invoice for which you would like to make the payment.



6. Click **Pay Now**.



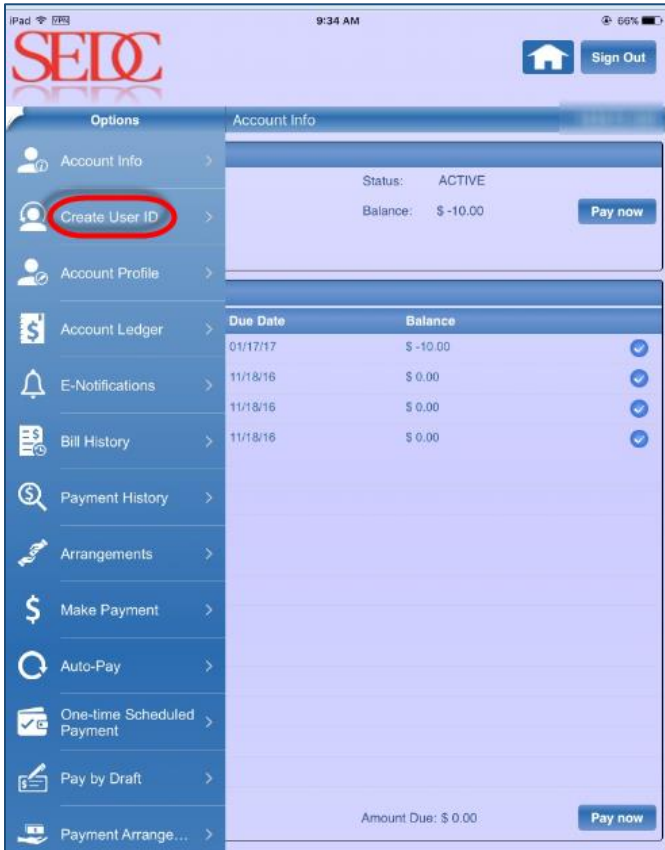
7. Follow the payment procedure as described in the [Making a Payment](#) section.



## Creating a User ID

The **Create User ID** page allows you to create a user ID. To create a user ID:

1. Select **Create User ID** from the Options menu.



The Create User ID page displays.



2. Enter your **User ID**.
3. Enter your **First Name**.
4. Enter your **Last Name**.

**Note:** Entering your middle name is optional.

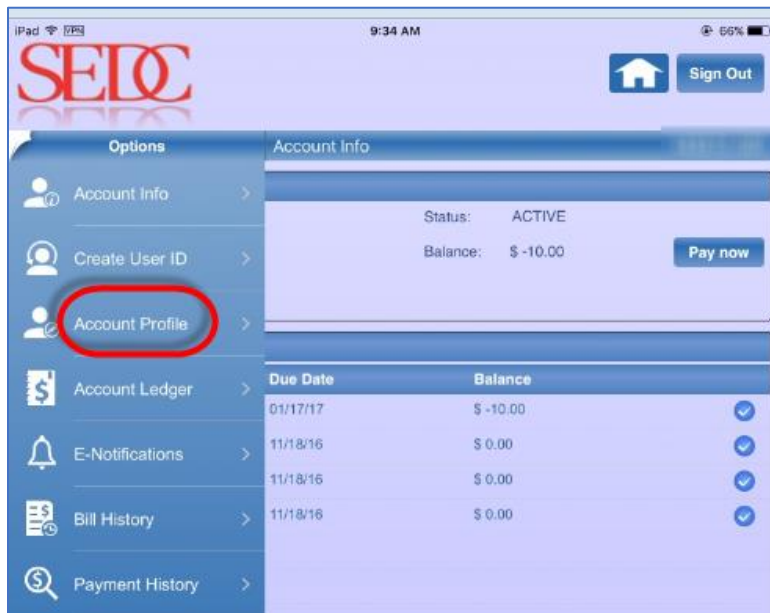


5. Click **Submit** to finish creating the user ID.

**Note:** You can reset the Create User ID page by clicking Reset.

## Viewing Your Account Profile

The Account Profile page allows you to view and edit your account profile detail. To view your account profile, select **Account Profile** from the Options menu.



Due Date	Balance
01/17/17	\$ -10.00
11/18/16	\$ 0.00
11/18/16	\$ 0.00
11/18/16	\$ 0.00

The Account Profile page displays.



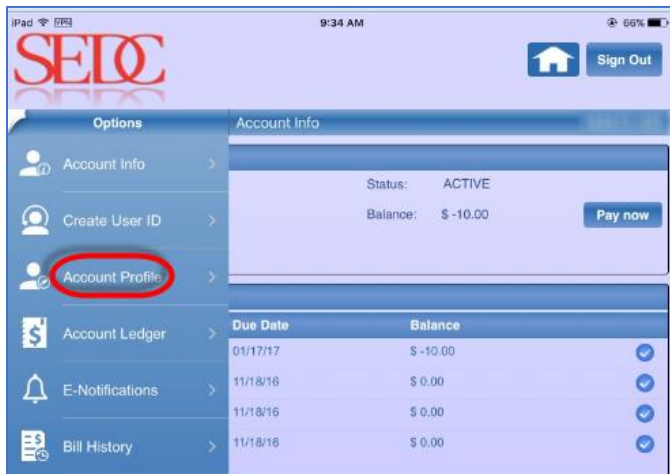
The top section displays the account details and is editable while the bottom section displays confidential information and cannot be modified due to security reasons.

### Editing Account Details

You can also edit your account details using the Edit button on the Account Profile page.

To edit account details:

1. Select **Account Profile** from the Options menu.



2. Click **Edit**.



The screenshot shows the 'Account Profile' page with the 'Account Details' section. The 'Edit' button is circled in red. The form contains the following fields:

Name:	ACTIVE ACCOUNT ELECTRIC	Account:	
In Care Of:		Telephone:	- -
Billing Address:		Business Phone:	- -
		Other Phone:	- -
		Cellular:	- -
	12345 - 0000	Pager:	- -
E-Mail Address:	test@sedata.com	Fax:	- -

3. Change the details as necessary and click **Submit** to save the changes.



The screenshot shows the 'Account Profile' page with the 'Account Details' section. The 'Submit' button is visible at the bottom. The form contains the following fields:

Name:	ACTIVE ACCOUNT ELECTRIC	Account:	
In Care Of:		Telephone:	- -
Billing Address:		Business Phone:	- -
		Other Phone:	- -
		Cellular:	- -
	12345 - 0000	Pager:	- -
E-Mail Address:		Fax:	- -

For added security, the current values for the fields below are displayed but do not allow for changes.

Spouse:		Driver's License:	
		Small Business:	

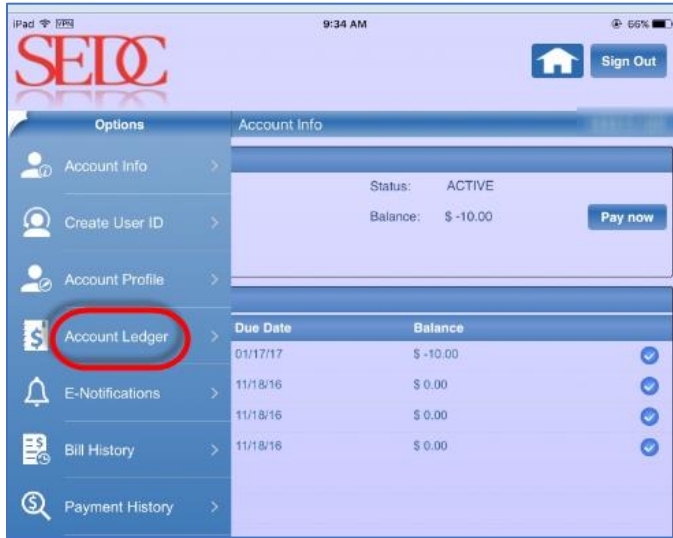
Submit

**Note:** The details at the bottom section of the page cannot be edited due to security reasons.

## Viewing Your Account Ledger

The **Account Ledger** page allows you to view your Account Ledger details. Using this page, you can easily search for account ledger details for a specific month. To open the Account Ledger page:

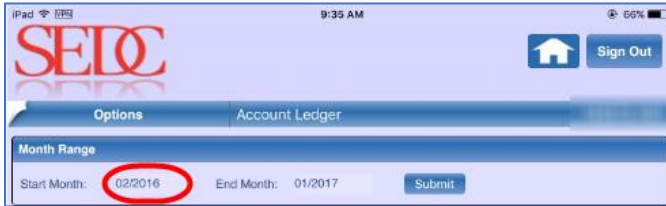
1. Select **Account Ledger** from the Options menu.



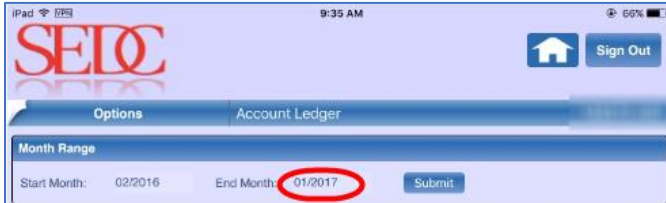
The Account Ledger page displays.



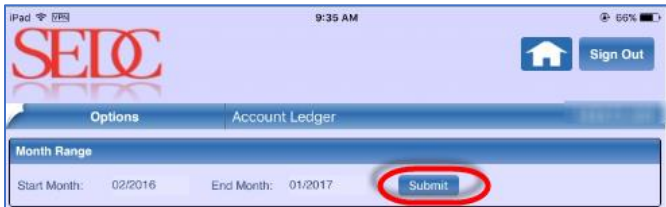
2. Enter the **Start Month** for looking up your Account Ledger details.



3. Enter the **End Month** for looking up your Account Ledger details.



4. Click **Submit**.



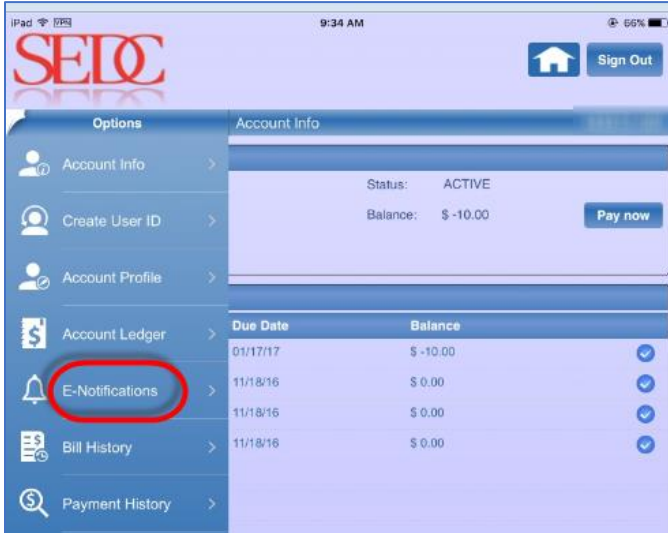
The bottom section of the page displays the account ledger details based on your search criteria. You can view a detailed report of your account including date and time of activity, type of activity, transaction amount, and the remaining balance on the account.

System Date/Time	Type	Amount	Balance
01/18/2017 16:01:35	Payment	\$ 14.00-	\$ 10.00-
01/18/2017 16:01:35	Adjustment	\$ 4.00	\$ 4.00
01/18/2017 16:01:05	Payment	\$ 91.00-	\$ 0.00
01/18/2017 16:01:05	Adjustment	\$ 4.00	\$ 91.00
01/17/2017 10:32:07	Bill	\$ 90.00	\$ 87.00
01/17/2017 10:32:07	Adjustment	\$ 0.00	\$ 3.00-
01/13/2017 12:00:26	Payment	\$ 5.00-	\$ 3.00-
01/13/2017 12:00:26	Adjustment	\$ 4.00	\$ 2.00
12/07/2016 09:08:39	Payment	\$ 6.00-	\$ 2.00-
12/07/2016 09:08:39	Adjustment	\$ 5.00	\$ 4.00
12/07/2016 09:03:50	Payment	\$ 6.00-	\$ 1.00-
12/07/2016 09:03:50	Adjustment	\$ 5.00	\$ 5.00
11/18/2016 08:52:00	Adjustment	\$ 22.25	\$ 0.00

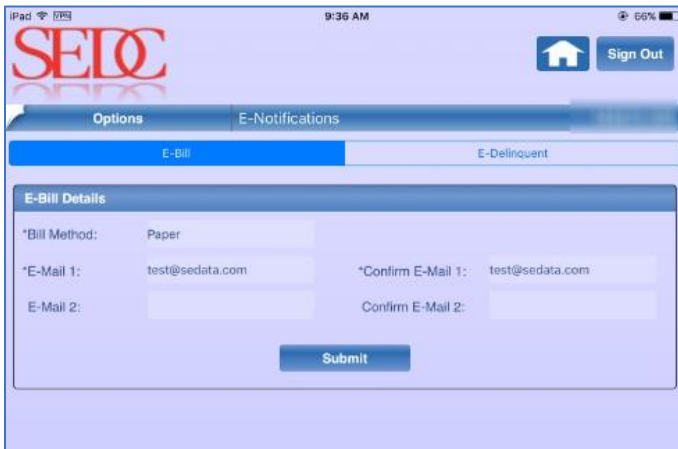
## Setting up E-Notifications

Smart Apps has another special feature that allows you to receive important notifications on your account. Using the **E-Notifications** option, you can turn on and turn off notifications as per your business requirements. To enable E-Notifications:

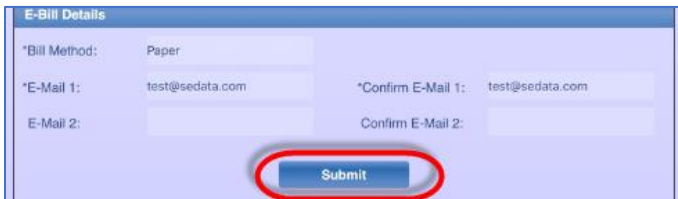
1. Select **E-Notifications** from the Options menu.



The E-Notifications page displays. By default, the E-Bill tab is selected.



2. Enter your **E-Bill** details and click **Submit**.

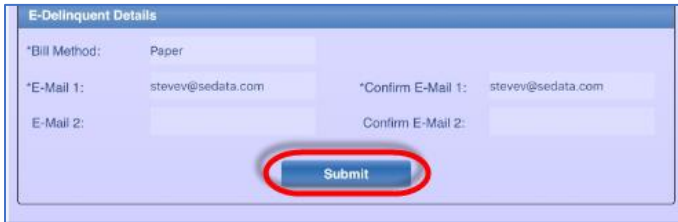


**Note:** Bill Method, E-Mail 1, and Confirm E-Mail 1 are required fields. They cannot be left blank.

3. Click the **E-Delinquent** tab.



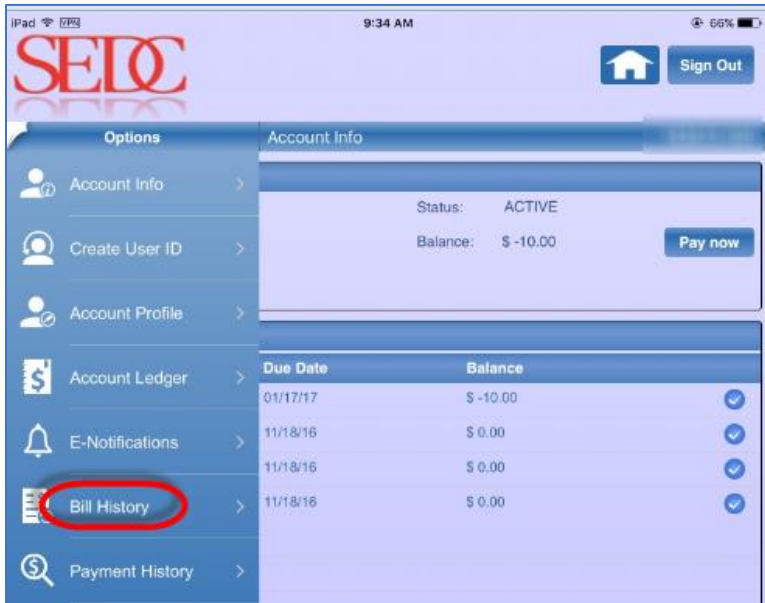
4. Enter your **E-Delinquent** details and click **Submit**.



**Note:** Bill Method, E-Mail 1, and Confirm E-Mail 1 are required fields. They cannot be left blank.

## Viewing Bill History

The **Bill History** option allows you to view Bill History on the account. To view bill history on your account, select **Bill History** from the Options menu.



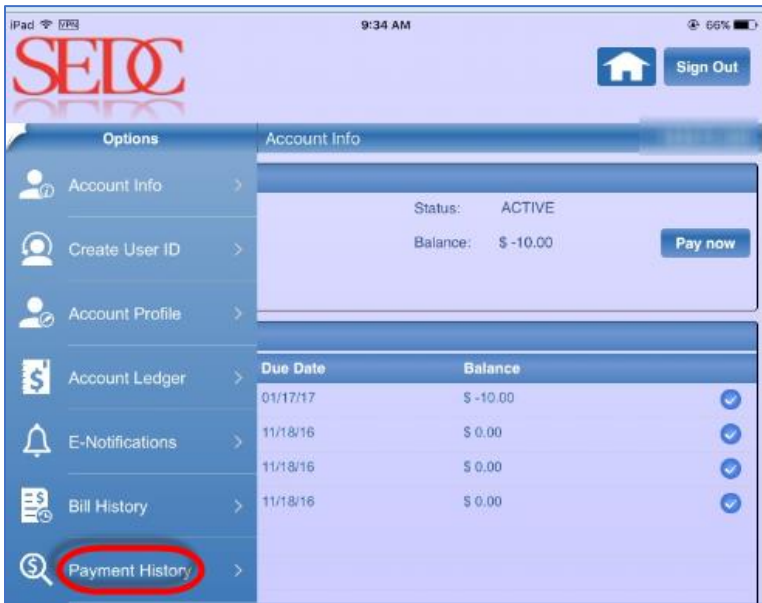


The Bill History page displays. It gives you a complete history of all your bills details including Billing Date, Due Date, and Balance.



### Viewing Payment History

The **Payment History** page allows you to view payment history of the account. To view your payment history, select **Payment History** from the Options menu.



The Payment History page displays. It displays a complete history of payment details including Payment Date, Amount, and Approval Date.

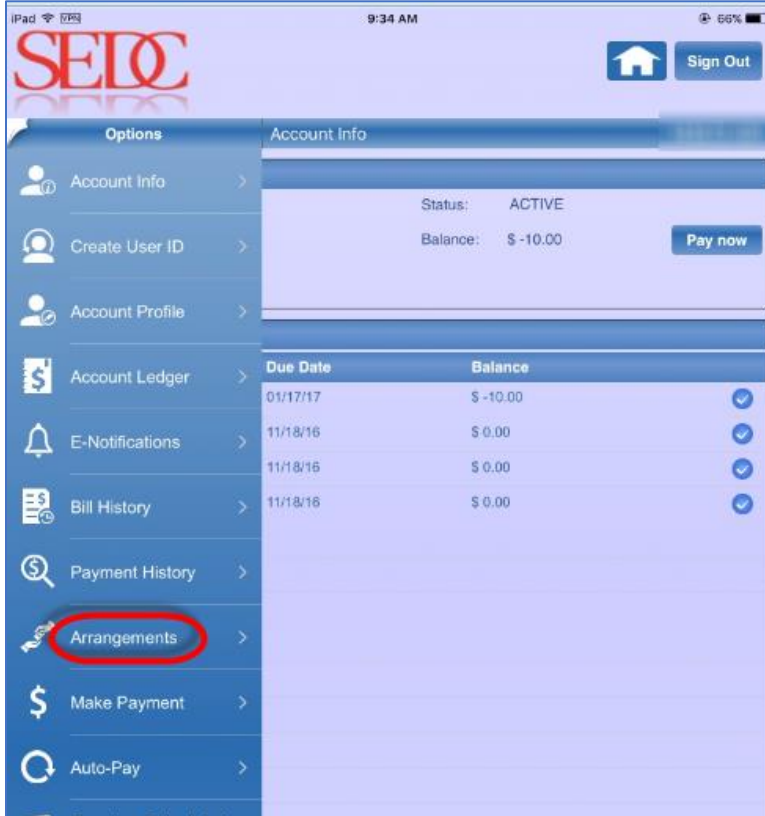


The screenshot shows the SELO app interface on an iPad. At the top, there is a status bar with 'iPad', signal strength, '9:36 AM', and '66%' battery. Below the status bar is the SELO logo in red. To the right of the logo are a home icon and a 'Sign Out' button. Below the logo is a navigation bar with 'Options' and 'Payment History' tabs. The 'Payment History' tab is selected, and a table is displayed below it. The table has three columns: 'Payment Date', 'Amount', and 'Approval Code'. The table contains five rows of data.

Payment Date	Amount	Approval Code
01/18/17	\$ 14.00-	CMC498
01/18/17	\$ 91.00-	CMC497
01/13/17	\$ 5.00-	CVI580
12/07/16	\$ 6.00-	CVI057
12/07/16	\$ 6.00-	CVI016

## Viewing Arrangements

Smart Apps allows you to view all the arrangements on your account. To view your payment history, select **Arrangements** from the Options menu.



The Arrangements dialog displays a list of arrangements on the account including the arrangement number, the name of the person who created it, its status, original amount, payment amount, balance, installment, and due date.



**Note:** In order to view the Arrangements page, the Arrangements option must be checked in the Smart Apps Config screen in UPN.

## Making Payments

Using the **Make Payment** option in Smart Apps menu, you can make any payment that is due on your account. To make a payment:

1. Select **Make Payment** from the Options menu.

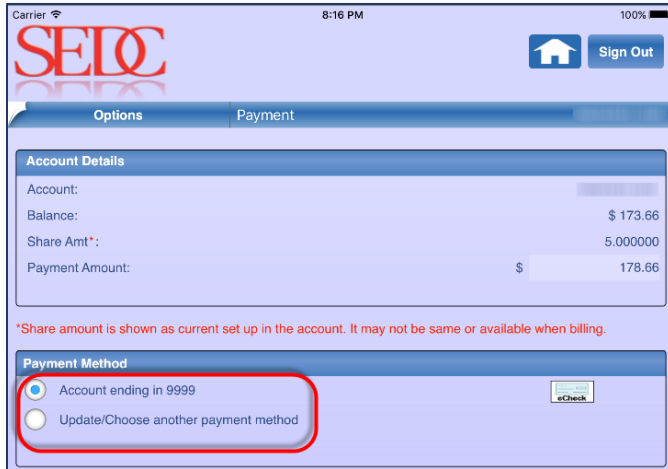


2. Follow the procedure as described in the [Making a Payment](#) section.

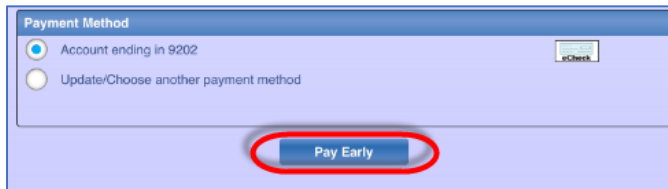
## Paying Early

The **Pay Early** option allows you to make an early payment. This helps you to pay all your dues well in advance. To pay early:

1. Select the account on which you would like to make an early payment and access the Payment page as described in the [Making a Payment](#) section.
2. Select your **Payment Method**. You can either select your saved account or choose another payment method.



3. Click **Pay Early**.



If you selected the Update/Choose another payment method check box earlier, the Payment Profile page displays.

4. Select your payment method and enter payment details as necessary. You can choose **Credit Card** or **E-Check**. Click **Continue**.

Carrier 7:36 PM 100%

SEDC

Options Payment Profile

Credit Card E-Check

Credit Card Details

\*Name on Card: \*Card Number:

\*Expiration Date: \*Security Code:

\*Billing Zip: \*Card Type:

Save Profile

Back Continue

5. Verify your payment details and click **Confirm** to confirm your payment.

iPad 3:16 PM 70%

SEDC

Options Confirm Payment

Payment Method

VISA ending in 4773

Payment Details

Payment Amount	\$ 102.00
Convenience Fee	\$ 5.00
<b>Total</b>	<b>\$ 107.00</b>

Cancel Confirm

Payments directed through this site are processed by SEDC. This payment site is operated and maintained independently of SQAUPN03. After confirmation of payment, SEDC will automatically post the payment to your account at SQAUPN03. Note, the payee on your financial statement for this transaction will be listed as SQAUPN03.

6. Click **Done** after viewing your Payment Receipt.



## Setting up Auto-Pay

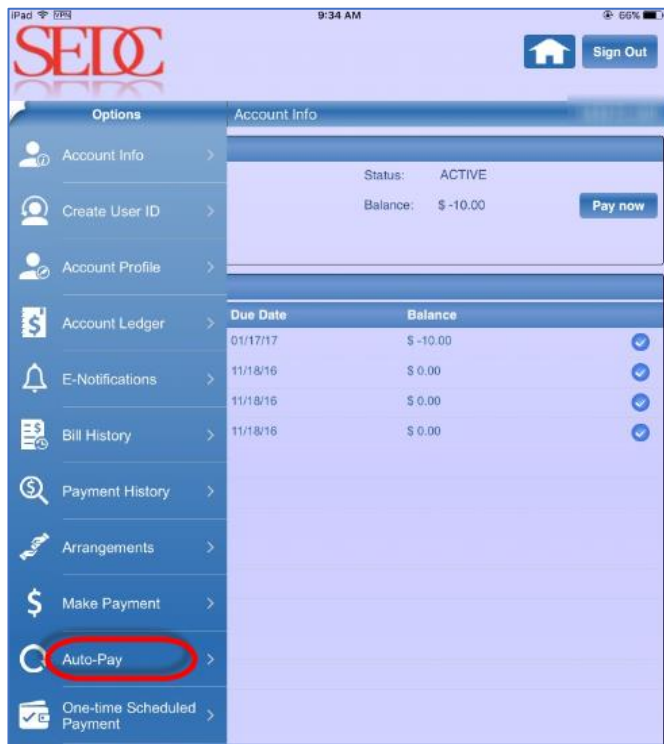
The **Auto-Pay** feature allows you to set up Auto-Pay on your account. This allows the application to set up automatic payment so that all your payments dues are completed automatically before the due date. There are two Auto-Pay methods that you can use.

- Using the Credit Card Method
- Using the E-Check Method

### Using the Credit Card Method

To set up auto pay using your Credit Card:

1. Select **Auto-Pay** from the Options menu.





The Auto-Pay page displays. By default, the Credit Card tab is selected for you.



2. Select the account for which you would like to set up the Auto-Pay feature. You can set Auto-Pay for all the accounts.



3. Enter the **Pay Date**. The Pay Date is the date on which you would like to have the amount paid for automatically.



4. Enter the **Max Amt to Pay**. You need to enter the maximum amount you would like to pay on the account selected.



**Note:** Similarly, you can enter the Pay Date and Max Amt to Pay for other accounts as well.

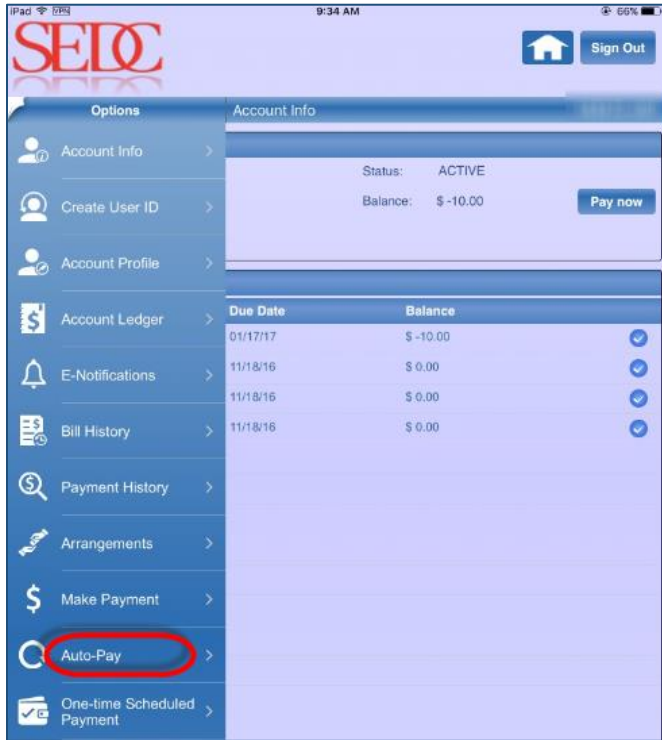
5. Enter your **Credit Card Details** and click **Submit**.

The screenshot shows the 'Credit Card Details' form. It contains several input fields: '\*Card Number:', 'Security Code:', '\*Name on Card:', '\*Expiration Date:', '\*Billing Zip:', '\*Card Type:', 'Ending Date:', and '\*E-Mail ID:'. The '\*E-Mail ID:' field is pre-filled with 'test@sedata.com'. At the bottom of the form, there is a 'Submit' button, which is circled in red.

## Using the E-Check Method

The E-Check option allows you to set up Auto-Pay using the E-Check method. To set up auto-pay using E-Check:

1. Select **Auto-Pay** from the Options menu.



2. Select **E-Check**.

The screenshot shows the SELO app interface on an iPad. At the top, there is a home button and a 'Sign Out' button. Below the header, there are two tabs: 'Options' and 'Auto-Pay'. Under the 'Auto-Pay' tab, there are two selection buttons: 'Credit Card' and 'E-Check'. The 'E-Check' button is highlighted with a red circle. Below this, there is a table with the following columns: 'Account', 'Due Date', 'Pay Date', and 'Max Amt to Pay'. The table contains one row with the account number '144464-001'. Below the table, there are sections for 'Person Details', 'Address Details', and 'Bank Details', each containing various input fields for personal and financial information.

3. Select the account for which you would like to set up the Auto-Pay feature. You can set Auto-Pay for all the accounts. In this case, there is only one account.

This screenshot is similar to the previous one, but the 'E-Check' button is now selected. In the table below, the account number '144464-001' is circled in red, indicating it has been selected for auto-pay.

4. Enter the **Pay Date**. The Pay Date is the date on which you would like to have the amount paid for automatically.

This screenshot shows the 'Auto-Pay' screen with the 'Pay Date' field in the table highlighted with a red circle, indicating it is the field to be edited.

5. Enter the **Max Amt to Pay**. You need to enter the maximum amount you would like to pay on the account selected.

The screenshot shows the SELO app interface on an iPad. At the top, there's a status bar with 'iPad', signal strength, '3:35 PM', and '76%' battery. Below that is the SELO logo and a 'Sign Out' button. The main screen has two tabs: 'Options' and 'Auto-Pay'. Under 'Auto-Pay', there are two radio buttons: 'Credit Card' and 'E-Check'. Below that is a table with columns: 'Account', 'Due Date', 'Pay Date', and 'Max Amt to Pay'. The 'Max Amt to Pay' field for account '144464-001' is highlighted with a red circle and contains the value '\$0.00'.

6. Enter your **Personal Details**.

The screenshot shows the SELO app interface on an iPad. At the top, there's a status bar with 'iPad', signal strength, '3:35 PM', and '76%' battery. Below that is the SELO logo and a 'Sign Out' button. The main screen has two tabs: 'Options' and 'Auto-Pay'. Under 'Auto-Pay', there are two radio buttons: 'Credit Card' and 'E-Check'. Below that is a table with columns: 'Account', 'Due Date', 'Pay Date', and 'Max Amt to Pay'. The 'Max Amt to Pay' field for account '144464-001' contains the value '\$0.00'. Below the table is a section titled 'Person Details', which is highlighted with a red circle. This section contains several input fields: '\*First Name:', '\*Last Name:', 'Middle Name:', 'Suffix:', '\*DOB:', '\*Telephone:', 'Company Name:', '\*E-Mail ID:', 'SSN:', '\*Driver's License:', and '\*Driver's License State:'.

7. Enter your **Address Details** and **Bank Details**.

The screenshot shows the SELO app interface on an iPad. At the top, there's a status bar with 'iPad', signal strength, '3:35 PM', and '76%' battery. Below that is the SELO logo and a 'Sign Out' button. The main screen has two tabs: 'Options' and 'Auto-Pay'. Under 'Auto-Pay', there are two radio buttons: 'Credit Card' and 'E-Check'. Below that is a table with columns: 'Account', 'Due Date', 'Pay Date', and 'Max Amt to Pay'. The 'Max Amt to Pay' field for account '144464-001' contains the value '\$0.00'. Below the table are two sections: 'Address Details' and 'Bank Details', both highlighted with red circles. The 'Address Details' section contains input fields for '\*Address:', 'Address:', '\*City:', '\*State:', '\*Zip:', and '\*Country:'. The 'Bank Details' section contains input fields for '\*Routing No:', '\*Account No:', '\*Account Type: Checking', and 'Ending Date:'.

8. Click **Submit** to submit your details.

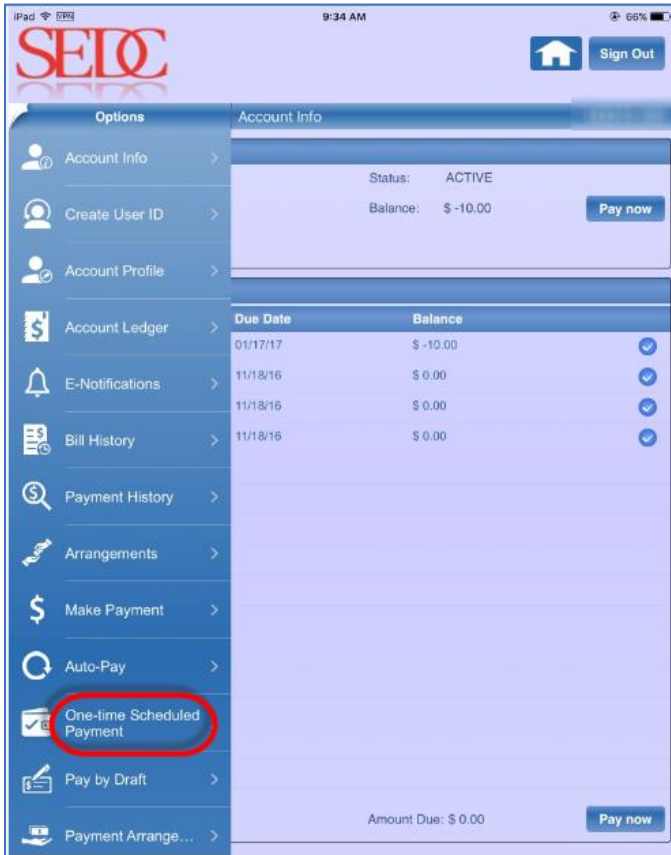
The screenshot shows a single button labeled 'Submit', which is highlighted with a red circle.

## Setting up One-time Scheduled Payment

The **One-time Scheduled Payment** option allows you to schedule one-time payment on your account. Using this option, you can set the application to schedule one-time payment using either your credit card or e-check.

To set up One-time Scheduled Payment:

1. Select **One-time Scheduled Payment** from the Options menu.



2. Follow the procedure as described in the [Setting up Auto-Pay](#) section.

## Paying by Draft

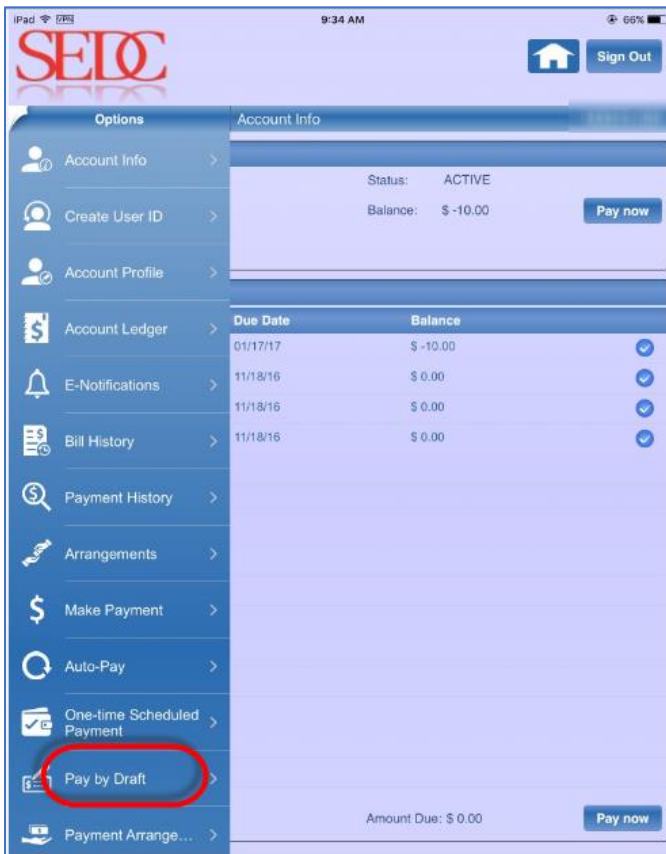
The **Pay by Draft** feature allows you to create a Pay by Draft option. There are two ways of creating a Pay by Draft option:

- Using the Credit Card Draft Method
- Using the Bank Draft Method

### Using the Credit Card Draft Method

To create a Pay by Draft option using the Credit Card Draft method:

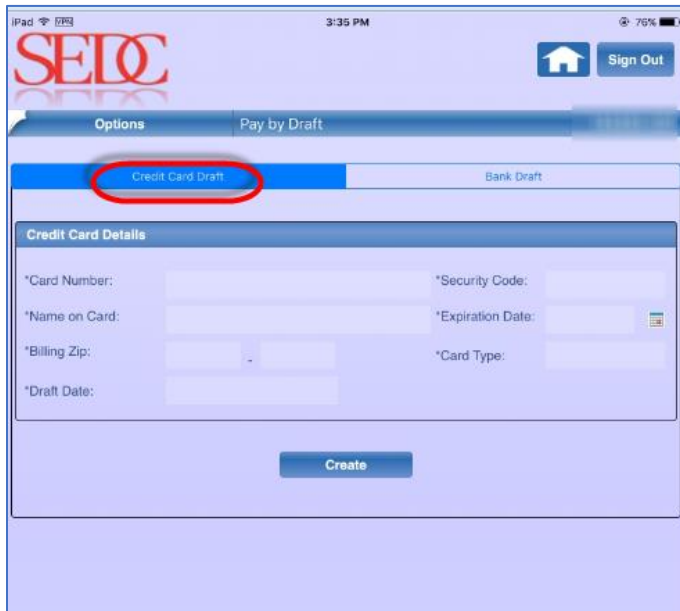
1. Select **Pay by Draft** from the Options menu.



The Pay by Draft page displays. By default, the Credit Card Draft tab is selected.



2. Enter your **Credit Card Draft** details.





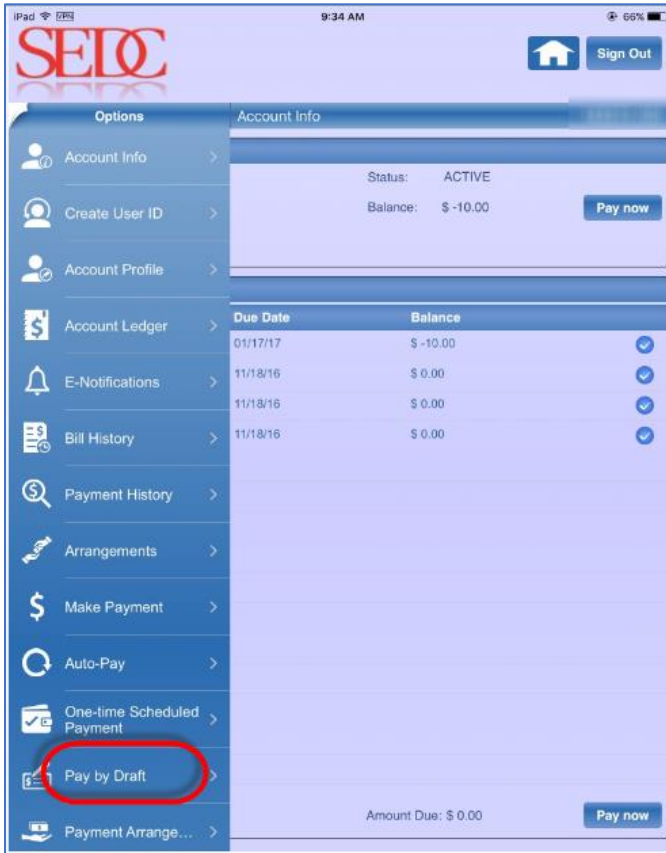
3. Click **Create**.

The screenshot shows the SELCO mobile application interface on an iPad. At the top, the SELCO logo is on the left, and a home icon and 'Sign Out' button are on the right. Below the logo, there are tabs for 'Options' and 'Pay by Draft'. Under 'Pay by Draft', there are sub-tabs for 'Credit Card Draft' (which is selected) and 'Bank Draft'. The 'Credit Card Details' section contains several input fields: '\*Card Number:', '\*Security Code:', '\*Name on Card:', '\*Expiration Date:', '\*Billing Zip:', '\*Card Type:', and '\*Draft Date:'. At the bottom of this section, a blue 'Create' button is highlighted with a red oval.

## Using the Bank Draft Method

To create a Pay by Draft option using the Bank Draft method:

1. Select **Pay by Draft** from the Options menu.



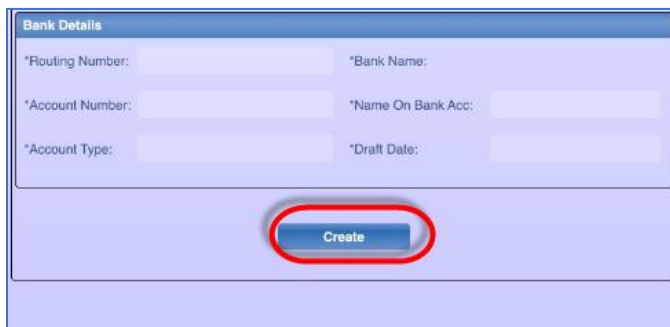
2. Select **Bank Draft**.



3. Enter your **Bank Details**.

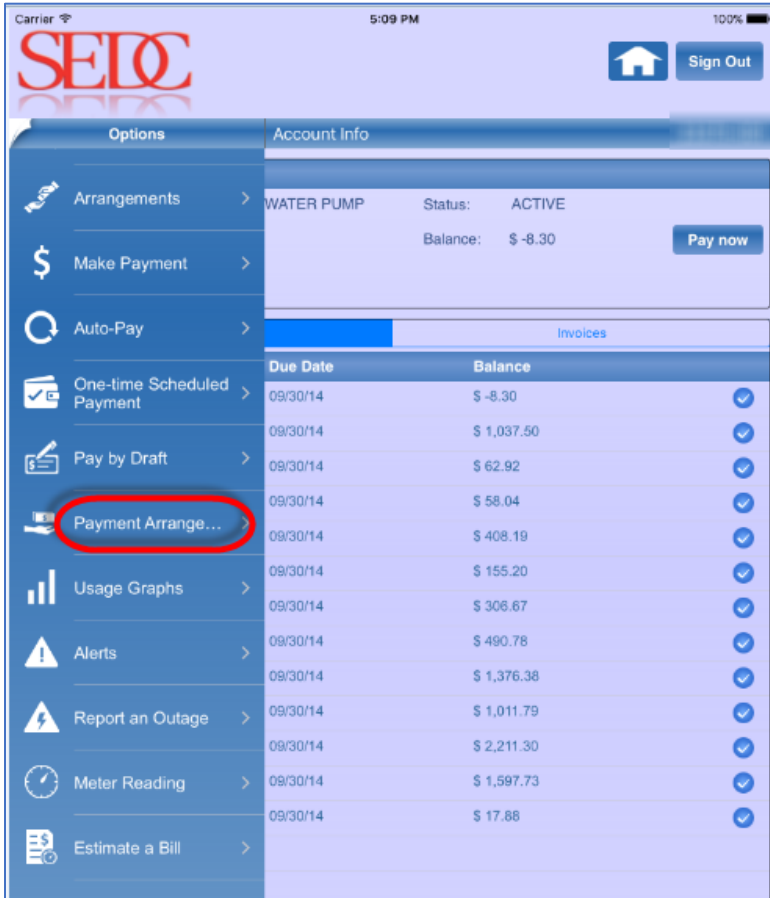


4. Click **Create** to create a Bank Draft option.



## Viewing Payment Arrangement

Using the **Payment Arrangement** option in Smart Apps, you can view if you have any payment arrangements on your account. To view if you have any payment arrangements, select **Payment Arrangement** from the Options menu.

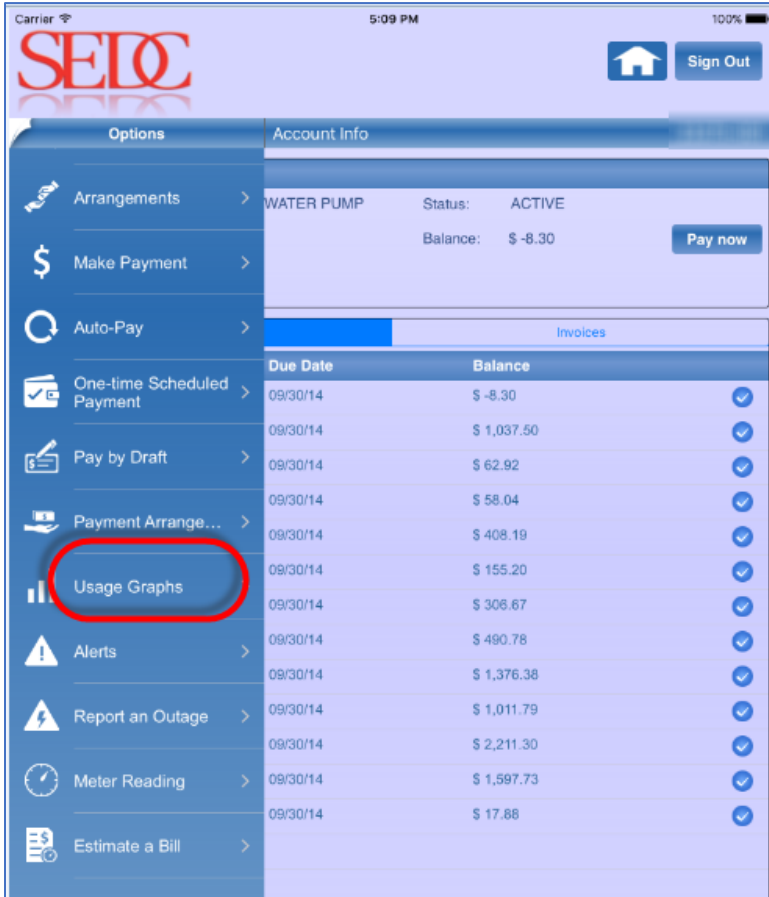


If you have any open arrangements on your account, a message informing you about the arrangement number displays.



## Viewing Usage Graphs

The **Usage Graphs** option allows you to view the usage of the services to which you have subscribed. Using this feature, you can view a bar chart of the consumption of your service. You can view your daily or monthly usage. You can also customize your search for how you would like to view the usage graph. To view the usage graph, select **Usage Graphs** from the Options menu.



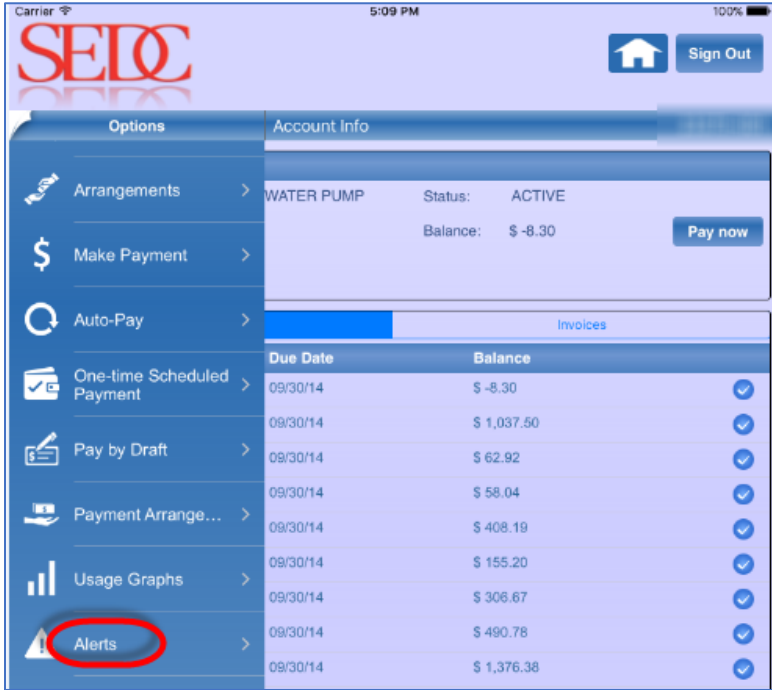
The Usage Graphs page displays. Using Usage Graphs, you can view your daily usage chart for the services to which you have subscribed. You can also view a usage graph for 30 days or customize it as per your business requirements.



**Note:** You can read the tips on navigating through usage graphs by clicking Next. If you do not want to read these tips, click Skip.

## Configuring Alerts and Reminders

The **Alerts** option allows you to configure alerts and reminders for Smart Apps. To set up alerts and reminders, select **Alerts** from the Options menu.





The Alerts & Reminders page displays. Please refer to the [Understanding Various Components of Alerts and Reminders](#) for more information.



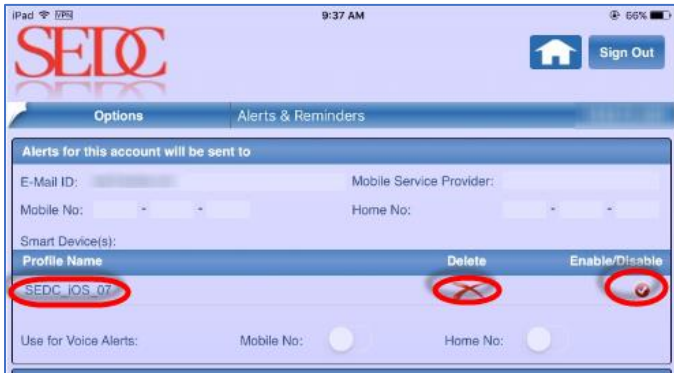
### Understanding Various Components of Alerts and Reminders

The **Alerts and Reminders** page has various sections. These sections are categorized based on different kind of alerts.

- **Alerts for this account will be sent to:** This section displays your account details for receiving alerts and reminders.



- **Profile Name:** This section displays the name of your profile. It allows you to enable or disable your current profile. You can also delete your profile.



- **Due Date Reminder:** This section allows you to set the number of days before which you would like to receive an alert. You can also turn on or turn off types of reminders, depending on your requirement.



- **Past Due Date Reminder:** This section allows you to select different types of alerts so that you get a reminder when the due date is over.



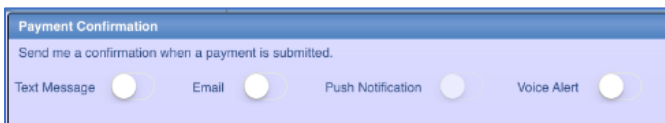
- **Account Profile Change:** This section allows you to select the type of alerts you would like to get when your profile is updated.



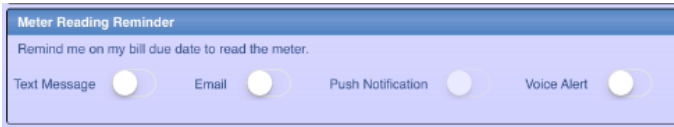
- **Returned Check Alert:** This section allows you to select the type of alerts you would like to get when a check is returned or rejected.



- **Payment Confirmation:** This section allows you to select the type of confirmation message you would like to get when the payment is submitted.



- **Meter Reading Reminder:** This section allows you to select the type of reminder for reading your meter.

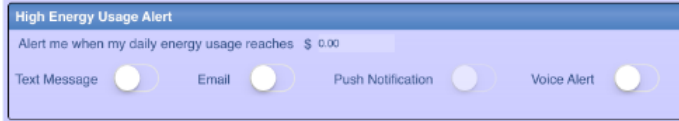


Meter Reading Reminder

Remind me on my bill due date to read the meter.

Text Message  Email  Push Notification  Voice Alert

- **High Energy Usage Alert:** This section allows you to set the kind of alerts you would like to receive for high energy usage.

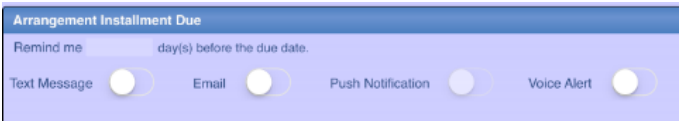


High Energy Usage Alert

Alert me when my daily energy usage reaches \$ 0.00

Text Message  Email  Push Notification  Voice Alert

- **Arrangement Installment Due:** This section allows you to select the type of reminder you would like to get for any arrangement installment due.

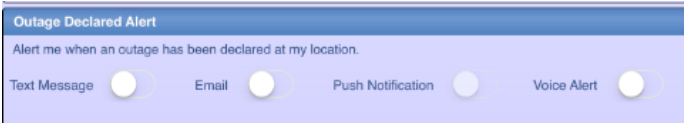


Arrangement Installment Due

Remind me \_\_\_\_\_ day(s) before the due date.

Text Message  Email  Push Notification  Voice Alert

- **Outage Declared Alert:** This section allows you to select the type of reminder you would like to get for any outage declared in your area.

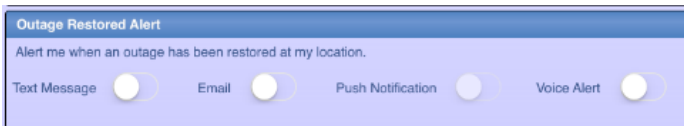


Outage Declared Alert

Alert me when an outage has been declared at my location.

Text Message  Email  Push Notification  Voice Alert

- **Outage Restored Alert:** This section allows you to select the type of reminder you would like to get for any outage restored in your area.



Outage Restored Alert

Alert me when an outage has been restored at my location.

Text Message  Email  Push Notification  Voice Alert

- **Estimated Time of Restoration:** This section allows you to select the type of reminder you would like to get when the estimated time of restoration is updated.

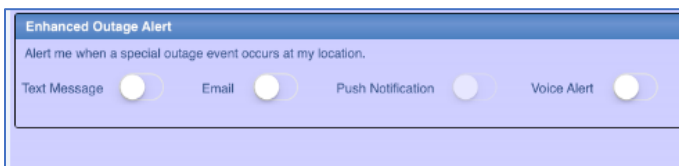


Estimated Time of Restoration

Alert me when the estimated time of restoration is updated.

Text Message  Email  Push Notification  Voice Alert

- **Enhanced Outage Alert** This section allows you to select the type of reminder that you would like to get when a special outage event occurs at your location.



Enhanced Outage Alert

Alert me when a special outage event occurs at my location.

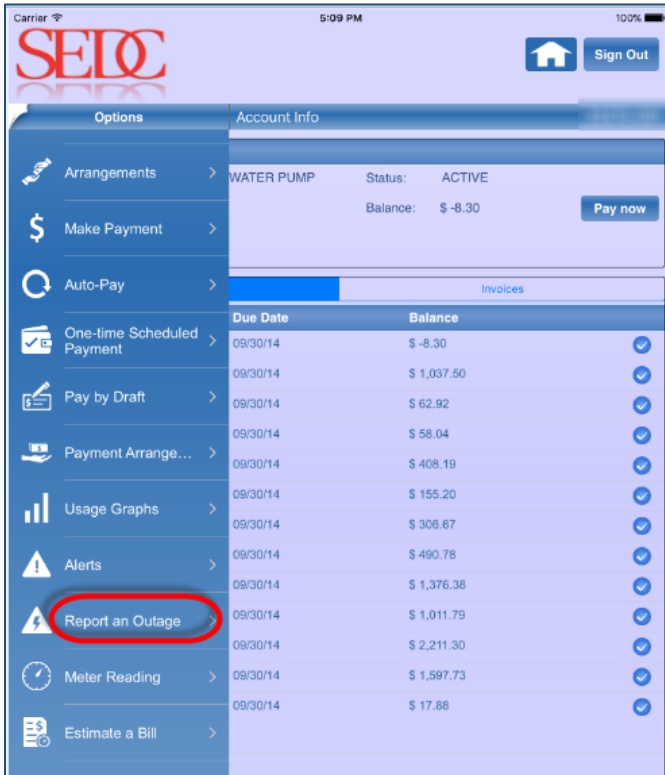
Text Message  Email  Push Notification  Voice Alert

## Reporting an Outage

Smart Apps allows you to report any outage issues. Using the **Report an Outage** page, you can submit outage details. You can also request for a callback or select the option to receive power cut notifications.

To report an outage:

1. Select **Report an Outage** from the Options menu.



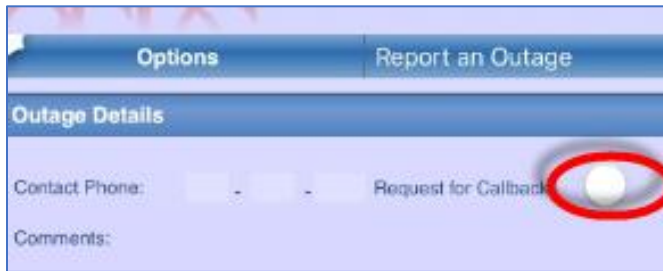
The Report an Outage page displays.



2. Enter your **Contact Phone**.



3. Turn the **Request for Callback** toggle on or off, depending on whether or not you would like to receive a callback.



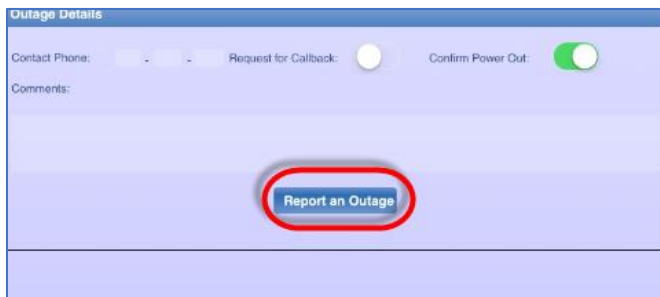
4. Turn the **Confirm Power Out** toggle on or off, depending on whether or not you would like to receive a notification about power cut.



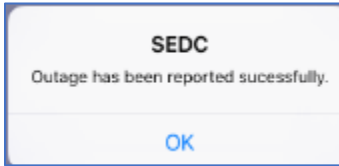
5. Enter your **Comments**.



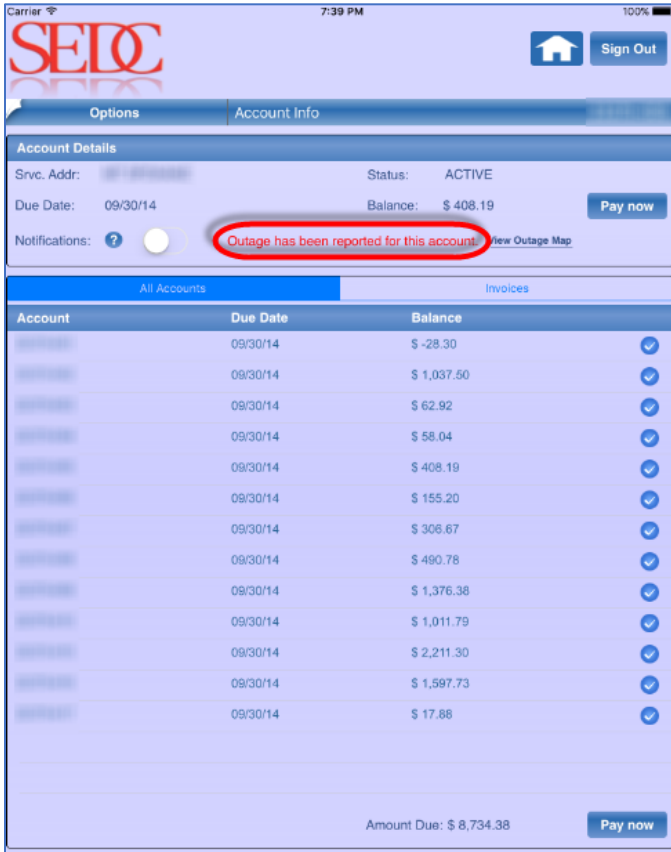
6. Click **Report an Outage** to report the outage.



A message confirming the submission of your outage details displays.

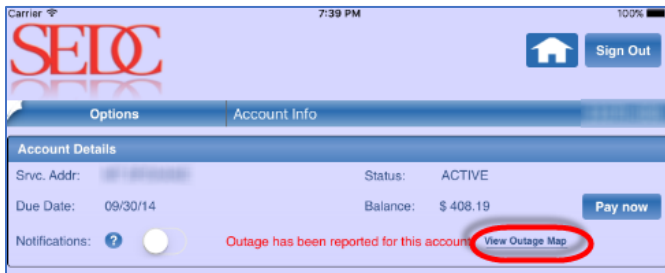


A confirmation message about the recent outage submission also displays on your Account Info page.

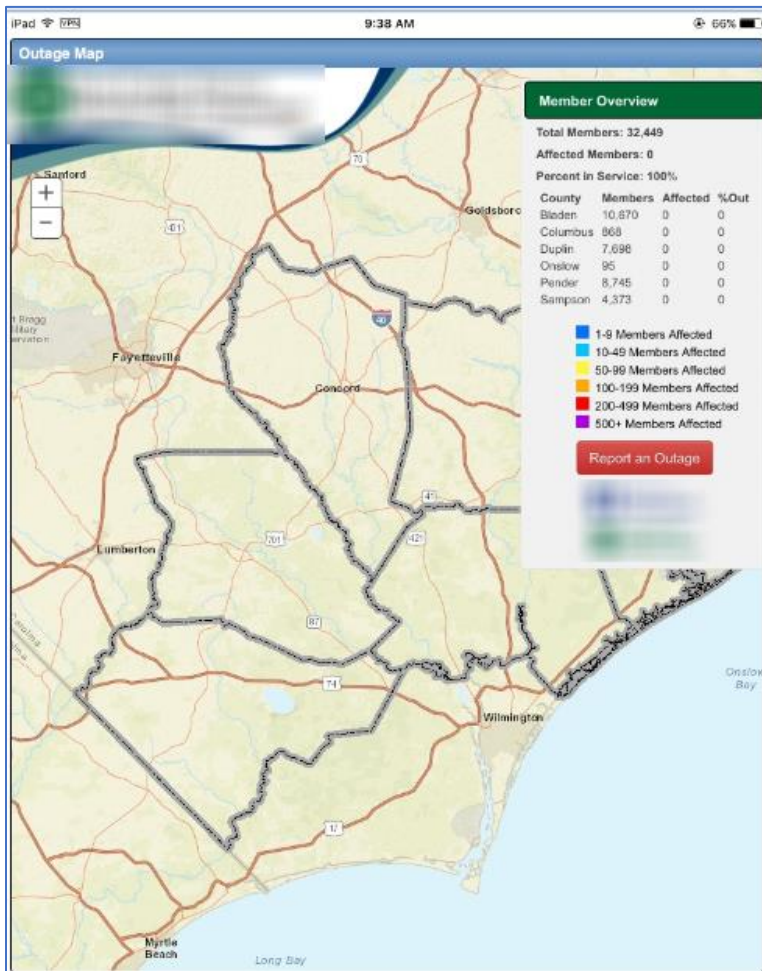


### Viewing Outage Map

You can also view a map of any outages at your location. The Outage Map page allows you to view complete details of affected outage areas and the count of members affected by it. To view outages in your area, select **View Outage Map** from the Account Info page.



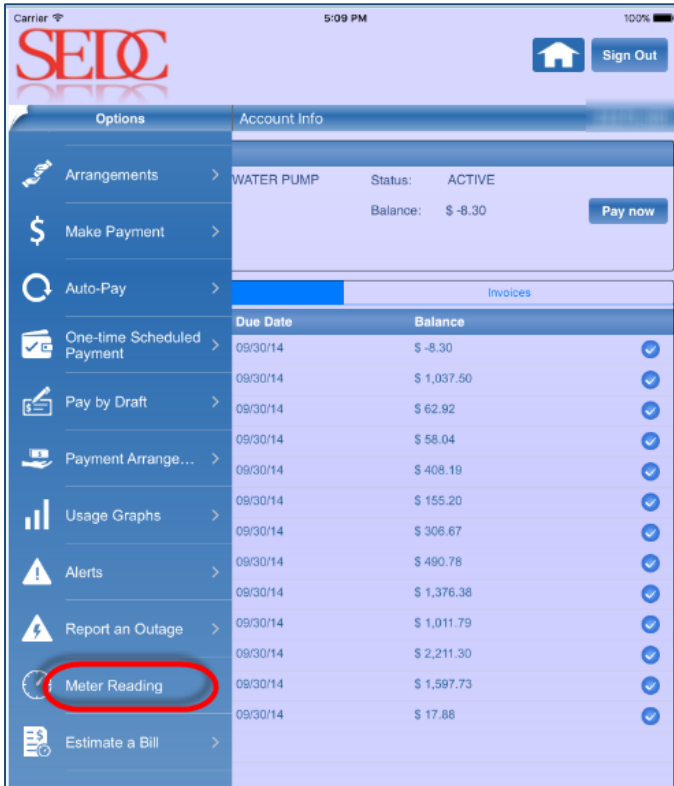
The Outage Map page displays a map including details such as the count of members, affected members, county names, and service out percentages.



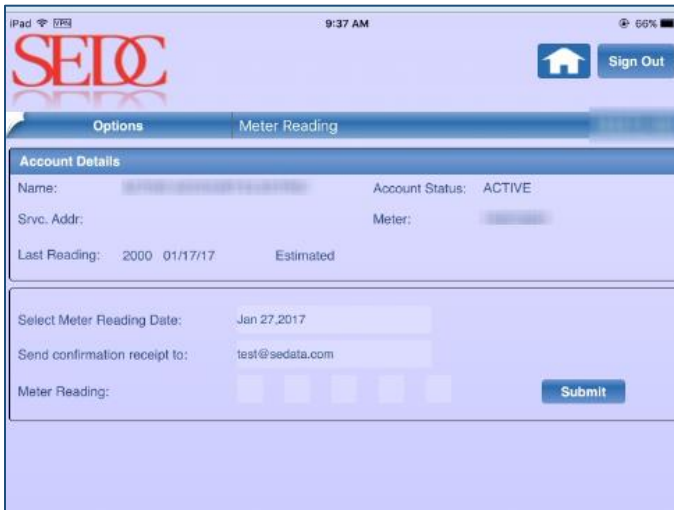
## Viewing your Meter Reading

The **Meter Reading** option allows you to view your meter reading. To view your meter reading:

1. Select **Meter Reading** from the Options menu.

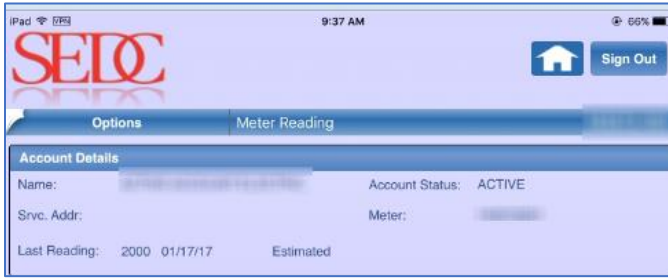


The Meter Reading page displays.





The Account Details section displays your account details.



2. Enter the starting date for meter reading in the **Select Meter Reading Date** field.



3. Enter the email address for receiving a confirmation receipt in the **Send confirmation receipt to** field.



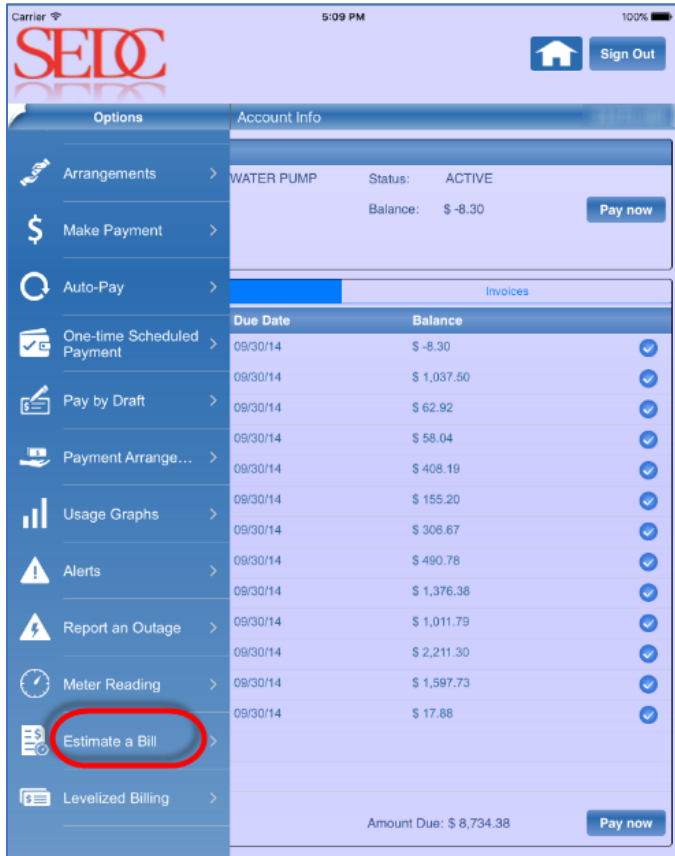
4. Click **Submit**. The Meter Reading displays in the **Meter Reading** fields.



## Estimating your Bill

The **Estimate a Bill** option allows you to estimate your bill. To use this option:

1. Select the **Estimate a Bill** option from the Options menu.

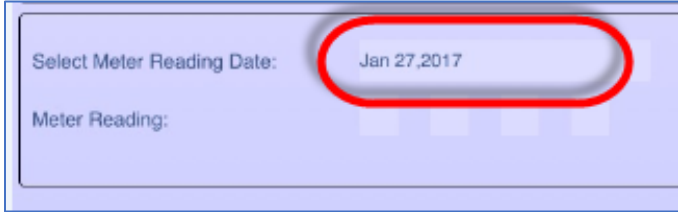


The Estimate a Bill page displays.

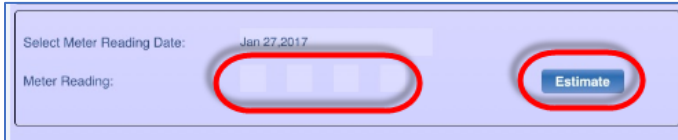


The Account Details section displays the account details.

2. Enter the date for estimating meter reading in the **Select Meter Reading Date** field.



3. Click **Estimate**. The estimated meter reading displays in the **Meter Reading** field.



## Using Levelized Billing

The **Levelized Billing** option allows you to view levelized billing. Using this page, you can also view Budget Billing.

To view Levelized Billing, select **Levelized Billing** from the Options menu.



The **Levelized Billing** tab is automatically selected. However, you need to sign up for the Levelized Billing program in order to use this feature.



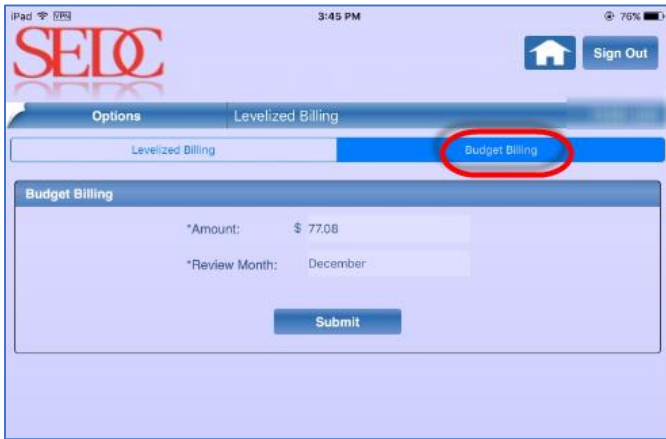
### Using Budget Billing

The **Budget Billing** tab allows you to view budget billing. To view budget billing:

1. Select **Levelized Billing** from the Options menu.



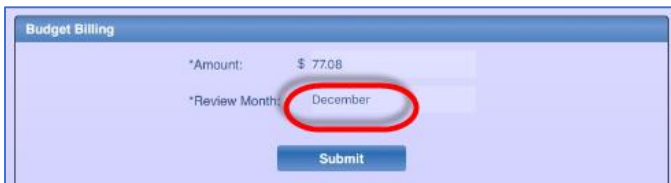
2. Select the **Budget Billing** tab.



3. Enter the **Amount**.



4. Enter the **Review Month**.



5. Click **Submit**.

