



**santee.org**

P.O. Box 548  
Kingstree, SC 29556  
(843) 355-6187

**TO REPORT AN OUTAGE**  
Use our SmartHub App



Or call 1-888-239-2300

Robert G. Ardis III  
*President & CEO*

**TRUSTEES**

Billy L. Morris, Jr.,  
*Chairman, District 6*  
Allen Nesmith,  
*Vice Chairman, District 4*  
Bill Floyd,  
*Second Vice Chairman, District 8*  
Donald E. Coker,  
*Secretary/Treasurer, District 3*  
Andy D. McKnight  
*Assistant Secretary/Treasurer, District 5*  
Timothy Cooper, *District 7*  
Dudley Musier, *District 2*  
Walter L. Sanders, *District 1*  
Harry Walters, *District 9*

**SANTÉE ELECTRIC  
COOPERATIVE NEWS**  
Joanna Arnsmeier, *Editor*  
jarnsmeyer@santee.org

**FIND US ON**



**SANTÉE ELECTRIC IS AN EQUAL  
OPPORTUNITY PROVIDER AND  
EMPLOYER.**



A Touchstone Energy® Cooperative



"We have  
tried to make  
SmartHub as  
user-friendly  
as possible."

## Unlock convenience—use SEC's SmartHub app!

**HAPPY SPRING**, everyone! If you were able to make it out to our 2025 Annual Meeting of the Membership, thank you! If not, consider visiting us next year.

It has been about seven years since I last wrote a column about how you can take advantage of our SmartHub application, so I wanted to give an update. If you are not familiar with it, SmartHub is an app you can run on your smartphone or from our website, and it puts everything right at your fingertips.

On page 5, there is a great infographic to get you familiar with SmartHub, so I want to elaborate on what it shows.

The first step, of course, is using your Santee Electric account to sign up for a SmartHub account. You can do this on our website, **santee.org**, or your smart device, and the following page walks you through each step.

Once you are in, there are so many things you can do.

The first major category has to do with billing. Want to see your bill, sign up for paperless billing, find out your due date or check your balance? It's all right there on SmartHub. If you want to make a payment, it's right there too. Need a bit more time to pay this month's bill? You can set up a seven-day extension (as long as you don't already have an arrangement or extension) through the app, without having to ask anyone. Furthermore, if you are trying to dig into your hourly energy use to get more information about when you used your electricity, you can see hour-by-hour usage data and what the temperature was each hour.

Suppose you need a service order. You can do that on SmartHub as well. Maybe your security light is out or you need a second one in your yard. Maybe it's time to build a man cave and you need a second electric service on your property. All of that can be initiated on SmartHub.

What about power outages? You can report an outage on SmartHub. However, people tend to like more information when we are having a major storm event. SmartHub will even tell you if other outages have been reported in your area. Of course, you can go to our website to look at Santee Electric's outage map to see how many people are part of your outage and also where we have other outages across our system.

We have tried to make SmartHub as user-friendly as possible, so give it a try. Of course, if you need someone to walk you through setting it up or using it the first time, give us a call. Our friendly member service representatives are happy to help you navigate the application.

Thanks for your time, and I hope you have a great month!

**ROBERT G. ARDIS III**  
President and Chief Executive Officer

# Your guide to SEC's SmartHub app

Manage your account whenever- and wherever you are- with the SmartHub app!



## HOW TO CREATE AN ACCOUNT

**1** Download the FREE SmartHub app! It is available on the Google Play store and App store.

**2** When you first open the app it will ask you who your utility is, search "Santee Electric Cooperative" and select it.

**3** Click register now, then enter your account information, name and email.

**4** A verification email will be sent with a link to create your password.

**5** Then log in on the app and start enjoying the convenience of the SmartHub app!

For step by step how-to explanations on SmartHub features visit, [santee.org/how-to](https://santee.org/how-to).

## SMARTHUB PERKS



Pay your bill right from your phone



Sign up for paperless billing



Check your account balance



Easy to request a payment extension



View your hourly usage



Report an issue or power outage