The United Power Mobile App

United Power's free mobile app gives you mobile access to all of your electric account information. In one place, you can view and pay your bill, sign up for email and text alerts, monitor energy use, report an outage, contact United Power, and much more! Getting started is easy – you just need to install the app and log in. It's that simple.

Download the United Power App

Step 1: On your mobile device open your app store application.

Step 2: Search for "**United Power**" in the search bar and look for the United Power app icon. Follow the instructions on your device to install.

Step 3: Open the United Power app on your device after it installs.

If you already have a United Power online account, login to the United Power app using your existing email address and password.

If you don't have a registered United Power account, register through the mobile app using the steps below.

Register Your United Power Account

Step 1: From the mobile app home screen, click the link that says "**Don't have an account? Register now**."
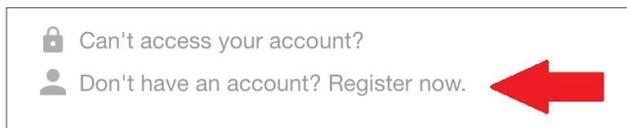
**Step 2:** On the registration screen, fill in the following:
- **Account Number**
- **Last name** or **Business name** (exactly as it is on the bill)
- The **Email address** to use for your United Power account.

Then click **Continue.**

Step 3: On the security check screen, answer all of the security questions on the screen. Answers must match account info exactly.

Then click **Register.**

Step 4: After you have clicked the registation button, you will receive a temporary password at the email you used to register your SmartHub account.
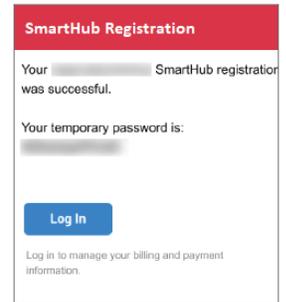
Step 5: From the mobile app home screen, use your email address that you registered with and the temporary password that was sent to that address to login.

Click the **Sign In** button.

Step 6: The first time you login, you will be asked to change your password. Type in a new password and confirm the new password.

Then click **Save**.

Congratulations! You have successfully installed the United Power mobile app and registered your account.

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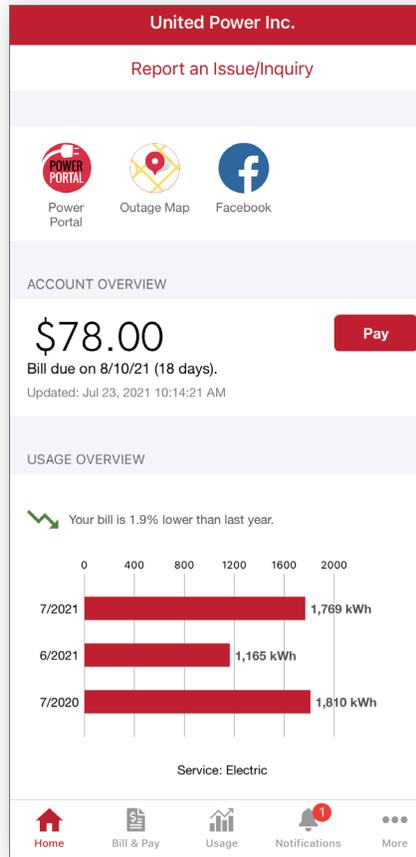**UNITED POWER**
Your Touchstone Energy® Cooperative

From the mobile app home screen, you can easily find the tools you need to manage your account.

Report an Issue/Inquiry to report an outage or contact United Power regarding your account.

Account Overview quickly view your current total due and the due date. Pay with the click of a button.

Usage Overview the last three months of usage are presented for comparison and a year over year analysis.

Home — Return to the home screen from anywhere inside the moble app by clicking on the home icon.

Mobile app screen

United Power Inc.

Report an Issue/Inquiry

POWER PORTAL — Power Portal
Outage Map
Facebook

ACCOUNT OVERVIEW

$78.00   [Pay]
Bill due on 8/10/21 (18 days).
Updated: Jul 23, 2021 10:14:21 AM

USAGE OVERVIEW

Your bill is 1.9% lower than last year.

	kWh
7/2021	1,769 kWh
6/2021	1,165 kWh
7/2020	1,810 kWh

Service: Electric

Home | Bill & Pay | Usage | Notifications (1) | More

Power Portal provides 15-minute interval data, and members with solar can view production through the MyGen program.

Outage Map monitor outage updates and restoration status.

Facebook follow the co-op on social media for the latest news, outage updates, urgent announcements, and fun contests and giveaways.

More — Click on the More button to find **Contact Us** and **Settings**.

Report an Outage
Find Contact Information
Ask a Question

Go Paperless
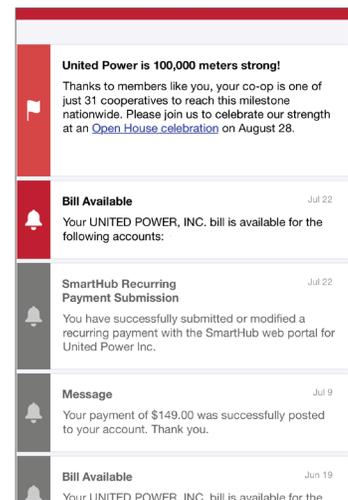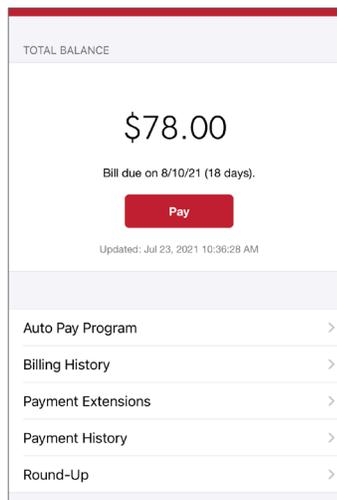Store Payment Accounts
Update Personal Info

Pay Your Bill
Enroll in Auto Pay
View Billing History

TOTAL BALANCE

$78.00

Bill due on 8/10/21 (18 days).

[Pay]

Updated: Jul 23, 2021 10:36:28 AM

Auto Pay Program
Billing History
Payment Extensions
Payment History
Round-Up

Daily Usage Charts
Monitor Demand
Energy Comparisons

Meter:

, Jul 19	Tue, Jul 20	Wed, Jul 21	Thu, Jul 22
.70 kWh	59.03 kWh	51.03 kWh	5.73 kWh

This Week's Usage
Last Week's Usage
Current Billing Period
Previous Billing Period
Unbilled Usage
This Year's Usage
Last Year's Usage
Redownload All Usage Data

Billing Notifications
Payment Alerts
News & Announcements

United Power is 100,000 meters strong!
Thanks to members like you, your co-op is one of just 31 cooperatives to reach this milestone nationwide. Please join us to celebrate our strength at an Open House celebration on August 28.

Bill Available   Jul 22
Your UNITED POWER, INC. bill is available for the following accounts:

SmartHub Recurring Payment Submission   Jul 22
You have successfully submitted or modified a recurring payment with the SmartHub web portal for United Power Inc.

Message   Jul 9
Your payment of $149.00 was successfully posted to your account. Thank you.

Bill Available   Jun 19
Your UNITED POWER, INC. bill is available for the

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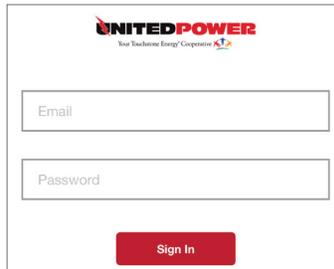
Enroll in Auto Pay

Step 1: On your mobile device open the United Power mobile app

Step 2: Use your email address and password to login.

Step 3: Click on the **Bill & Pay** icon at the bottom of the mobile app homescreen.

Step 4: Select the **Auto Pay Program** option on the Bill & Pay menu.

Step 5: Click **Accept** to agree to the Auto Pay Terms & Conditions.
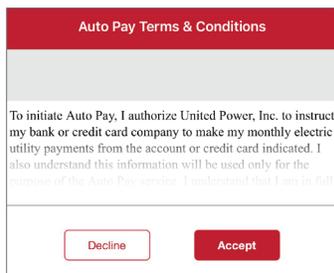
Step 6: If you have previously stored a payment option, select from any of those payment methods.
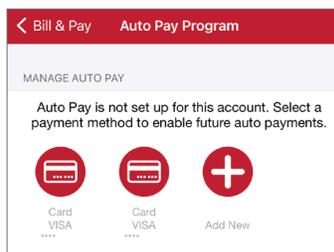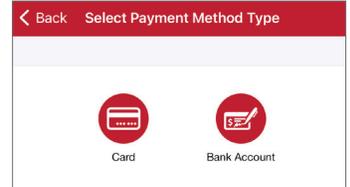
Select **Add New** to store a new payment method and enroll in Auto Pay.

Step 7: If you selected a stored account, click **Confirm** to begin automatic payment on the due date from that payment method.
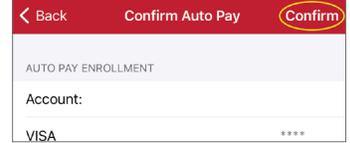
If you selected **Add New**, please select the payment type. Billing statements can be paid by card or a checking or savings account.
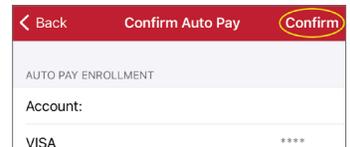
Step 8: Enter your banking account or credit card account details.
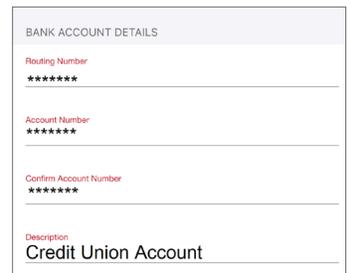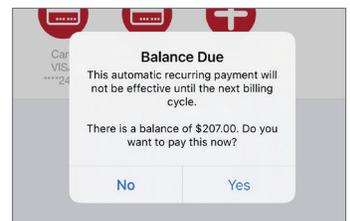
Then click **Continue**.

Step 9: Review the Auto Pay confirmation and click **Confirm**.

Step 10: Auto Pay enrollment will not be effective until the next billing cycle. If you have a current balance due, you will be asked if you want to make a manual payment. You will be able to pay with any stored accounts.

The payment method tied to Auto Pay is listed at the top of the Auto Pay Program screen.
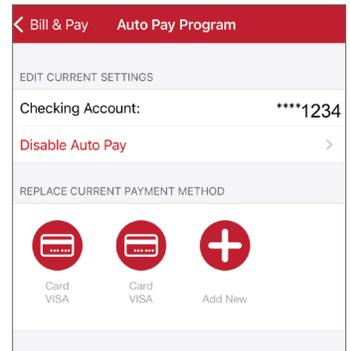
Click **Diable Auto Pay** to have your payments stop from this account.

Click on any of your stored accounts below to Replace the Current Auto Pay method.

PLEASE NOTE: If you update or change a stored credit card, you must relink the new card in your Auto Pay preferences to ensure your payments continue to be withdrawn on time.