

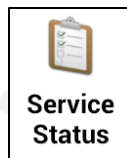
## Overview

Nobody likes it when the power goes out. Not you. And definitely not your provider. SmartHub makes it easy to check your service status and report service issues so everything is back up and running as quickly as possible. This document tells you how to do it from your Android smartphone.

## Check Your Status

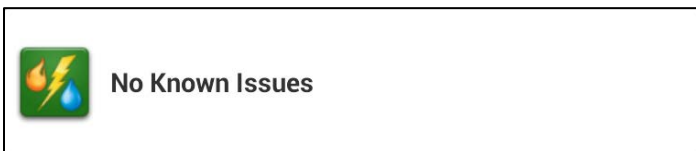
1. Tap the **Service Status** icon.

*Your service status displays.*



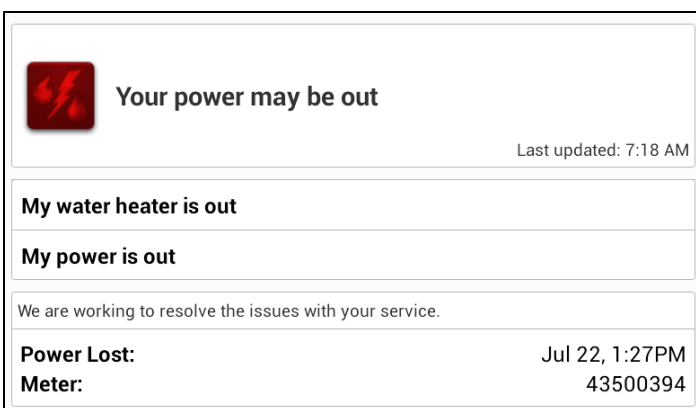
2. Review your status.

If you are not experiencing an interruption in service, **No known issues** displays.



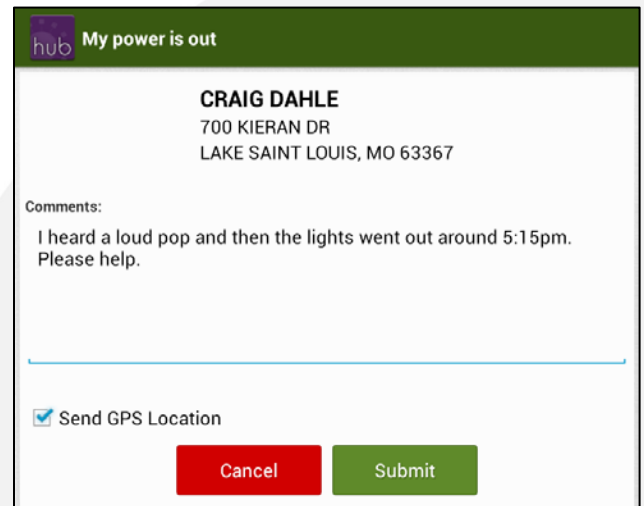
Or

In the event your service location has been identified as part of a known outage, **Your power may be out** displays along with the date & time service was lost and the affected meter number.



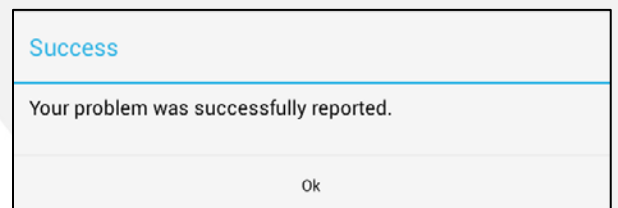
## Report an Issue

1. Tap the **Service Status** icon.
2. Tap **My power is out**.
3. Tap the **Comments** field and add any helpful information about your service interruption, such as any unusual sights, sounds, and smells, or when the outage began.



4. Tap the **Send GPS Location** checkbox to include your current GPS coordinates if you are at the location experiencing the outage.
5. Tap the **Submit** button to send the form to your provider.

*A Success alert appears indicating your problem was successfully reported.*



6. Tap **Ok** to return to the Service Status screen.