

NISC FAQ Questions

Why did ED3 decide to make this change?

ED3 is upgrading its enterprise software to be more technologically advanced. The new system will help ED3 manage customer accounts, customer engagement, billing processes, work orders, and power outages more easily. Customers will get a new and improved app to use, and customers will have better tools to understand their data.

What will change?

Everyone will receive a new account number. There is a new App and web portal to pay bills, see usage and communicate with ED3. Many accounts will get put on a new billing cycle.

Will I have to do anything special once the conversion to NISC happens?

All customers will need to register their account with the new online portal system, SmartHub, once it goes live on 4/13/26. You will be able to call and receive additional information about this at any time throughout the changeout process, please make sure that ED3 has your current email and phone number. **If your account is set up on auto-pay you will need to re-enter the credit/debit card information.**

Is the mobile app secure?

Yes. All critical information is encrypted in every transaction run, and no personal information is stored on your phone or tablet.

Mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

What is the difference between the SmartHub web portal and mobile app?

Both platforms are part of our online account management system for members.

Both the web version and mobile app allow you to securely access their account information, change your personal information, manage notifications, update stored payment methods, view bills and payment history, make payments, and report issues.

The free, secure mobile app is available to download and install on mobile devices and tablets.

What do I need to be able to enroll in SmartHub?

You will need your new account number and email address.

Do you have to set up the app on the computer first?

No, you can set everything up on the app from your mobile device.

Will the conversion affect how I pay my bill?

If your account was set up on auto-pay you will need to re-enter the credit/debit card information as federal law prohibits the automatic transfer of credit and debit card numbers into the new SmartHub system.

If you pay through your bank's bill pay system you will need to go to the bank and update your account number on your bill pay, and possibly when you send it.

If you call customer service to pay your bill you will be directed to pay over the automated phone system now or be referred to SmartHub to make payment. The first time that you call you will need to set up a PIN number to verify you for future payments over the phone. **Customer Service will still be there to answer all your questions, but they will not be able to accept payments over the phone.**

You will still be able to pay in person at the city office and at the district office. Apple Pay and TAP payments can now be accepted.

Can I manage and make payments on multiple accounts with SmartHub?

Yes. SmartHub shows all your accounts, along with the amounts due for those accounts. You may make a payment to a single account or multiple accounts from both the website and mobile app.

How current is the account information in the app or website?

The information you see in the app and on the website is shown in real-time.

However, if you keep your app or web version open for an extended time, you should refresh the page by selecting a new option to ensure the information is current.

How do I avoid being scammed by another party when being asked about SmartHub and my new account number?

Please know that throughout this communication process, **ED3 will never call or email you to ask for credit card numbers, bank account routing numbers or any other type of personal information.**

If you do receive such communication from someone claiming to be an ED3 Employee, hang up and please report it to ED3 as soon as possible.