

We want to hear from YOU about our level of customer service!

Take part in our 2026 Customer Service satisfaction survey.

Participating is easy. Just scan the QR code at right and you will be taken to the online survey site. Answer a few questions regarding your past experience with DU and we'll tabulate the results from all participating customers to gauge how we're doing in the following areas!

- Communication
- Level of service vs. cost
- Service restoration following an outage
- Consistency and reliability of utility service
- Innovation in programs and services offered
- Overall satisfaction with the utility
- Awareness of DU's community ownership
- Satisfaction with customer service and field crews

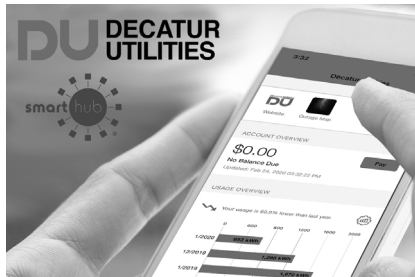


Scan QR code

OR go to
<https://surveys.greatblueresearch.com/s3/Customer-Satisfaction-Survey-Decatur-Utilities>

Sign up for SmartHub - DU's online account portal

See reverse side for more information on SmartHub - and how it can help you monitor usage, identify trends or issues, communicate with DU, report outages, receive updates and more!



We connect the River City!
www.decaturutilities.com

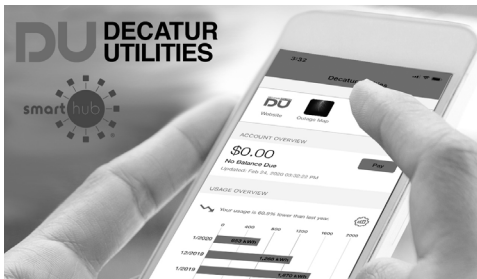
With SmartHub, you can report power outages via TEXT!

Not only is SmartHub a great way to access and monitor your Decatur Utilities account activity, but SmartHub users can also report and receive updates on power outages via text from any mobile device.

Registered users can simply text the word "out" to 1-844-9659-1351 and your power outage will be automatically and immediately reported to our Outage Management System! No more waiting on hold for phone lines to open up. Plus you'll receive text updates on the status of restoration efforts.

There is one catch though. **You must be a registered SmartHub user to report outages by text or the SmartHub app.** But, that part is free and easy too!

Just download SmartHub from The App Store or Google Play. You can find instructions on how to set up SmartHub at <https://www.decaturutilities.com/smarthub-tutorials>.



Other SmartHub Benefits:

- 24/365 Access to your DU accounts.
- Receive e-mail notification when new bill is generated.
- Receive outage and other alerts.
- Pay your bill using credit/debit card or check (no fee).
- View current and historical billing and payment history.
- View daily, monthly, annual usage graphs.
- Enroll in paperless billing.
- Pay multiple DU accounts with single payment.
- Report your power outage by text or app.
- Receive restoration updates.



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