

Press information from:
BELMONT LIGHT

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New Billing System and Customer Portal for Belmont Light
Customers should be aware that account numbers have changed

BELMONT, MA, September 23, 2016 – After almost a year of planning and coordination, Belmont Light is gearing up to launch its new customer portal and billing system on **Monday, October 3, 2016**. Belmont Light’s new customer portal, **SmartHub**, allows customers to access their electric and water accounts, explore and monitor their usage, set up notifications, initiate and track service requests, get important updates from Belmont Light, and many more functions.

“In looking for a comprehensive software solution to fulfill all of the needs of Belmont Light and the needs of our customers, it was crucial that the solution be implemented in a seamless way that would not cause any interruption to the high-quality service we value,” said Maria Makar-Limanov, Finance Manager of Belmont Light. “NISC is exactly that solution and will be for a number of years to come.”

Belmont Light, in collaboration with staff from the Belmont Water Division, the Town Treasurer’s Office and the Town Administrator’s Office, selected **National Information Solutions Cooperative (NISC)** to replace its integrated software solutions system for electric and water billing operations. Since October 2015, Belmont Light’s project team and NISC have been working to bring a number of new capabilities to Belmont Light customers.

Because of the change in billing systems, **all customers will be receiving new account numbers on their electric and water bills**. Customers should plan to log in to SmartHub on or after October 3rd to set up their new accounts, using their last name or business name, new account number, and an email address. Belmont Light will send additional instructions to customers who have previously set up electronic payments.

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On October 3rd, Belmont Light customers will be able to access SmartHub from Belmont Light's website, www.BelmontLight.com. SmartHub is available not only through the online portal, but also as a free mobile app for Apple and Android tablets and smartphones on the Apple App Store and Google Play Store.

“Belmont Light is always striving to provide our customers with state-of-the-art service in a time when technological advances happen on an almost daily basis,” said Jim Palmer, General Manager of Belmont Light. “SmartHub gives our customers new, innovative ways to interact with their electric and water accounts. They will gain knowledge into how they are using electricity and what they can do to save money.”

For a tutorial on how to use SmartHub or for any other questions, customers can go to www.BelmontLight.com >Customer Service>New Billing System.

Customers should also free to reach out to Belmont Light's Customer Service at (617) 993-2800 or email customerservice@belmontlight.com.