

2022 CUSTOMER RIGHTS AND RESPONSIBILITIES

Contact Information

Toll-free: 1-888-440-3311

Outage Hotline: 1-877-74-SMECO
(1-877-747-6326)

SMECO Direct Pay: 1-866-528-7757

Maryland Relay
for the Hearing
Impaired (TTY/HCO): 1-800-735-2258

Payments:

Mailing address: P.O. Box 62261
Baltimore, MD 21264-2261

Mobile App: SMECO 24/7

Text: 76326 (SMECO)

Website: www.smeco.coop

Correspondence:

Mailing address: P.O. Box 1937
Hughesville, MD 20637

Customer Service Locations

15065 Burnt Store Road
Hughesville, MD 20637

23365 Hollywood Road
Leonardtown, MD 20650

Office Hours

Monday–Friday: 8 a.m. to 4 p.m.
(except holidays)

Customer Care Representatives are available 24 hours a day, 7 days a week at 1-888-440-3311.

Service Area



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A Brief History

In 1937, local residents formed a company to bring light to rural Southern Maryland. With the help of President Roosevelt's Rural Electrification Administration, residents formed a local electric cooperative.

Southern Maryland Electric Cooperative began with 600 members and now serves more than 169,000 customers in Charles and St. Mary's counties, most of Calvert County, and southern Prince George's County.

Cooperatives are distinctly different from investor-owned utilities because co-ops are owned by their customers, and members elect the men and women who serve on the Board of Directors.

Cooperatives also issue capital credits to their members. Capital credits are the member's share of the co-op's margins (profits), based on how much electricity the member purchased and the rate at which the account was billed. SMECO's margins are used to invest in new construction, system improvements, and facility upgrades.

SMECO's Service Commitment

SMECO will make every reasonable effort to provide continuous and uninterrupted service. However, SMECO will not be liable for damages of any kind, including consequential damages, resulting from interruptions or failures of service caused by acts of nature, public enemies, accidents, repairs, orders of the court, or other acts beyond the reasonable control of SMECO.

The co-op makes no repairs to wiring beyond the meter. SMECO owns and maintains the lines up to the meter, but not the service entrance cable to your house. For an overhead installation, the co-op's responsibility ends at the service drop. The meter base is the property of the homeowner and it is each one's responsibility to work with a qualified electrician to maintain, repair, or replace it with a SMECO-approved meter base as qualified with a SMECO sticker or metal stamp.

Reporting an Outage

Before contacting SMECO to report a power outage, first check your circuit breakers. If all appliances and lights are off, contact SMECO. You can use the SMECO 24/7 mobile app, text OUT to 76326, visit smeco.coop/outage, or call 1-877-74-SMECO (1-877-747-6326).

Reliability

SMECO monitors its service reliability in numerous ways, including the three indices below that are used throughout the electric utility industry, as follows.

- System Average Interruption Duration Index: SAIDI indicates the average number of hours each of SMECO's more than 168,000 members was without electric service during the calendar year. In 2020, the average SMECO customer experienced power outages for 1.66 hours, not including major storms.
- System Average Interruption Frequency Index: SAIFI indicates the average number of times each customer experienced a sustained service interruption during the calendar year. In 2020, the average SMECO customer experienced 1.01 sustained service interruptions, not including major storms.
- Customer Average Interruption Duration Index: CAIDI indicates the duration, in hours, of the average sustained electric service interruption during the calendar year for those members who experienced an outage. In 2020, the average SMECO customer who experienced an outage was without power for 1.64 hours, not including major storms.

For more information about your individual service reliability, please submit your inquiry in writing to:

SMECO, Distribution Operations Director
P.O. Box 1937
Hughesville, MD 20637

SMECO
Southern Maryland Electric Cooperative

Requesting Service

You may request electric service by calling 1-888-440-3311, by visiting a SMECO office, or by going online to smeco.coop. SMECO office addresses and phone numbers are located on the cover of this booklet. After arranging for a service connection, you will receive a service confirmation letter. Please verify the information in the confirmation letter. SMECO performs start service requests Monday through Friday. Plan ahead: power may not be connected until 4 p.m. Please allow 24 hours (one business day) for service to be connected.

Your first bill for electric service will include a nonrefundable, nontransferable \$25 service application charge. For each additional electric connection requiring a meter reading, you will be billed a \$25 service application charge; the charge is \$10 when a meter reading is not required. SMECO may verify current tenant occupancy through the owner and/or a notarized lease agreement.

You become a member of the cooperative only when electric service is connected in your name. When your electric service is discontinued, your membership is terminated. Notify SMECO if your mailing address changes so we can send any refunds or capital credits that may be due to you.

Customer Choice

When you become a SMECO member, you receive the co-op's electric distribution service, and you will automatically receive SMECO's Standard Offer Service as your electricity supply. However, you can choose another electricity supplier at any time.

Maryland electric customers have the ability to choose their electric power supplier, and, under customer choice, electricity suppliers other than SMECO may offer to sell electricity. Alternate suppliers that sell electricity in SMECO's service area must be certified with the Maryland Public Service Commission (PSC) and SMECO.

The co-op will continue to distribute the power and to maintain and service the electric lines. SMECO will still read the meter and bill the member for electric distribution service. SMECO will also provide electricity to members who do not wish to choose another supplier. Rates for this supply, known as Standard Offer Service, are regulated by the PSC.

Customer choice legislation, which was enacted in 1999, also implemented a variety of consumer protections against fraud, deceptive practices, and unfair discrimination.

For more information on choice-related topics and programs, visit the state's website at psc.state.md.us. Residential consumer protection issues or complaints may be directed to the PSC, Consumer Affairs Division, at 1-800-492-0474. For a list of licensed electric suppliers, visit psc.state.md.us or call 1-800-492-0474.

Landlord Agreement

When a landlord enters into a Landlord Agreement with SMECO and a tenant requests the electric service to be disconnected, SMECO automatically transfers the service into the landlord's name. The landlord is responsible for the service application fee and charges for electricity beginning with the effective date given by the tenant. If a Landlord Agreement is on file or noted with the co-op, a \$10 service fee is assessed if the service is transferred from the tenant into the name of the landlord, rather than the standard service application fee of \$25. If a tenant's service is disconnected for nonpayment, the Landlord Agreement does not apply.

The landlord is responsible for notifying SMECO when a property is sold in order to cancel the Landlord Agreement and related future billing responsibilities. If SMECO is not notified, the landlord remains responsible for any and all usage incurred. The Landlord Agreement will be cancelled if the landlord fails to pay balances due that are incurred while in the landlord's name.

When a Member Discontinues Service

When members discontinue service with SMECO, we ask that they provide a current mailing address and notify SMECO of any subsequent address changes so future capital credit refunds can continue to be forwarded.

Members do not receive lump-sum capital credit refund checks upon discontinuing service with SMECO. Capital credit refunds may be made based upon Board approval and according to the financial condition of the cooperative.

Deceased Members

SMECO needs to be notified by a relative or other legal representative when a customer of record dies so that the account can be put in another person's name or closed. SMECO will refund the deceased member's capital credits to the member's estate in a reduced lump sum payment if the account was listed solely in the customer's name and is closed. For joint accounts, capital credits are not issued to the estate unless both parties are deceased. For an estate to receive a refund, a relative or representative must make a request

in writing and provide SMECO with an original death certificate and a Letter of Administration that designates a legal representative of the estate in accordance with county guidelines.

Members may complete a Beneficiary Designation Form and submit it to SMECO. The form and more information can be found at smeco.coop/beneficiary. To receive a deceased members' capital credits, the beneficiary must submit a written request and an original death certificate to SMECO and provide proper identification.

The Electric Meter

The electric meter measures the amount of electricity you use in kilowatt-hours (kWh). One kWh is equal to leaving a 100-watt light bulb on for 10 hours. This is important because your monthly electric bill is based on the number of kWh you use.

Meter Reading Procedures

SMECO will normally read the meter every month to record your kWh usage, either with an automated system or manually. The date the meter was read and the number of days in each billing period are printed on your bill.

An estimated bill will have the word "estimated" printed on it. Any difference between your actual kWh usage and the estimate will be corrected with the next meter reading.

If you do not provide access to your meter, your service may be turned off.

Account Manager

With SMECO's smart meters, meter readings are automated and energy usage information is available to members online. Just log in to SMECO's Account Manager, and you can see how much energy you used every day. You can use the information available in Account Manager to save energy so you can save money.

How to Read A Meter

If you don't have Internet access, learning to read an electric meter can help you keep track of your kWh usage.

Read your meter like you would read your car's odometer.

Simply subtract last month's reading from this month's reading to determine how much energy you've used.

Use the guide below to find out how much electricity you're using. The displays on the digital meters cycle through several screens, which change every few seconds. (The following example is for a Sensus meter, the model that most members have.)

The first screen in the sequence is a display test to verify that the display is working.



The second screen is a marker for the next screen, which shows the amount of electricity used as measured in kWh. The sample display shows 2439. For most residential members, the third screen shows all you need to know.



If you have solar panels or other means of generating your own electricity, the fourth screen is a marker for the upcoming screen, which displays the amount of excess energy produced by your solar panels. SMECO's meter doesn't measure how much energy you produced and used during the month.



The sixth screen is a marker for the upcoming screen, which shows electricity demand. Demand is the maximum amount of electricity that you consume at a given time. The seventh screen displays the amount of demand as measured in kilowatts (kW). Commercial members are billed for their demand.



Computing Kilowatt-Hours

Like readings from your car's odometer, the kWh readings are cumulative; the readings are not reset to "0" each month. SMECO computes the number of kWh used from one reading to the next by subtraction. For example, a meter may be read as 2439, as above, then 30 days later the meter is read as 3439. Subtracting the earlier reading from the last reading shows that 1,000 kWh was used during the month.

The kW is reset on a monthly basis. The kW on the display reflects the peak 15-minute demand since the last reset.

Meter Multiplier For Large Accounts

The size of a customer's electric service is determined by a master electrician when the electric service is new. The meter installation is sized by SMECO to allow for safe registration of kWh usage based on the master electrician's specifications. For members with a large electric service,

a meter and instrument transformers are installed to safely measure a fraction of the kWh usage. In these cases, a meter multiplier is used to compute the actual kWh usage for billing.

For example, a meter installation may be sized to allow one-tenth of the actual kWh usage to be registered by the meter. If the meter has a multiplier, a number other than "1" is printed under Meter Multiplier on your bill; use this number to compute the total kWh and kW used.

Meter Reading Verification

Your kWh usage may vary from month to month. One reason is the varying number of days in the billing period. Other factors may include weather, changes in family living habits, changes in appliances or appliance use, or use of electric heat or air conditioning.

You may request SMECO to check the meter reading used for billing purposes. If the original meter reading was incorrect, SMECO can send you a new bill. If the original meter reading was correct, you will be charged a \$28 Check Meter Read Fee.

Meter Tests

Meters are built and tested to the standards set by the National Institute of Standards and Technology. SMECO tests meters periodically as required by the Maryland PSC. A member may request one meter test in an 18-month period. This test is free of charge. A member may also request a special referee meter test by writing to the PSC (address on back). Depending on the type of meter, your request must include a \$10 deposit for a watt-hour meter test or a \$20 deposit for a combination watt-hour and demand meter test. Your meter will then be tested by a PSC representative with a co-op employee present.

When tested, SMECO meters are found to perform within PSC guidelines 99.9 percent of the time. If your meter is discovered to be operating incorrectly, adjustments (undercharge or overcharge) will be made to prior bills according to PSC regulations. Your deposit will be refunded if the meter over-registers by more than two percent.

Only SMECO employees are authorized to break or remove a meter seal or change a meter. Contact SMECO if you need the meter base detached (to replace siding or sheathing behind the meter base) or when you will be working around electric cables.

Billing Information and Procedures

Rates, fees, and charges are subject to change.

Methods of Payment

Pay Automatically

Enroll in AutoPay to have your SMECO bills deducted automatically from your bank, savings and loan, or credit union account, or use your Visa, MasterCard, or Discover credit or debit card. With AutoPay, there's no more worry about late charges.

Receive Bills and Pay Online

Review and pay your bill online—any time—at smeco.coop. Use Account Manager to review and pay bills, track energy use, forecast your bills, and more. You can also sign up for weekly email updates and high bill alerts.

In a hurry? Make a quick, easy payment online with just your account number and zip code by using the Pay Your Bill button.

You can pay online using third-party bill payment sites such as CheckFree and MyCheckFree through participating banks.

If you use a third-party site to pay your SMECO bill, SMECO will not reimburse you for any overpayment. Overpayments will be credited to your SMECO bill.

Pay by Mobile App

You may also use the SMECO 24/7 mobile app to pay your bill using your iPhone, an Android smartphone, or a tablet. Download the app for free from Apple iTunes or Google Play. Simply search for SMECO 24/7. You can also download the app for free by texting "MOBILE" to 76326.

Pay by Text

Register for SMECO's texting service to pay your bill. To use the texting option, just text REG (for register) to 76326 (SMECO) and follow the prompts to complete registration.

Pay by Phone

Use SMECO's Direct Pay system to pay with a check or credit card (Visa, MasterCard, or Discover). Have your account number available when you call Direct Pay at 1-866-528-7757.

Pay By Mail

Send a check or money order—never cash—to SMECO at P.O. Box 62261, Baltimore, MD 21264-2261. Always be sure to include your bill stub, and write your account number on your check or money order.

Pay In Person at a SMECO Office

During regular business hours, a Customer Service Representative will accept your payment at the Hughesville or Leonardtown office. Please bring your entire bill when paying in person.

Pay at Walmart

Pay your bill at any Walmart for an additional fee. Just take your bill to any Walmart Money Center or Customer Service Desk. Please allow three business days for the payment to post. You can pay in cash or with a pin debit card (no checks or credit cards). (This option is not recommended for members whose accounts are delinquent or who have received a termination notice.)

Special Payment Programs**Budget Plan**

The Budget Plan can help you budget your monthly bill payments. To be billed under this plan, your residential electric bills must have totaled at least \$300 during the last 12 months. In the absence of a 12-month history, you may be accepted on the plan if SMECO can make a reasonable estimate of your energy use.

After six months, the amount of your even monthly payment may be reviewed and adjusted. You can request a review of your payment plan at any time; SMECO may also make adjustments to your payment plan amount during the year if we feel it is necessary.

If you fail to pay your monthly bill, you can be dropped from the program and your service can be turned off.

Sign up with ease in Account Manager.

Bill Extender Plan

SMECO offers a Bill Extender Plan to assist qualifying residential members. You may qualify if you receive Social Security benefits or other government financial assistance as the main source of income within your household or if you are at least 62 years old. The plan automatically extends the date a current bill is due to a 32-day due date.

To enroll in any SMECO program, visit our website at smeco.coop, or call us at **1-888-440-3311**.

Smart Meter Opt Out Fee

If you do not want to have a smart meter installed at your home, you may opt out. An initial fee of \$75, which may be paid in three monthly installments, and a monthly fee of \$17 will be incurred.

Late Payment Fee

SMECO charges a late payment fee of 1.5 percent when payment is received more than 22 days after the bill is issued. Avoid this charge by paying the bill on or before the due date printed on the bill.

When the 22 days allowed for payment expires on a holiday or a weekend, the payment period will be extended through the next business day.

Another late payment fee of 1.5 percent is applied to any portion of the original amount that remains unpaid at the end of the next billing period. A final late payment fee of 2 percent may be applied to any portion of the original amount still unpaid at the end of the next billing period.

The total late payment fees will not exceed 5 percent of the original unpaid amount. All late payment fees, if not paid, will be added to your next bill as a line item.

Returned Item Charge

Any banking or payment item returned to the co-op unpaid by a customer's bank will incur an \$11 charge per item per occurrence. This applies to payments received for electric bills, customer deposits, reconnection fees, or any other charge paid to the co-op, and includes payments made utilizing third-party bill-paying services. The \$11 charge will be added to the member's account.

A member may request a waiver of the returned item charge if no such waiver has been given in the past 11 months.

Overpayments

When a customer submits a duplicate payment, SMECO will only issue a refund through the method in which the payment was made. SMECO may refund an overpayment or credit balance at its discretion.

How to Compute Your Bill

On the following pages are the calculations used for a sample residential bill based on a monthly usage of 1,000 kWh for a member receiving Standard Offer Service (SOS) from SMECO. If you choose another electricity supplier, your bill calculations would reflect the energy charge from that supplier. If you are an SOS customer and choose to adopt Time of Use rates, your bill calculations will adjust based on the energy used during peak demand and off-peak demand times.

Bills for residential service and general service are computed in a similar manner. However, general service bills have a number of variables and are printed on more than one type of bill form.

Power Cost Adjustment (PCA)

Members who purchase energy through SMECO will be charged or credited the Power Cost Adjustment (PCA). The PCA is calculated monthly to recover differences between actual SOS power supply costs and the amount paid by SOS members through the SOS base charges. The monthly PCA factor will be calculated using 12 months of historic and projected power supply costs, kWh sales, demand response credits, and the cumulative over-recovered or under-recovered balance. The PCA factor is revised each month.

Past Due Amount

Any member whose bill shows a past due amount will be mailed a Notice of Termination. If you receive a Notice of Termination and your bill has already been paid, please CALL SMECO as soon as possible—DO NOT DISREGARD the termination notice. We will verify that your payment has been received and credited to your account. If the past due amount has not been paid, your electric service may be turned off.

If a past due amount is owed and a payment is made on the bill, the amount paid will be applied to the member's SMECO account in the following manner:

- First, the amount paid will be applied to over-due deposit charges owed to SMECO.
- Then, any remainder will be applied to past due electric charges.
- Next, any remainder will be applied to current deposit charges.
- Last, any remainder will be applied to current electric charges.

SMECO Rate Schedules

Abridged—for a complete schedule of current rates, contact SMECO or visit the co-op's website at smeco.coop.

The following rates were in effect October 1, 2021.

The rates, fees, and charges in this booklet were in effect at the time of printing and are subject to change by order of the Public Service Commission.

Members who choose an alternative electricity supplier will pay the electricity rates of that supplier. Supplier charges will be included on the bill from SMECO or billed separately by the alternate supplier.

Residential Service: Schedule R**Electricity Supply**

Members who use SMECO as their electricity supplier will pay SMECO's Standard Offer Service (SOS) Charge and the PCA.

Residential Bill Calculations

(Example is based on 1,000 kWh and SMECO’s winter rates.)

Standard Offer Service

Energy Charge plus Power Cost Adjustment

Energy Charge\$65.60
(1,000 kWh x \$0.0656)

Multiply your kWh used by the rate: 6.56 cents per kWh.

Power Cost Adjustment (PCA).....(\$0.25)
(1,000 kWh x (\$0.000247))

Multiply your kWh used by the PCA per kWh, a rate which changes monthly. This example uses a credit of .0247 cents per kWh. See explanation on page 4.

Facilities Charge\$9.50
A fixed monthly charge.

Distribution Charge.....\$43.00
(1,000 kWh x \$0.04300)

Multiply your kWh used by the rate: 4.300 cents per kWh.

Bill Stabilization Adjustment\$0.21
(1,000 kWh x \$0.000205)

A Bill Stabilization Adjustment (BSA) that varies each month helps to ensure that the cooperative’s revenues cover its fixed costs regardless of abnormal weather or other factors that affect customer energy use. For months when revenue falls short of an average monthly level, the BSA will allow SMECO to recover that shortage. When revenue exceeds an average monthly level, a credit will be added to customer bills.

EmPOWER Maryland Charge.....\$9.86
(1,000 kWh x \$0.00986)

Multiply your kWh used by the rate. The charge of 0.986 cents per kWh covers the cost of energy savings and rebate programs. This rate is in effect until December 31, 2021.

Public Service Co. Franchise Tax\$0.62
(1,000 kWh x \$0.00062)

Multiply your kWh used by the rate: 0.062 cents per kWh. This tax is required by the State of Maryland for sales to all customers.

Electric Universal Service Charge.....\$0.32
This flat rate charge is required by the State of Maryland for assistance to low-income families.

County Energy Tax (P.G. County)\$9.71
(1,000 kWh x \$0.009710)

For residents of Prince George’s County, multiply your kWh used by your county’s energy tax rate. The energy tax rate in effect until June 30, 2022, is 0.971 cents per kWh.

For residents of St. Mary’s County, the energy tax rate is 1.25 percent of all SOS energy and demand charges.

Maryland Environmental Surcharge.....\$0.15
(1,000 kWh x \$0.000147)

Multiply your kWh used by the rate: 0.0147 cents per kWh. The above surcharge is applicable through June 30, 2022.

Total Current Charges.....\$138.72
Add the charges together and subtract any credits from the total.

All charges and tax rates are subject to change.

SMECO SOS Charge: The base rate for the electricity supply provided by SMECO. The co-op’s Standard Offer Service rates are regulated by the Maryland PSC.

Regular Rates

Summer (May–September):
\$0.0611 per kWh

Winter (October–April):
\$0.0656 per kWh

To compare SMECO’s electricity supply prices (which include the Standard Offer Service rate and the Power Cost Adjustment) to alternative suppliers’ rates, go to smeco.coop/customerchoice.

- **PCA**
See explanation on page 4.

Other Charges

All members, including those who choose an alternative electricity supplier, will pay the charges listed below.

- **Facilities Charge:** a fixed monthly charge that partially recovers the costs of SMECO’s physical plant and equipment and the costs of operating and maintaining the electric system.
\$9.50 per month
- **Distribution Charge:** a cost for bringing the electricity you use to your home.
\$0.04300 per kWh
- **Bill Stabilization Adjustment (BSA):** a charge or credit for bringing the electricity you use to your home.
- **EmPOWER Maryland Charge:** This charge covers the cost of energy savings, demand response, and rebate programs. These programs are required by the state.
\$0.00986 per kWh
- **Public Service Company Franchise Tax:** a tax applying to all members as part of the state utility tax law.
\$0.00062 per kWh
- **Electric Universal Service Charge:** a charge instituted by the state of Maryland to assist low- and fixed-income electric members.
\$0.32 per month

General Service Non-Demand Rates: Schedule GSND

This rate is not available to accounts established after October 2016. Any changes to account status may result in being transitioned to the General Service Demand Rate Class.

Electricity Supply

Only members who use SMECO as their electricity supplier will pay SMECO’s Standard Offer Service (SOS) Charge and the PCA.

SMECO’s electricity supply prices can be accessed at smeco.coop.

- **SMECO SOS Charges:**
Summer (May–September): \$0.0649 per kWh
Winter (October–April): \$0.072 per kWh

- **PCA**
See explanation on page 4.

Other Charges

All members, including those who choose an alternative electricity supplier, will pay the charges listed below.

How to prepare for a power outage

SMECO is invested in providing reliable service to the community in Southern Maryland. This investment includes improving, maintaining, and upgrading the electric system, proactive right-of-way clearing, and increasing protective equipment.

By employing up-to-date technology and installing necessary infrastructure, SMECO is working to increase reliability of its service delivery network, improve energy efficiency efforts, and enhance customer service.

Prepare for an outage

Although SMECO works as quickly as possible to get the lights back on, you can take steps before and during an outage to be prepared.

- If someone in your household depends on electricity to operate a life support system, plan ahead for alternate sources of power or lodging.
- Have an alternate source of light: keep flashlights and extra batteries where they can be found easily. Lanterns and candles are **not** recommended because they can cause fires.
- Keep a battery-powered radio with fresh batteries, and stay tuned to local news bulletins and weather reports.
- Stock emergency food and related items. Ideal choices are nonperishable foods that do not need cooking, such

as canned fruit, canned milk, peanut butter, crackers, cereals and cereal bars, canned soup, and canned tuna. Stocking up on refrigerated or frozen foods may not be a good idea if the power goes out.

- Keep a manual can opener handy, along with disposable plates and utensils.
- Keep your grill available year-round for cooking during an outage. (Always use a gas or charcoal grill outside.)
- Store extra water in clean jugs, bathtubs, laundry tubs, or other containers if you know a storm is on the way.
- Plan an alternate source of heat in the event of a cold-weather crisis. If you have a fireplace or wood stove, keep adequate kindling and firewood on hand. Have extra clothing, blankets, or sleeping bags available.
- Keep fresh batteries in your smoke detectors.
- Keep your automobile's gas tank full.
- Maintain a supply of cash. Credit cards and ATM machines may not work if the power is out.
- If you have livestock, you will need a means of obtaining adequate supplies of fresh water. A generator is recommended.

It is helpful to have a corded phone available: cordless phones will not work without electricity. If you have a cell phone, you may need an auto adapter to recharge it.

For your safety:

Place your portable generator outside, never in the house, garage, attic, crawl space, or basement. Make sure your generator is connected safely; an improperly connected generator can cause serious injury or death. When your power comes back on, turn off and disconnect your generator.

During an outage

- Leave the freezer and refrigerator closed so food will stay cold longer.
- Use stored water to flush a toilet, then pour water into the toilet tank (not the bowl) before flushing again. Turn off the water supply to the toilet before flushing. Toilet tanks hold several gallons of water, so plan accordingly.

Remember, melted snow or ice can be a source of water during winter outages (but not for drinking).

During the summer, you may be able to use water from a pool or hot tub.

- Make sure the oven and stove are off; this will prevent fires if the power comes back on while you're away. Do not set dishes, towels, or paper on the stove; these may catch on fire if a burner is on when the power comes on.
- Turn off your heating system to prevent electric demand from jumping suddenly. After your power is restored, wait 15 minutes before turning on your heating.

Never touch downed power lines or attempt to remove trees from power lines. Contact with power lines may result in serious injury or death. Let qualified SMECO crews handle the clearing and repair work. Please report downed power lines to SMECO immediately.

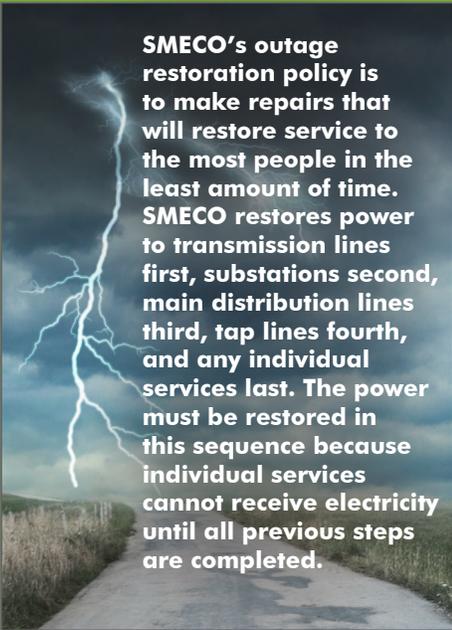
smeco.coop/SMECO247

Report an outage

- **Call:** 1-877-74-SMECO (1-877-747-6326)
- **SMECO 24/7 mobile app:** Report your outage or view outages from the app. Download the app for free from Apple iTunes or Google Play. Type SMECO 24/7 in the search field.
- **Text:** Report outages, receive power restoration updates, and request outage status updates through your phone. To sign up, simply text REG (for register) to 76326 (SMECO). Standard data rates may apply.

Record your account number here:

Keep this information handy in the event of an outage.



SMECO's outage restoration policy is to make repairs that will restore service to the most people in the least amount of time. SMECO restores power to transmission lines first, substations second, main distribution lines third, tap lines fourth, and any individual services last. The power must be restored in this sequence because individual services cannot receive electricity until all previous steps are completed.

- **Facilities Charge:**
\$18.28 per month for single-phase members served at secondary voltage
\$26.15 per month for three-phase members served at secondary voltage
- **Distribution Charge—Energy:**
\$0.03039 per kWh
- **Bill Stabilization Adjustment:** a charge or credit for bringing the electricity you use to your location.
- **EmPOWER Maryland Charge:**
This charge covers the cost of energy savings, demand response, and rebate programs.
\$0.00544 per kWh
- **Public Service Company Franchise Tax:**
\$0.00062 per kWh
- **Electric Universal Service Charge:**
This charge is a fixed monthly amount based on the member’s historic annual electric bill. In the absence of sufficient historic information, an estimated annual total is used. The applicable fixed monthly amount is specified in SMECO’s Rider USP and is set by PSC order.

- **Distribution Charge—Demand:**
\$5.26 per kW
- **Bill Stabilization Adjustment:** a charge or credit for bringing the electricity you use to your location.
- **EmPOWER Maryland Charge:**
This charge covers the cost of energy savings, demand response, and rebate programs.
\$0.00544 per kWh
- **Public Service Company Franchise Tax:**
\$0.00062 per kWh
- **Electric Universal Service Charge:**
This charge is a fixed monthly amount based on the member’s historic annual electric bill. In the absence of sufficient historic information, an estimated annual total is used.
- **Minimum Monthly Bill:**
Facilities Charge plus Electric Universal Service Charge. May also include a charge for Distribution Demand.
- **Primary Service:**
A Primary Service discount of 5 percent of the Standard Offer Service Charge (if applicable) and Distribution Charge will be given when the service is metered and delivered at primary voltage and the customer owns, installs, and maintains all transforming and protective equipment.

- **Distribution Charge — Energy:**
\$0.00950 per kWh
- **Distribution Charge — Demand:**
\$5.06 per kW
- **EmPOWER Maryland Charge:**
\$0.00544 per kWh
- **Public Service Company Franchise Tax:**
\$0.00062 per kWh
- **Electric Universal Service Charge:**
This charge is a fixed monthly amount based on the customer’s historic annual electric bill. In the absence of sufficient historic information, an estimated annual total is used.
- **Minimum Monthly Bill:**
Facilities Charge plus Electric Universal Service Charge. May also include a charge for Distribution Demand.
- **Primary Service:**
A Primary Service discount of 5 percent of the Standard Offer Service Charge (if applicable) and Distribution Charge will be given when the service is metered and delivered at primary voltage and the customer owns, installs, and maintains all transforming and protective equipment.

General Service Demand Rates: Schedule GSD

Electricity Supply

Only members who use SMECO as their electricity supplier will pay SMECO’s Standard Offer Service (SOS) Charge and the PCA.

SMECO’s electricity supply prices can be accessed at smeco.coop.

- **SMECO SOS Charges:**
Summer (May–September):
\$0.0389 per kWh
Winter (October–April):
\$0.0451 per kWh
All kilowatts (kW) of demand:
\$5.78 per kW
- **PCA**
See explanation on page 4.

Other Charges

All members, including those who choose an alternative electricity supplier, will pay the charges listed below.

- **Facilities Charge:**
\$18.28 per month for single-phase members served at secondary voltage
\$26.15 per month for three-phase members served at secondary voltage
\$51.12 per month for three-phase members served at primary voltage
- **Distribution Charge—Energy:**
\$0.01276 per kWh

Large Power Rates: Schedule LP

Electricity Supply

Only members who use SMECO as their electricity supplier will pay SMECO’s Standard Offer Service (SOS) Charge and the PCA.

SMECO’s electricity supply prices can be accessed at smeco.coop.

- **SMECO SOS Charges:**
Summer (May–September):
\$0.0389 per kWh
Winter (October–April):
\$0.0455 per kWh
All kilowatts (kW) of demand:
\$6.98 per kW
- **PCA**
See explanation on page 4.

Other Charges

All members, including those who choose an alternative electricity supplier, will pay the charges listed below.

- **Facilities Charge:**
\$45.76 per month for three-phase members served at secondary voltage
\$51.12 per month for three-phase members served at primary voltage

Electric Vehicle Public Charging

The cooperative shall own and operate Electric Vehicle Level 2 and Direct Current Fast Charge (DCFC) charging stations available for public use. All users must register and maintain an active account with the cooperative’s network provider.

- **Charging rates:**
Level 2 Charging Station:
\$0.18 per kWh
DCFC: \$0.34 per kWh

Service Connection Charges for New Service Installations

All single-family home Service Connections will pay a standard charge of \$1,888, with an \$873 discount applied in cases where conduit, as required by the cooperative, is installed by the applicant for the entire Service Connection. For all Service Connections where the estimated cost is greater than \$6,593, the applicant will pay in addition to the standard Service Connection charge, the estimated charge above \$6,593.

Extensions for townhomes and multi-family structures for all meter bases have a Service Connection charge of \$730 per unit. The estimated costs of structure conversions, such as line relocations, overhead line to underground, etc. will be paid by property owners.

Area Lighting Service: Schedule AL

Electricity Supply

Only members who use SMECO as their electricity supplier will pay SMECO's Standard Offer Service (SOS) Charge.

HID Overhead Area Lighting

Closed to new installations or conversions.

- **SMECO SOS Charge (per month):**
175-watt mercury vapor lamp: \$2.21
100-watt high pressure sodium lamp: \$1.29

LED Overhead Area Lighting

- **SMECO SOS Charge (per month):**
Up to 8,600 lumen LED: \$0.63

Other Charges

- **Facilities Charge:** \$4.55 per month
- **LED Facilities Charge (per month):** \$4.54
- **Distribution Charge:** \$1.19 per month
- **Public Service Company Franchise Tax (per month):**
175-watt mercury vapor: \$0.04
100-watt high pressure sodium: \$0.02
Up to 8,600 lumen LED: \$0.01
- **Pole:** \$2.75 per month
- **LED Span of Conductor:** \$7.18

HID Underground Area Lighting

Closed to new installations or conversions.

- **SMECO SOS Charge (per month):**
100-watt high pressure sodium: \$1.29
150-watt metal halide lamp: \$1.89

LED Underground Area Lighting

- **SMECO SOS Charge (per month):**
Up to 8,600 lumen LED: \$0.63

Other Charges

- **Facilities Charge (per month):**
100-watt high pressure sodium: \$7.91
150-watt metal halide: \$5.87
- **LED Facilities Charge (per month):** \$4.54
- **Distribution Charge:** \$1.19 per month
- **Public Service Company Franchise Tax (per month):**
100-watt high pressure sodium: \$0.02
150-watt metal halide: \$0.03
Up to 8,600 lumen LED: \$0.01
- **Pole:** \$2.94 per month

St. Mary's and Prince George's counties charge taxes on Area Lighting Service.

**A variety of styles and lamps are available. Check smeco.coop/services/area-lights for more information.*

Customer Deposit Policies

When members move away or go out of business and leave unpaid electric bills, these uncollected debts place a burden on those members who do pay their bills. A customer deposit ensures payment of final bills and cannot be applied to current bills.

SMECO conducts all matters pertaining to customer deposits in compliance with regulations set by the Maryland PSC. These regulations are defined in the Code of Maryland Regulations (COMAR) 20.30.01 and 20.30.02. Copies of these regulations are available upon request from the co-op.

Any residential or nonresidential member who is requested to furnish a deposit has the right to have this request reviewed by the PSC. The PSC may be contacted at the address or telephone number listed on page 12.

Residential Customer Deposits

A: SMECO may require a current or former residential customer to reestablish credit if one of the following conditions exist, per COMAR 20.30.02.03:

- The member owes an outstanding bill for a prior residential service;
- the member's residential account has been terminated within the last 12 months due to nonpayment of a bill;
- the member failed to pay a residential bill by its due date on more than two occasions in the prior 12 months of service;
- the residential account is more than two months in arrears; or
- conditions of service or the basis on which the member's credit was established have materially changed.

B: A residential customer who has established credit and is receiving service, but who fails to pay a bill by the expiration date of a termination of service notice, may be required by the utility to reestablish credit by depositing the amount prescribed in COMAR 20.30.02.04, in addition to paying the outstanding bill and a reasonable reconnection charge, provided that any prior deposit paid by the customer has been refunded.

New Applicants

New applicants for residential service will be required to establish credit with the co-op or pay a customer deposit. A new customer may establish credit by providing proof of all of the following:

- the applicant was a customer of a utility within the past two years;

- the applicant does not currently have any outstanding bills for utility service to any utility;
- the applicant did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided;
- the applicant did not, on more than two occasions during the last 12 months that service was provided, fail to pay a utility bill when the bill became due. (This information can be obtained from your previous utility by requesting a letter of credit.)

If an applicant does not show good paying habits and cannot establish credit satisfactorily, then a deposit will be required. The deposit will not be less than \$50 nor more than 2/12 (two-twelfths) of the estimated charge for service in the upcoming 12 months. If a customer's actual bills differ greatly from the estimated charge for service, then the amount of the deposit will be adjusted accordingly.

Deposits of \$150 or less may be paid in installments over a period of at least eight weeks. Deposits of more than \$150 may be paid over a period of at least 12 weeks. Members will be informed of these payment options at the time the deposit is required.

SMECO will pay interest on customer deposits. Interest rates change the first of each year; call SMECO for the current rate. Once a year, a customer may provide a written request to SMECO to have the interest credited to their account; otherwise, the interest will be paid when the deposit is credited to the account or refunded.

A residential deposit plus accrued interest will be refunded after the first 16 months of service, or 12 months after the deposit has been paid in full, if the customer:

- has not had service turned off for nonpayment of a bill; and
- has not had more than two past due bills; and
- has not had a returned payment; and
- the account is not past due.

If the customer does not meet these conditions, the deposit will be retained. The PSC requires SMECO to review the account each year and to refund the deposit plus accrued interest as soon as the conditions have been met.

SMECO will refund the deposit plus interest of a customer who is 60 years old or older, provided the customer:

- requests refund of the deposit;

- presents satisfactory proof of age; and
- does not owe a past due bill or an uncollected bill to SMECO.

When service is discontinued, SMECO will refund a residential customer deposit plus any accrued interest in excess of the member's final bill. A transfer of service from one residence to another within the service area does not entitle a customer to a refund of the deposit.

Nonresidential Customer Deposits

A: SMECO may require a current or former nonresidential member to reestablish credit if they meet one of the following criteria, per COMAR 20.30.01.03:

- the member owes an outstanding bill for a prior non-residential service;
- the member's nonresidential account has been terminated within the last 12 months due to nonpayment of a bill;
- the member failed to pay a nonresidential bill by its due date on more than two occasions in the prior 12 months of service;
- the nonresidential account is more than one month in arrears; or
- conditions of service or the basis on which the member's credit was established has materially changed.

B: A nonresidential member who has established credit and is receiving service but who fails to pay a bill by the expiration date of a termination of service notice, may be required by the utility to reestablish credit by depositing the amount prescribed in COMAR 20.30.01.04, in addition to paying the outstanding bill and a reasonable reconnection charge.

In addition to demonstrating good paying habits in the ways previously described for prospective residential members, prospective nonresidential members may also be required to establish credit by any one of the following methods:

- showing that the applicant has been actively engaged in his or her current business as a proprietorship, partnership, or corporation for at least four years;
- demonstrating credit worthiness by showing that the applicant has made payment on credit accounts when due;
- furnishing SMECO with a satisfactory guarantee in writing;
- furnishing an irrevocable commercial letter of credit, or providing a surety bond acceptable to the co-op; or

- otherwise establishing the applicant's credit to the co-op's satisfaction.

If an applicant is unable to establish credit under any of the methods stated, SMECO may require a cash deposit to ensure payment of a final bill. Also, a deposit may be required if the conditions of a service change or if there is a change in the method under which the applicant establishes credit.

When a deposit is required, the deposit will not be for more than the maximum estimated charge for service for two consecutive billing periods, or as may reasonably be required in cases involving service for short periods or special occasions. A deposit of \$100 or more may be paid in installments over a period of at least eight weeks.

SMECO will pay interest on customer deposits. Interest rates change the first of each year; call SMECO for the current rate. Once a year, a member may provide a written request to SMECO to have the interest credited to their account; otherwise, the interest will be paid when the deposit is refunded.

A nonresidential deposit plus accrued interest will be refunded after four years if the member:

- has not had service turned off for nonpayment of a bill within the last two years;
- has not, on more than two occasions within the last 12 months, failed to pay a bill within a reasonable time after it became due;
- is not behind in the payment of a bill;
- has not presented a check returned by the bank in payment of a bill within the last two years; and
- has not had unfavorable credit information recorded against the customer within the last two years.

If the member does not meet these conditions at the end of the first four years of service, the deposit will be retained. SMECO will review the account every year and will refund the deposit plus accrued interest when the above conditions have been met.

When service is discontinued, SMECO will, within 45 days, refund the deposit plus any accrued interest in excess of the customer's final bill. A transfer of service from one premise to another within SMECO's service area does not entitle a customer to a refund of the deposit.

Termination and Reconnection Policies

Bills are due when issued and are past due after 22 days. When payment has not been received by the time the next month's bill is issued, the past due amount will be printed on the current bill.

A separate Notice of Termination is printed and mailed for any bill having a past due amount. The notice informs the customer that service may be turned off after 14 days unless the past due amount is paid. The notice also informs the customer of steps to take to avoid having service to a residence turned off. It is the residential customer's responsibility to notify SMECO **before the scheduled turn-off date** if one or more of the following conditions apply:

- The customer or an occupant of the household is 65 or older, physically handicapped, mentally impaired, or dependent on electrically operated life-support equipment. Serious illness, handicap, or need for life-support equipment must be certified by a licensed physician, physician's assistant, or certified nurse practitioner. A form for certification is provided with the notice and must be returned to SMECO before the scheduled service turn-off date. The customer or the certifying party may call to notify SMECO of the intent to provide certification. (See Restrictions on Terminations, page 11.)
- The customer cannot pay for service in accordance with SMECO's billing practices. (See Alternate Payment Plans, page 10.)
- The amount shown on the bill as past due is the subject of a genuine dispute such as an error in computation or the failure of SMECO to show a payment or credit. (See Dispute Procedures, page 11 or online at smeco.coop/account/rights-and-responsibilities.)

If the past due amount is not paid and the member has not notified SMECO that one of the listed conditions applies, service may be disconnected on or after the date on the termination notice.

When a SMECO employee is sent to the member's home to turn off service for non-payment, the member must pay the past due amount to avoid having service turned off; the member will be billed an additional \$28 collection fee. The SMECO employee is authorized to accept payment (check or credit card) at that time. SMECO does not accept cash payments at homes or businesses.

When service is disconnected, the customer must then pay **all** overdue bills and a reconnection fee to have service restored. In addition, the customer may be required to pay a deposit. (See Residential Customer Deposits, page 8.) Payment to reconnect service must be made during normal business hours.

A reconnection fee of \$36 will be charged when service is reconnected during co-op working hours. These hours are 8 a.m. to 4 p.m., Monday through Friday (except holidays). A fee of \$133 will be charged when a reconnection is made outside the co-op's regular working hours. SMECO is not obligated to reconnect service after regular business hours when service has been disconnected due to nonpayment.

All fees are subject to change.

Meter Tampering and Unauthorized Electricity Consumption

Service will be terminated when SMECO finds that someone has tampered with the meter, bypassed the registration of the meter, or interfered with the proper metering of service.

After service is terminated, the customer must meet the following requirements to have service connected.

- Pay for all damages to equipment due to interference with metering.
- Pay the bill for unmetered service plus all past due debt.
- Pay an investigation charge of \$252.
- Pay a service application fee.
- Agree to comply with reasonable requirements to protect the cooperative against further losses.
- Pay a deposit in accordance with COMAR 20.30.02.03 Reestablishment of Credit.

Electricians are required to contact SMECO prior to performing energized work that would require temporarily disconnecting the electric meter. If an electrician pulls the meter on your home without contacting SMECO, you will be charged for meter tampering.

Alternate Payment Plans

A member who is unable to pay for electric service in accordance with SMECO's billing practices may, under certain circumstances, negotiate an alternate payment plan. The alternate payment plan will take into account the member's circumstances, financial condition, and payment history.

An alternate payment arrangement must be confirmed prior to the termination

date. Alternate payment arrangements can be made by calling a Customer Care Representative or by going online to Account Manager. The confirmed plan will be noted on the customer's account record at SMECO. If the member fails to meet the obligations agreed upon, SMECO may initiate turn-off procedures without further notice for a past-due balance.

Third-Party Notice

A member may authorize an individual, organization, or agency to receive a copy of any Notice of Termination the member might receive. The purpose of Third-Party Notice is to give the appointed party an opportunity to investigate the situation on behalf of the member. The third party is in no way legally responsible for the member's service or for paying any part of the member's electric bill. Call SMECO to receive a copy of the form to request Third-Party Notice.

When Service May Be Terminated

Terminations Requiring Notice—

After sending a member written notice at least 14 days in advance, a member's service may be turned off for any of the following reasons:

1. Violation of, or noncompliance with, SMECO's tariff on file with the PSC or with the applicable PSC rules (COMAR 20.50, Service Supplied by Electric Companies).
2. Failure to fulfill contractual obligations for services or facilities subject to regulation by the PSC.
3. Failure to provide access to the co-op's meter and equipment located on the customer's premises.
4. Failure to provide the co-op with a deposit as authorized in COMAR 20.30.02, Residential Customer Deposits.
5. Failure to furnish the service, equipment, permits, certificates, or rights-of-way, as specified by SMECO as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.

Terminations Without Notice—

SMECO may turn off service without notice for any of the following reasons:

1. A condition on a member's premises is determined by the co-op to be hazardous.
2. The member's use of equipment in a manner which adversely affects the co-op's equipment or service to others.
3. Tampering with equipment furnished and owned by the cooperative.

4. The member's unauthorized use of service by any method, including diversion of electricity around a meter.

Terminations With Seven Days' Notice—

The co-op may turn off service at a dwelling unit if service has been secured in any manner described below:

1. Application was made in a fictitious name.
2. Application was made in the name of an individual who is not an occupant of the dwelling unit, without disclosing the individual's actual address. Application was made in the name of a third party without disclosing that fact or without authority from the third party.
3. Application was made without disclosure of a material fact or by misrepresentation of a material fact.
4. Application was made for service to a dwelling unit where there are co-occupants, if an account for that dwelling unit was previously held in the name of a current co-occupant who failed to pay or make arrangements to pay an outstanding bill or the undisputed portion of a disputed bill at the dwelling unit during a period of co-occupancy with the present applicant.
5. Application was made for service to a dwelling unit where there are co-occupants, if the account at a prior dwelling unit of the applicant was held in the name of a current co-occupant who has failed to pay or make arrangements to pay an outstanding bill or undisputed portion of a disputed bill for service at the prior dwelling unit.
6. Application was made by an individual to help another occupant of a dwelling unit to avoid payment of that occupant's prior outstanding bill.

If service at a dwelling unit was secured in any manner described above, SMECO may give seven days' notice that service will be turned off. The notice will state the facts or circumstances upon which the co-op bases its decision that a turn-off is justified. The notice will state the amount of any outstanding bill. The co-op may then proceed to turn off service unless certification is received from a licensed physician, physician's assistant, or certified nurse practitioner stating that service disconnection will aggravate an existing serious illness or prevent the use of life-support equipment of any occupant of the dwelling unit.

A member who disputes the proposed turn-off must do so in accordance with the provisions of COMAR 20.32.01.04, Dispute Procedures.

Insufficient Reasons for Termination—

SMECO may not turn off service to an existing member for the following reasons:

- Failure of a previous customer to pay for service at the premises to be served unless the current or prospective customer violates one of the provisions under Terminations with Seven Days' Notice.
- Failure to pay:
 1. for goods and services provided by SMECO other than electric service;
 2. for service in other than a dwelling unit;
 3. the bill of another customer as guarantor of that other customer;
 4. a bill that is past due for less than three months if a security deposit exceeds the amount of the estimated final bill;
 5. any outstanding bill that is less than \$50 and is past due for less than three months;
 6. any undercharge by SMECO for the period in excess of four months as described in COMAR 20.50.04.05; or
 7. an outstanding bill that is more than seven years old unless the customer signed an agreement to pay the outstanding bill before the expiration of this period, or the outstanding bill is for service obtained by the customer in any manner described in COMAR 20.31.02.03D or 20.31.02.04A(1)-(7).

Restrictions on Terminations

Restrictions for Serious Illness and Life-Support Equipment—

If a member or any occupant of the household is declared by a licensed physician, physician's assistant, or certified nurse practitioner to be seriously ill or dependent upon life-support equipment and the member submits a certificate to SMECO, service will not be turned off for an initial period of up to 30 days beyond the scheduled turn-off date. During that time, however, the member must enter into an agreement with the co-op for paying delinquent and current amounts due. (See Alternate Payment Plans, page 10.)

The member must provide SMECO with a new completed certificate signed by the physician, physician's assistant, or certified nurse practitioner each month if the serious illness continues beyond 30 days.

Restrictions for Elderly or Handicapped Individuals—

After the Notice of Termination is mailed but before the scheduled turn-off date, a residential member may provide a completed certificate stating that the member or an occupant of the household to

which service will be turned off is age 65 or older or handicapped. If SMECO receives this certification, an attempt will be made to contact the member by telephoning or visiting the household and leaving a copy of the Notice of Termination.

If personal contact is made, possible sources of financial aid and the availability of alternate payment plans offered by SMECO will be discussed.

Winter Restrictions

SMECO will follow the guidelines of COMAR regarding Winter Terminations.

From November 1 through March 31, SMECO will attempt to contact members who have been mailed a Notice of Termination. SMECO will telephone the member or visit the household as an additional attempt to contact the member.

If the member has no telephone, SMECO will make a second visit to the household if no one is home at the time of the first visit. When a visit is made to the household, SMECO will leave a copy of the Notice of Termination and a written explanation of the member's winter service protection rights, including payment assistance plans.

If personal contact is made, SMECO will discuss with the member possible sources of financial aid, alternate payment plans, and available payment assistance plans.

Restrictions Based on Temperatures

Winter

Based on the utility's designated weather station area, a utility may not terminate service to a residential member because of nonpayment if the 6 a.m. weather forecast predicts temperatures will reach no higher than 32 degrees Fahrenheit on any one of the ensuing three days.

Summer

Based on the utility's designated weather station area, a utility may not terminate service to a residential member because of nonpayment if the 6 a.m. weather forecast predicts temperatures will reach 95 degrees Fahrenheit or above on any one of the ensuing three days.

Dispute Procedures

A residential customer who wishes to dispute a bill or the reason(s) for a service disconnection is responsible for contacting SMECO. The co-op will immediately conduct the necessary investigation and report the findings to the customer.

Until a resolution is reached on a disputed bill, the customer may be required to pay the undisputed portion of the bill. If this portion is paid, service will not be turned off. If, following investigation into a disputed bill, SMECO determines that the bill was

correct, SMECO will inform the customer of this decision and require full payment of the bill or begin termination proceedings.

In a dispute concerning a proposed turn-off for reasons other than nonpayment of the bill, SMECO will permit the customer to dispute or correct the reason(s) for the turn-off. A customer's service may not be turned off pending the dispute resolution concerning a proposed disconnection, except as provided under Terminations Without Notice. The co-op will make a decision regarding the dispute and inform the customer of that decision.

Within seven days of being notified of SMECO's decision, the customer may file a complaint with the Office of External Relations Section of the Maryland PSC. (See page 12 for contact information.) The customer may mail in the complaint, which must include the following information:

1. the customer's name, address, telephone number, and account number;
2. the utility involved in the dispute;
3. the reason for the dispute;
4. a summary of the customer's efforts to resolve the dispute; and
5. copies of bills, termination notices, correspondence, or other documentation.

If the PSC determines that the customer has not negotiated in good faith with SMECO or has otherwise failed to comply with the provisions of this dispute procedure, the complaint may be dismissed and SMECO may turn off service.

Energy Assistance Programs

Programs are available to help eligible members avoid having their electric service turned off if they are having trouble paying their electric bills. These are the **Maryland Energy Assistance Program (MEAP)** and the **Electric Universal Service Program (EUSP)**. **The applicant for grants must be the named customer of record with SMECO.**

MEAP is managed by the Maryland Department of Human Resources. Members who apply and qualify for assistance receive grants to help cover home heating costs. Members who are eligible for a MEAP grant may enroll in a monthly payment plan called **Utility Service Protection Program (USPP)**. With USPP you will be enrolled in a monthly budget that may be adjusted periodically.

Through a MEAP grant, the state makes payments directly to a customer's fuel supplier. The grant amount is based on type of fuel used and household income. To find out if you are eligible, call the Office of Home Energy Programs serving your area.



P.O. Box 1937
Hughesville, MD 20637

Presorted Standard
U.S. Postage
PAID
Waldorf, MD
Permit No. 5

<First Name> <Last Name> or current occupant
<Address>
<City>, <State> <Zip>

Members can also apply for a grant from EUSP. Members who receive an EUSP grant will automatically be enrolled in a monthly payment plan that allows them to spread utility costs throughout the year by making equal monthly payments to SMECO. Periodic adjustments may be made to the budget as necessary.

To apply for a MEAP or EUSP grant, contact your local Office of Home Energy Programs to make an appointment to complete the appropriate paperwork.

You may also contact SMECO at 1-888-440-3311 for more information.

If your electricity has been turned off, you may be able to be reconnected and placed on a USPP budget plan. If you fail to pay your equal monthly payments, you can be dropped from the program in which you are participating, and your service can be turned off.

Inquiry Procedures

Customer calls are directed to SMECO's Customer Care Center, where Customer Care Representatives (CCRs) are trained to assist you.

Members can contact SMECO through a toll-free phone number available 24 hours a day, 7 days a week; that number is 1-888-440-3311.

When making a bill-related inquiry through our website or by phone, please have available the name on the bill of the account in question and the account number. We require this information, or the social security number on the account, to maintain your privacy and to help our representatives assist you in a timely manner.

Should SMECO be unable to satisfy your inquiry, you may wish to write to the Maryland Public Service Commission (PSC), Consumer Affairs Division at 6 St. Paul Street, Baltimore, Maryland 21202; or call toll-free 1-800-492-0474.

Office of Home Energy Programs

Southern Maryland Tri-County Community Action Committee
8371 Leonardtown Road / Rt. 5, Hughesville
800-255-5313 • 301-274-4474
www.smtccac.org

Prince George's County Department of Social Services
805 Brightseat Road, Landover
301-909-6300

Contact info up to date?

SMECO uses contact information on file for your account for a variety of services. It's important to ensure you provide up-to-date and accurate information for your account.

Outage, billing, and payment matters

Having your current phone number listed on your account enables our automated outage system to identify you with that phone number, alleviating the need to keep your account number handy.

Moving away?

Keep SMECO notified of your mailing address so we can mail capital credit refunds when they are issued.

Account Manager makes it easy

Members can use SMECO's Account Manager, a web-based customer self-service channel, to update contact information and much more.

(SMECO does not sell your account or contact information.)