



# **Our online bill pay just got easier!**

*We're giving you the new  
options you've been asking  
for to make paying your  
SMECO bill even easier.*

# What has changed?

- 1 You can now schedule your payment to be made on a future date.**

Pay your bill by the date shown on the payment screen to avoid late charges and service termination. In a bind? Payments can be made over the phone with a Customer Service Representative 24/7.

- 2 You can pay multiple SMECO accounts at one time using a single entry form.**

Separate transactions will be submitted for each account. (For example, if you enter \$500.00 to pay five accounts, each with a balance of \$100.00, the system will submit five separate transactions of \$100.00 each, not one transaction of \$500.00.) You will see a separate transaction for each account when paying with a Credit Card or bank account transaction, but you will have a quick and easy single entry screen.

- 3 You can see a more comprehensive Payment History** that shows all payments you made through the website, with a Customer Service Representative, or through the Direct Pay automated phone system. You will also be able to view or cancel Future Dated or Pending payments and see when a bank account transaction was returned unpaid.

## **Your opinion counts!**

All of these enhancements were requested by our customer-members. We value your input, and we thank you for your assistance!