

SMECO is upgrading its computer system...

During the weekend of **February 17-19**, SMECO's Information Technology department will be installing new software and transferring data. These improvements to our system will enhance our ability to serve you, our customer-members.

During this transition, some electronic services will be temporarily unavailable. SMECO's **Direct Pay** service and **e-Services**, which allow customers to pay over the phone or on the Internet, will be affected.

You will get a new account number. Please use your new account number when making payments

If you use the Internet for your payments or if you use an electronic payment vendor such as Check Free, please update your account number.

St. Mary's County customers will see a change in the way the energy tax is calculated. The computer upgrades will allow SMECO to put into effect a change that was previously requested by the county.

Some customers may notice changes to the **bill format**. These changes will be minor, but they will make the bill easier to read.

This is just one more step in our mission to improve our relationship with you, our customer-members. Thank you for your patience during this process.