

COVID-19: What SMECO Customers Should Know

Governor Hogan declared a State of Emergency for Maryland on March 5, 2020. On March 16, he announced an Executive Order prohibiting the termination of public services. These include electric, gas, water and sewage services, as well as phone, cable, and internet services. The Order also prohibits the collection of late fees during this time.

1. I have a pending SMECO service termination notice. Will my gas or electricity be shut-off?

No. SMECO will not terminate your service through March 31, 2020 except in hazardous or theft-of-service situations. You should still make every effort to pay your bill. Once the suspension is lifted, you will be responsible for the full amount.

OPC strongly recommends that you contact SMECO to try and work out a payment plan. SMECO will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options. You can call their Customer Care team at 888-440-3311 to discuss payment arrangements. Let them know of any layoff or reduced income as a result of the State of Emergency.

If you are concerned about your ability to pay your bill, there may be resources to help. Please contact us at DLInfo_OPC@maryland.gov or review our resource guides at www.opc.maryland.gov to learn about different programs that might be able to assist you in getting back on track with your utility bill.

2. If I can't make a payment right now, will I get a late fee added to my bill?

No. SMECO will not impose or collect any newly incurred late fees at least through March 31, 2020. This moratorium will continue after that date as long as the State of Emergency continues.

3. What can I do if my gas or electric services are off right now?

Your gas or electric service will not be automatically restored. However, if your services are off right now, OPC strongly recommends that you contact SMECO to try and work out a payment plan. SMECO will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options. You can call their Customer Care team at 888-440-3311 to discuss payment arrangements.

There may be other resources to help. Please contact us at DLInfo_OPC@maryland.gov or review our resource guides at www.opc.maryland.gov to learn about different programs that might be able to assist you.

4. What if someone in my household is critically ill or relies on electricity service for life support. What can I do to get service back on?

If someone in your home is critically ill and relies on electricity service for life support you should immediately contact SMECO to discuss options. There may be options for your household. If you have a limited income and are receiving services at a hospital or medical facility, you should find out if there is a certified "Navigator" who can assist you with your utility service problem, or contact OPC for more information.

5. What if I need to start or stop my utility service, report an outage, or report an issue?

Customers can submit start/stop service requests either online from SMECO's website or by calling SMECO directly and speaking with a customer care representative. Customers can report outages or service problems through SMECO's web site, by SMS text, through the SMECO 24/7 app, or by speaking to a customer care representative. SMECO will respond to all outages and system emergencies regardless of any challenges related to COVID-19.

6. Can I still make payments on my utility account?

Yes. While there are suspensions on non-payment service terminations, you can still make payments to your account. Customers may pay bills by mail, by AutoPay, by telephone, online, or by mobile app. SMECO will close its front counter operations on Friday, March 20, at 4PM. OPC recommends that you continue to make payments, even if partial payments, even though your utility services cannot be terminated.

7. I have contacted my utility about working out a payment plan and they have not assisted me. What do I do now?

Remember: Your utility cannot turn off your service during the State of Emergency. However, you will be subject to a turn-off if you are behind on your bill after the State of Emergency is lifted by the Governor. It is a good idea to be proactive in managing your bill during the emergency. If your utility will not agree to assist you, you can submit a complaint to the Consumer Assistance Division of the Public Service Commission (PSC/CAD). Due to the limitations on public agencies, you will need to submit the complaint online at www.psc.state.md.us. If you are not able to fill out the form online, contact OPC at 410-767-8150 and leave a message with your name and phone # and state the problem, and someone will contact you to assist you. Please look at the OPC Information Sheet "COVID-19 State of Emergency: Instructions for Requesting a Utility Bill Payment Extension or Alternate Payment Plan" to assist you in making the request.