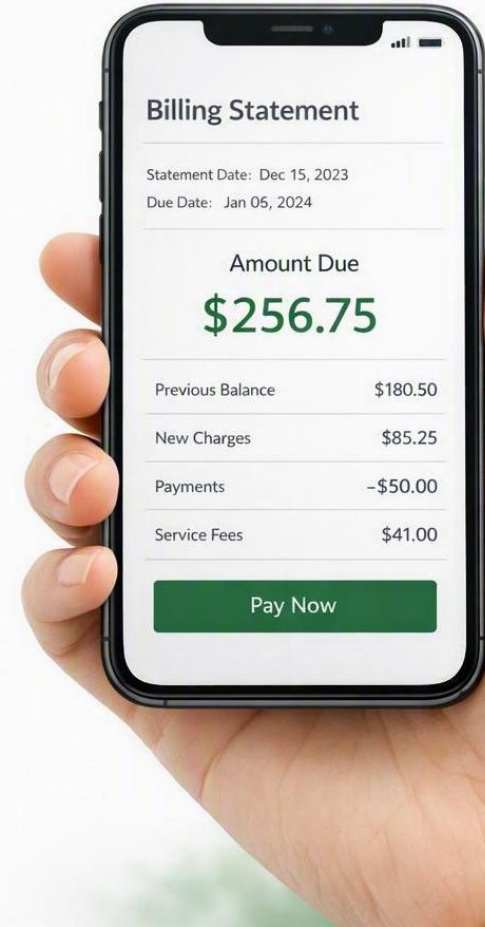


Proposed Updates to the SMPA Policy 300: General Rules and Regulations

- Updates to delinquent notifications for past due electric bills.
- Waived \$2 monthly fee for paperless accounts.
- Addition of *Automatic Service Transfer Agreement* option for Owner's Accounts.

To be acted upon by the SMPA Board of Directors on October 27, 2026



Delinquent Notifications: Summary of Proposed Changes

02 / 08

Changes allow for emphasis on email, automated voice calls, and text message for notifying members of past due electric bills. The previous requirement for these notifications to be mailed by USPS is being eliminated because we are experiencing undeliverable mail which means the member is not getting the mailed notice. Mailed notifications will only be sent in the case where the member does not have a valid email address.

At a glance

- **Effective Message Delivery:** email, phone, text is much more effective than mailed notifications.
- **Faster** electronic notifications are immediate.
- **Reduces** expense of mailing notifications that are returned undeliverable.

DQ1

First past due notification: email with letter as fallback, robo-call, text, and push notification

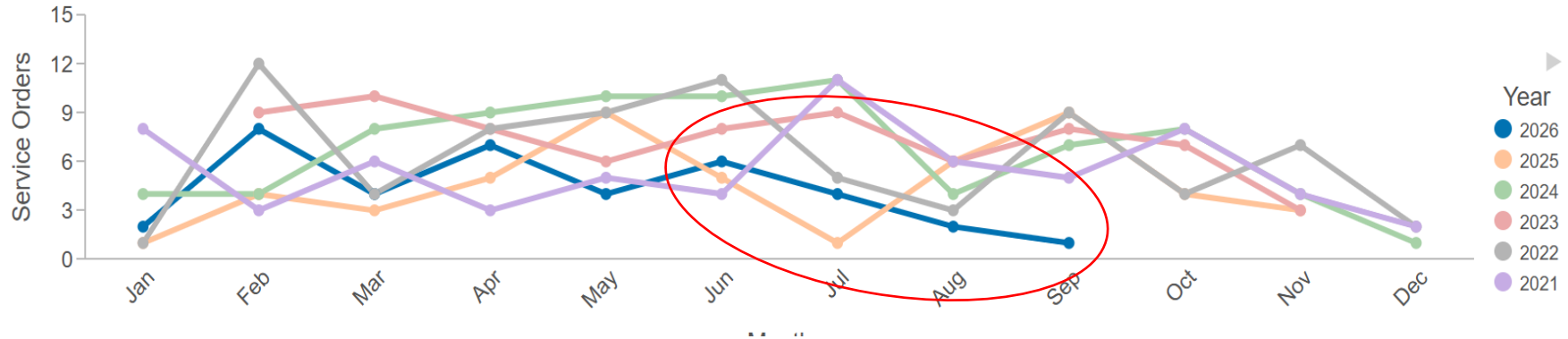
DQ2

2nd past due notification: email, robo-call, text, and push notification

Why now?

Since we have been using email, robo-call, and text notifications, our cutoff trend has improved:

Disconnect for Nonpayment Trend by Month
2021 - 2026



Eliminating the mailed notice requirement will reduce costs and will not impact members.

Paper Statements: Summary of Proposed Changes

02 / 08

Changes will inform members that a \$2/month paper statement fee will apply to members who have not selected paperless billing statements.

At a glance

- **Encourages** timelier, reliable paperless delivery
- **Aligns** paper costs with the members who choose them
- **Reduces** expense before any rate increase

\$2

PER MONTH
on mailed paper
statements

\$0

ALWAYS
for accounts that go
paperless

100%

AVOIDABLE
members choose
whether it applies

Automatic Service Transfer Agreement : Summary of Proposed Changes

02 / 08

Changes will introduce a provision for members with properties that they lease to enter an agreement with SMPA for the automatic transfer of the electric service back into their name when a tenant moves out. This new provision will replace the former “Landlord Agreement” process, which was not identified in policy or the General Rules and Regulations.

At a glance

- **Does** automatically transfer the account and notify the owner when a tenant closes their electric service account.
- **Does not** transfer the account or notify the owner when a tenant is cutoff for non-pay, protecting the tenant’s account information and status.
- **Replaces** the former “Landlord Agreement”.

\$25

PER TRANSFER
fee applies



SMARTPAY:
allows tenants to
opt for *pay-as-you-go*
billing.

For more info and FAQs see
www.smpa.com

Board Motion

“Whereas the proposed changes to the SMPA General Rules and Regulations have been sufficiently noticed to the members with the required 30 day notice prior to this meeting, and whereas the purpose of the proposed changes was introduced to the Board, in open session, on September 22, 2026, and the Board has had sufficient time to consider these changes, I move that the Board of Directors approve the changes to the SMPA General Rules and Regulations as proposed.”