

**WITHLACOOCHEE RIVER ELECTRIC
COOPERATIVE, INC.**

Your Touchstone Energy® Cooperative

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WREC MEMBER NEWSLETTER

Prepaid Metering Program

● What is WREC's Prepaid Metering Program?

Prepaid Metering allows you to purchase electricity on a pay-as-you-go basis.

● Is Prepay Right For Me?

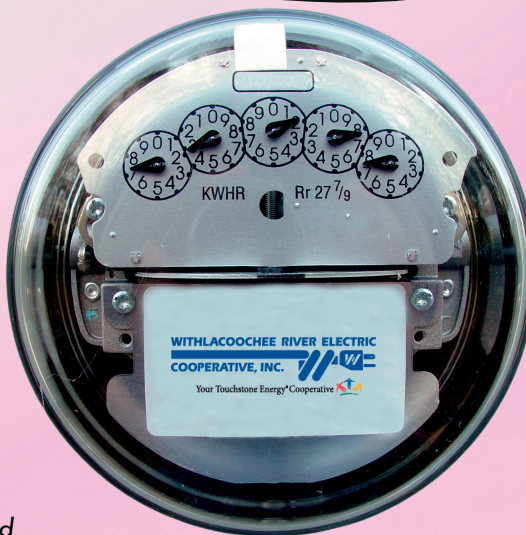
Prepaid Metering is a personal choice. It allows Members to budget on a real-time basis based on their energy use. You can put as little as \$25 on your account after the initial set-up.

● Do I Have To Sign An Agreement?

Yes, Members who sign up for Prepaid Metering must sign a Prepay Agreement. The Prepay Agreement spells out the terms and conditions of participating in the Prepaid Metering Program.

● How Do I Add Money To My Prepay Account?

Adding money to your account is quick and easy, even on weekends and holidays. There are several ways you can add credit to your balance:



● How Much Does It Cost To Set Up My Prepay Account?

If you are a new Member setting up service for the first time, you will pay a \$5 membership fee, a \$40 service connect fee, and \$100 towards your initial energy purchase. If you are an existing Member, your existing deposit (if applicable) will be applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your Prepay Account. If you have a past due unpaid balance on your account when switching to Prepay, this balance must be paid, or an acceptable payment arrangement must be agreed upon. Your new Prepay Account must begin with a minimum credit of \$100 for your electric use.



Use the SmartHub App.



Pay online at: wrec.net.



Visit any WREC District office, or the: Billy E. Brown Corporate Center, 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.



Use our secure pay automated phone system 24 hours a day by calling: 1-844-209-7166.



If you have more questions or to enroll...
Contact your local WREC office or go online at www.wrec.net.
You can request a brochure for additional information about the program.

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IMPORTANT INFORMATION

For Our Medically Essential Members

At Withlacoochee River Electric Cooperative, we know that reliable electric service is important to all of our Members. For those Members who are medically dependent on electric powered equipment to sustain life, reliable electric service is a necessity. That is why we have established a *Medically Essential Service Program* for our Members.



Who is Considered A Medically Essential Member?

A Medically Essential Member is a person who has a residential electric service and is medically dependent on electric powered equipment. This equipment must be operated continuously or as circumstances require (as specified by a physician) to avoid the loss of life or to avoid serious medical complications. Losing power may require immediate hospitalization of the Member or other permanent residents at the Member's residential service address.

What Does the Medically Essential Program Provide?

Should an outage occur, Withlacoochee River Electric Cooperative will restore service as soon as can be reasonably expected depending on the power outage circumstance. In the event of a scheduled outage, the Cooperative will attempt to contact the Member 24 hours prior to disconnecting service as a courtesy. If contact cannot be made, the Cooperative will attempt to send an employee to the Member's residence to notify them in person or by leaving a written note regarding the scheduled outage. This program does not exempt Members from disconnection of service if they do not keep payment arrangements.

Member's Responsibility

Members should develop an action plan that includes having back-up power and/or an alternative power supply in the event of an interruption of electrical service. It is also very important for Members to ensure that WREC has an updated phone number on file.

How Do I Get Started?

To register, Members should contact or visit their local Cooperative office for the proper forms or go to wrec.net for more information.



To Report An Inoperative Or Malfunctioning Street Light

Please call your local Cooperative Office, OR you may also log on to wrec.net and click on the **Repair Street Light** button, then complete and submit the **Street Light Repair Request Form**, or you can download the **SmartHub** app and request a street light repair.

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VISIT US ON THE INTERNET AT: WREC.NET

Your Board of Trustees meets on the Third Tuesday of each month at 10:00 a.m. at the Corporate Office in Dade City to conduct the business of the Cooperative and its' subsidiaries.

LEGAL NOTICE: Operation Round-Up is a Registered Trade Name for WRECares. 100% of all contributions are available for disbursement. Registration #SC-02353. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free from within the state. Registration does not imply endorsement, approval or recommendation by the State. 1-800-435-7352.

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WREC OFFICES

PASCO: Billy E. Brown Corporate Center: 352-567-5133 - Dade City, FL
One Pasco Center District Office: 352-588-5115 | New Tampa/Wesley Chapel: 813-979-9732
Bayonet Point District Office: 727-868-9465 | Land O' Lakes/Odessa: 813-972-9233
CITRUS: Crystal River District Office: 352-795-4382 | Dunnellon: 352-489-6818
HERNANDO: West Hernando District Office: 352-596-4000
POLK: One Pasco Center District Office: 863-687-4396
SUMTER: Bushnell: 352-793-7813

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