

WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.



Your Touchstone Energy® Cooperative



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WREC's Outage Map and  
Power Outage Notifications

# Connections

WREC MEMBER NEWSLETTER

DOWNLOAD THE SMARTHUB™ APP TODAY  
AND ACCESS YOUR WREC ACCOUNT 24/7/365



WREC's SmartHub app allows you to manage your account at your fingertips and on the go from anywhere. Once you download the app, register and log in, you can view your account, billing history, pay your bill, check your usage and view our outage map. **SmartHub™** allows you to sign up for automatic notifications on power outages and billing items or contact us if you are experiencing an issue or have an inquiry. You can also sign up for programs such as auto pay or **Operation Round-Up**, which rounds up your bill to the nearest dollar to help fellow Members who have had a catastrophic event at no fault of their own.

With cyber security being an issue on the forefront, we are happy to share that **SmartHub™** has a **Two-Factor Authentication** option. This option will add a level of security to the platform by sending a code to you via email or text to confirm your identity when trying to access your account. **Two-Factor Authentication** can be set up by logging into your account and selecting **Two-Factor Authentication** under **Settings** and following the prompts. For **Two-Factor Authentication** on your PC, log in to **wrec.net**, select **My Profile, Enable**, and then follow the prompts.

**SmartHub™** puts you in charge of your account. If you do not use **SmartHub™**, we suggest that you download the app to register and enjoy the benefits 24/7/365, yet another way we strive to empower our Members and help make their lives easier.

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## STAY INFORMED! SIGN UP FOR POWER OUTAGE NOTIFICATIONS

### Did you Know WREC Offers its Members Power Outage Notifications?

**Hurricane season is here!** Power Outage Notifications are an important and free addition that can save our Members time and worry during a storm or outage event.

While our linemen work to repair an outage, you will be informed and kept up-to-date as to when the outage occurred and when it is restored. Signing up is easy through **SmartHub**,™ available on **wrec.net** or Members can sign up for notifications on the **SmartHub** app on their smart device.

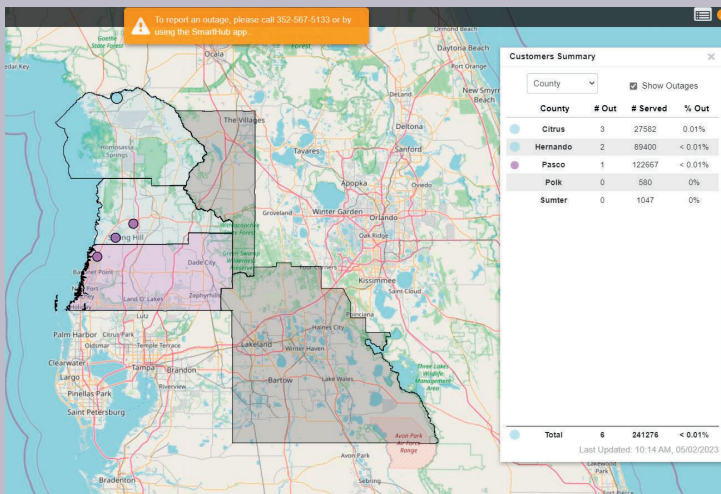
When signing up, Members can choose to receive a text, email, or both should an outage situation arise at their account location. The **SmartHub**™ app is a great tool for this and many other notifications.

If you haven't signed up yet, please consider adding one or more of the four types offered: **Planned Power Outage**, **Power Outage**, **Power Outage ETR (Estimated Time of Restore)** and **Power Outage Restored**. Signing up is easy! For more information, visit our website **wrec.net** and click on the "**Outage Center**" tab. Consider adding all of the valuable outage notifications designed to keep you informed if the lights should go out.

## OUTAGE MAP VIEWER

WREC offers an **Outage Map** that is live and updated continuously. Once an outage is reported, it will appear on the map.

You can view outages at any time by selecting the **Outage Center** tab at the top of our website home screen at **wrec.net** or in the **SmartHub**™ app by logging in and clicking **Outage Map** at the top.



### To Report An Inoperative Or Malfunctioning Street Light

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

CONNECTIONS is published by: Withlacoochee River Electric Cooperative, Inc.  
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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-02363. 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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