# Soaring Economic Crowth 2023 WREC Annual Report

WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

Your Touchstone Energy Cooperative



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## A MESSAGE FROM YOUR GENERAL MANAGER

#### Dear Members,

As we reflect on the growth and achievements of the past year, it is with great pleasure that I extend my gratitude and appreciation to each Member of Withlacoochee River Electric Cooperative. In the face of unprecedented challenges, our Cooperative stood strong, ensuring the delivery of safe, affordable, resilient energy to each Member.

This year, your Cooperative experienced significant load growth adding roughly 9,500 accounts, now serving over 260,000 accounts in total. This upswing in demand reflects the Cooperative's commitment to providing reliable and affordable electricity to our Members, while adapting to the evolving needs of the communities we serve.

We have worked vigorously to enhance the reliability of our electric grid. In 2023, we invested in cutting-edge technologies, implemented proactive maintenance strategies, and fortified our infrastructure to minimize interruptions. Our System Reliability team tracks the average duration of power interruptions per Member over a defined period. WREC's average outage per Member from the start of the outage to full restoration was improved by 21.4% in 2023.

Hurricane Idalia was projected to have a direct impact on our service area. We experienced many outages, along with significant damage due to flooding; however, power was restored to the majority of our Members within a day and a half. Once restoration was completed on our lines, we sent 86 employees to assist Central Florida, Suwannee Valley, and Tri-County Electric Cooperatives in restoration efforts. All of our employees worked tirelessly during restoration and didn't hesitate to be a helping hand to others in need.

For 2023, your board refunded \$23.2 million in Capital Credits, demonstrating the Cooperative's dedication to the financial prosperity of its membership. With this year's allocation, to date, WREC has refunded more than \$482 million in Capital Credit and Deferred Revenue Reduction Refunds! By far more than any other Cooperative in the state of Florida.

Each year, our Educational Foundation awards \$12,000 scholarships to 110 high school students who plan on attending an in-state college. WREC is proud to invest in the future leaders of our community and aims to empower individuals to reach their full potential while contributing to the growth of our Cooperative family.

WREC believes in making a positive impact and being deeply rooted in the communities we serve. In 2023, WREC partnered with organizations such as Boy Scouts of America, Habitat for Humanity, Mid-Florida Community Services, Special Olympics, United Way, Vincent House and many more. These organizations align closely with WREC's commitment to improving the lives of our Members. WREC actively participates in bettering the communities we call home through financial support, volunteer efforts, and various community development projects.

As we embark on this journey of anticipated growth, we remain guided by the principles of cooperative service—Democratic Control, Cooperation among Cooperatives, and Concern for Community. Your Cooperative is dedicated to not only meeting the challenges of the future but also seizing the opportunities that come with growth. It is an honor to serve as your Executive Vice-President and General Manager, and I look forward to the opportunities and achievements that the future holds for our Cooperative family.

Sincerely,

hland B. Lambert I

**Executive Vice-President and General Manager** 

## **Thank You Mr. Brown**

On behalf of the entire Withlacoochee River Electric Cooperative family, we celebrate Mr. Billy E. Brown for his service at WREC. We reflect on the impact he had on our Cooperative and its Members after an astounding 67 years of dedicated service.

Mr. Brown's career began in the line department as an apprentice lineman, where he quickly worked his way into leadership roles. He was the District Manager of both our Bayonet Point and West Hernando offices. Thereafter, he transitioned into Manager of Administrative Services before he was promoted to Executive Vice-President and General Manager on November 8, 1973.

The achievements and milestones reached under his leadership stands as a testament to his strategic wisdom and commitment to excellence. Mr. Brown's legacy is etched in the Cooperative's history, marked by innovation, reliability enhancements, and genuine concern for the wellbeing of our Members. We thank Mr. Billy E. Brown for his many years of service at WREC.



## **BOARD OF TRUSTEES**

## **Trustee Voting Districts**

#### **DISTRICT 1**



Robert W. Strickland

Vice-President

**DISTRICT 4** 

#### DISTRICT 2



David S. Hunnicutt



#### DISTRICT 5



Alan F. Hengesbach Secretary/Treasurer



Robert J. Barthle

#### **DISTRICT 7**



Desmond G. Little



Paul R. Little



**DISTRICT 3** 

Terrence E. Schrader Board President

#### DISTRICT 9



Kimberly L. Kinney









In 2023, WREC experienced unprecedented growth. We added 9,567 new accounts within our five county service area totaling 260,404 total accounts.

From apartment complexes, housing subdivisions, hospitals and distribution centers, WREC's service area is growing at a historic rate.

## **MANAGEMENT TEAM**



Executive Vice-President & General Manager David B. Lambert



**Executive Assistant** Paula Lewis



Member Relations Manager Gary Steele



Engineering & Tech Support Manager Travis Weaver



Crystal River District Manager Jamen Monbarren



System Operations Manager Marlin Sexton



Accounting & Finance Manager Ronnie Deese



One Pasco Center District Manager Ricky Gude



Human Resources, Job Training & Safety Manager Kristina Walzak



Bayonet Point District Manager Joe Marina



West Hernando District Manager David Gonzalez



Administrative Assistant Cynthia Noll

# **SYSTEM RELIABILITY (SAIDI)**





One of the key metrics to measure our system's reliability is the System Average Interruption Duration Index, or SAIDI. This is performed by our System Reliability team where they track the average duration of power interruptions per Member over a defined period. In 2023, WREC's outage per Member, from the start of the outage to full restoration, on average, was 18 minutes lower than the previous year and the highest impact on SAIDI numbers were major storms and wind. Maintaining a resilient electric service is a top priority for your Cooperative. Investing in modern equipment, conducting routine maintenance, and implementing advanced technologies to minimize disruptions, the dependability of your power supply is greatly enhanced. We understand the importance of uninterrupted electricity in your daily life and remain dedicated to upholding the highest standards of service.

Our System Reliability Team utilizes high tech drones to focus on and search areas that are problematic, report recurring equipment failures and identify weaknesses to avoid future outages. Pictured to the left is one of WREC's substations displaying how it looks to the naked eye and how it looks through a thermal camera. The drones also allow us to get aerial views of lines after major storms or hurricanes to check for damage (below right).

SYSTEM RELIABILITY CHART			
Year	Total SAIDI		
2020	86.993		
2021	86.983		
2022	87.620		
2023	2023 68.845		



#### **Economic Participation**

Any funds remaining at the end of the year are returned to the membership through the Capital Credits process and/or Revenue Rate Reductions.

#### **Autonomy and Independence**

Cooperatives are autonomous, self-help organizations controlled by their Members.

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#### **Concern for Community**

Your Cooperative is proud to be a Main Street company involved in projects to make our community a better place.

#### **Open Membership**

Any person, firm, association, corporation, business trust, partnership Federal agency state, or local political agency is eligible for membership.

## Democratic Control

The Board of Trustees are elected by Membership. Each Member has one vote. Trustees set policy and employ the General Manager.

## **Cooperation Among Cooperatives**

Cooperatives serve their Members most effectively and strengthen the Cooperative movement by working together through local, national, regional and international structures.

#### Education, Training and Information

principles

Cooperatives provide education and training for their Members, elected representatives, managers and employees so they can contribute effectively to the development of their Cooperatives.



# **CONCERN(FOR**

Withlacoochee River Electric is proud to be a not-for-profit electric utility that is involved with community projects to help make our community a better place. Each year, our employees volunteer thousands of hours of their own time to serve their communities. This year, WREC hosted a "Celebration of Scouting Breakfast" to help raise money for the Withlacoochee Scouting District. Employees volunteered for Habitat for Humanity to help build a new home and took part in cleaning up our coastal areas on International Coastal Clean-up Day. WREC took part in a Mid-Florida Community home dedication ceremony, along with presenting a \$100,000 donation to sponsor the next home build in Hernando County. Your WREC Educational Foundation also donated \$152,000 to construct the lighting for the PHSC softball field.



WREC employees participated in the "Great American Teach-In" to teach kids the danger and importance of electrical safety. Our Safety Department held a safety demonstration for Citrus County utility workers. We hosted "Leadership Hernando" and "Youth Leadership Hernando" classes presenting aspects of a lineman's job responsibilities. We provided sponsorship to the Pasco Stars Special Olympics Softball team to pursue their fourth consecutive national title. Further, WREC took part in restoration efforts for Historic Monkey Island and the WREC Educational Foundation awarded 110 scholarships to graduating high school seniors. This is just a small sample of the community involvement WREC and its subsidiaries have participated in this year. Your Cooperative prides itself on being a part of the community we serve.



#### **JANUARY:**

WREC reviewed policies and began storm hardening plans to improve system reliability.

#### **FEBRUARY:**

WREC crews continued restoration on the Historic Monkey Island by placing new poles.

## MARCH:

WREC Educational Foundation awarded 110 scholarships to high school seniors valued at \$12,000 each, totaling \$1.32 million.





# **2023 YEAR**



Our annual meeting occurred, and we recognized employees for National Lineman Appreciation Day.

## MAY:

WREC hosted Leadership Hernando classes. We were honored with a certificate of appreciation at the Inaugural **Electricity Banquet at Kirkland Ranch.** 

JUNE:

WREC employees held a safety demonstration in Citrus County to help the county's utility workers stay safe while on the job. We sent mutual aid crews to help Talquin Electric Cooperative with restoration efforts after a damaging storm affected their service territory.

#### JULY:

WREC participated in an educational and safety outreach at the Pasco County EOC, teaching students about electrical safety.

#### **AUGUST:**



**IN REVIEW** 

DOUBL

WREC took part in a home dedication ceremony, that we sponsored for a family in need. Additionally, WREC presented a check to Mid-Florida Community Services to sponsor the next home build.

#### **SEPTEMBER:**

Our coastal service area was impacted by Hurricane Idalia. We were able to achieve full restoration within a day and a half. WREC sent 86 employees to help with restoration efforts in North Florida to Cooperatives that were severely impacted by the storm.

## **OCTOBER:**

WREC met with construction crews for the Suncoast Parkway extension, Phase 2, to begin construction of underground cables to make way for the next phase. WREC hosted a "Celebration of Scouting Breakfast", raising more than \$20,000 for the Withlacoochee Scouting District.

## **NOVEMBER:**

WREC participated in the Great American Teach-In at multiple elementary schools throughout our service area, and we also announced a Capital Credit refund of \$23.2 million.

## **DECEMBER:**

WREC employees donated a very generous amount of toys for the Marine Corps Reserve Toys for Tots program in Hernando County. WREC and employees donated \$106,546 to United Way and over \$22,000 to the Angel Tree Program.

# **Meeting the Demands of Growth**





The purchase of new equipment was necessary for WREC to meet the demand of our expanding infrastructure and to maintain our current system. This equipment will be used daily by Cooperative employees to ensure we continue to provide safe and resilient energy service to our Members. This equipment included a new 125 ft. Altec transmission bucket on a Freightliner chassis, an 88-ton Tadano crane, and a 60 ft. Altec digger derrick mounted on a Freightliner chassis.

## **Cooperation Among Cooperatives**

One of WREC's founding principles is *Cooperation among Cooperatives*. In September of 2023, Withlacoochee River Electric Cooperative gladly provided mutual aid relief for fellow Co-op's in Florida due to damages from Hurricane Idalia. WREC sent 86 employees to assist Tri-County Electric Cooperative, Suwannee Valley Electric Cooperative and Central Florida Electric Cooperative restore power to their Members.









# **Operation Round-Up**

681 Families Helped with Over \$2.5 Million Disbursed to Assist WREC Members in Need!



Unlike many other charities, every dollar that is donated to ORU is available for distribution!

Catastrophic events can occur at any time throughout our lives, but thanks to the generosity of our Members,

a helping hand is there to provide assistance through <u>WREC's Operation Round-Up</u>. This program has over 37,647 participating Members, who have their monthly energy bill rounded up to the nearest dollar. Since 1994, Operation Round-Up has helped 681 families and provided over \$2.5 million in assistance to those in need.

OPERATION

Meet Theresa Perez, resident of Hudson. Theresa has stage 4 breast cancer, which had spread to her bones. The flooring in her mobile home had become very dangerous for her as there were many soft spots, where only carpet kept her from falling through. She is at a very high risk for fractures and/or broken bones due to her medical conditions. Theresa couldn't afford the costs to repair her mobile home floor and asked for assistance to fix the most crucial areas. WREC was able to help Ms. Perez with these repairs due to our generous Members who contribute each month to Operation Round-Up.



During 2023, Operation Round-Up helped 12 families totaling \$90,585.99. This worthwhile program has disbursed a total of \$2,507,288.27 helping a total of 681 families!

## For more information visit our website at wrec.net

Meet Marie and Jeffrey Reardon, residents of Spring Hill. Marie suffered from a broken neck and Jeffrey was affected by a massive heart attack. They have not had an A/C unit in a few years because they couldn't afford a new one due to only being on a fixed income. With the gracious help from our Members donating to WREC's Operation Round-Up program, the Reardon's now have A/C!





Meet Jane Joeckel, a resident of Brooksville. Jane has suffered from chronic respiratory, immunological, and general malaise symptoms in association with the development of mold growth in her home. After a home visit by our supervisors, we learned that Ms. Joeckel needed a new roof right away before the leaking, damage, and her symptoms got any worse. Thanks to our supportive Members for contributing to Operation Round-Up each month, we were able to provide her with a new roof.

"Dear WRECares family, I am deeply grateful for your generous help! I don't know what I would have done without you! Thank you so much from the bottom of my heart." -Sincerely, Jane Joeckel



Dear WREC Educational Foundation,

I thank the scholarship committee for selecting me as a WREC Educational Foundation, Inc. recipient. I am truly honored to receive this extremely generous scholarship that will help me fund my higher education at Florida State University. I am forever grateful for your belief and support and thank you for choosing me.

As a future Environmental Science and Policy major and an incoming member of the Florida State University Honors Legal Scholars Program, I look forward to working toward becoming a champion for our environment and the community in which we live. This financial assistance will help me pay for my undergraduate educational expenses.

The WREC Educational Foundation, Inc. Scholarship award has profoundly impacted my life, personally and academically. This scholarship has not only lightened the financial burden on my family but also given me the confidence and motivation to pursue my educational goals with unwavering determination.

Thank you again for your generosity, support, and investment in my future. I will continue to work hard to give back to my community and the world.



Sincerely, Molly Malek, Class of 2023 Lecanto High School Enrolling at Florida State University

# Over \$18.5 Million In Scholarships Awarded!

"The impact of the financial support and student scholarships provided by Withlacoochee River Electric Cooperative to Pasco-Hernando State College students, and the institution, have been transformational. Student lives have been changed for the good, and forever, because of the resources our students and College have received from WREC. WREC has indeed demonstrated extraordinary passion for our students in the community over the past several decades."

#### -Dr. Timothy Beard, Pasco-Hernando State College President

Dear WREC Educational Foundation,

What I am writing will not fully express how grateful I am to be a recipient of the WREC scholarship. I am truly honored and am in shock that I was chosen to receive this huge award. This will be very helpful in covering so many of my college expenses.

I will continue to work hard to put my scholarship to good use. Thank you again for your generosity and for selecting me. I hope one day to be able to pay it forward.

Sincerely, Kyrstin Wallen, Class of 2023 Fivay High School Enrolling at University of Central Florida





*Investing in our communities and families* continues to be one of the guiding principles of electric cooperatives across the country. **Since 1997, your Cooperative's Educational Foundation has awarded 2,414 college scholarships with a potential payout of \$18.5 million.** The recipients of these scholarships may attend any in-state regionally accredited college, university or technical school. The Cooperative funds this life changing program using abandoned Capital Credits that would otherwise be forfeited to the State of Florida as abandoned property.

Dear WREC Educational Foundation,

It is an incredible honor to be chosen as a recipient of this scholarship and am very humbled and appreciative of your support.

As a student majoring in Biology with the end goal to have a career in anesthesiology, this scholarship will provide me with a valuable opportunity to help continue my education and pursue my dream career.

Thank you for believing in me and investing in my goals, I will always be grateful for your support.



Sincerely, Aidan Jakubiak, Class of 2023 Crystal River High School Enrolling at College of Central Florida Dear WREC Educational Foundation,

It is an honor to be chosen for the WREC Educational Foundation Inc. Scholarship. I would like to take this opportunity to thank you for your generosity in funding this scholarship.

As I begin my education in Veterinary Science at the College of Central Florida I will not need to worry about funds, and I can focus on my studies thanks to you.

Thank you again for your generous donation and I hope to one day help struggling students reach their goals in higher education by assisting them in the same way you are helping me.

Sincerely, Nautica Morgret, Class of 2023 Crystal River High School Enrolling at College of Central Florida





# **2023 YEAR END STATISTICS**

#### **Committed to Strategic Management**

	2023	2022	2021
· · · · · · · · · · · · · · · · · · ·			
Average Number of Active Accounts	245,149	237,057	229,911
Total kWh Purchased by Cooperative			
Members	4,536,842,794	4,359,276,121	4,220,809,619
Average Monthly Residential kWh Usage	1,228	1,219	1,205
Total kWh Purchased by Cooperative	4,686,915,176	4,552,626,790	4,346,662,179
Cost of Power Purchased by Cooperative	\$355,138,752	\$390,209,416	\$300,411,829
System Peak Demand in Kilowatts (KW)	1,109,500	1,117,150	1,046,200
Number of Full-Time Employees	558	519	517
Retirement of Capital Credits/ Deferred Revenue Reduction Refunds	\$23,198,025	\$22,186,624	\$21,046,025

## In 2023, WREC...

- Ended the year with 566 employees.
- Added 9,567 new services.
- Ended the year with 11,778 miles of energized power lines.
- Completed 42,014 reconnects.

- Completed 42,534 disconnects.
- Answered 269,488 Member calls.
- Maintained a fleet of 345 vehicles that drove over 3 million miles in 2023.
- Trimmed tree limbs away from 1,209 miles of power lines and completed 3,024 right-of-way related service orders to help prevent unnecessary power outages.

## **2023 YEAR END STATISTICS**

#### UTILITY PLANT

Includes substations, poles, wire, meters, etc.





\$.03

\$.21





## THE ENERGY DOLLAR

то	TAL	\$1.00	\$1.00
Mi	scellaneous	.03	.03
Со	mmercial	.21	.22
Re	sidential	\$ .76	\$ .75
SOURCE OF REVENUE		2023	2022

USE OF REVENUE	<b>2023</b>	<b>2022</b>
Purchased Power	\$ .65	\$.69
Operations/Maintenance	.17	.16
Depreciation	.06	.05
Taxes	.02	.02
Interest on Debt	.03	.02
Operating Margins	.07	.06
	\$1.00	\$ <b>1.00</b>

\$.76



# **2023 COOPERATIVE SERVICES**

The chart below displays your Cooperative's growth for the past 15 years





#### **Investing In Our Community**



## **2023 CAPITAL CREDIT RETURN**

2023\$23,198,024.58	201114,205,748.61
202222,186,624.00	201014,207,534.22
202121,046,025.33	200914,394,160.28
202021,343,468.48	200814,163,123.30
201921,195,458.42	200714,151,954.90
201821,237,032.67	200614,000,041.79
201720,147,567.19	200513,735,562.17
201625,189,552.04	200413,074,532.82
201525,187,905.58	200312,082,542.22
201415,186,202.39	200212,029,598.91
201315,173,453.48	Prior101,581,454.84
2012 14,177,947.24	Totals\$482,895,515.46

Your Cooperative has returned more than \$482 million in Capital Credit and Deferred Revenue Reduction Refunds.





WREC presenting the Citrus County Board of County Commissioners with their 2023 Capital Credit refund.



WREC presenting the Hernando County School Board with their 2023 Capital Credit refund.



WREC presenting the Pasco County Board of County Commissioners with their 2023 Capital Credit refund.

## STATEMENTS OF REVENUE AND PATRONAGE CAPITAL & BALANCE SHEETS

#### STATEMENTS OF REVENUE AND PATRONAGE CAPITAL

(For years ended December 31st) 2023 2022 (Restated				
OPERATING REVENUES\$	549,394,707	\$	567,666,209	
OPERATING EXPENSES				
Cost of Power	355,123,312		390,200,771	
Transmission Expense	15,440		8,645	
Distribution Expense - Operations	27,120,130		24,178,731	
Distribution Expense - Maintenance	35,530,260		35,631,817	
Consumer Accounts Expense	14,896,187		14,050,931	
Sales Expense	564,478		484,290	
Administrative and General Expense	15,232,361		13,624,814	
Depreciation Expense	33,387,997		32,198,266	
Taxes	13,339,320		13,495,480	
Interest Expense - Other	-		490,509	
Other Deductions	631,700		363,098	
(TOTAL OPERATING EXPENSES)	(495,841,185)		(524,727,352)	
OPERATING MARGINS BEFORE	E3 EE3 E33		42,938,857	
FIXED CHARGES	53,553,522	••••	42,330,037	
FIXED CHARGES			(10.051.000)	
Interest on Long-Term Debt	(15,807,684)		(13,251,638)	
OPERATING MARGINS AFTER	27 745 020		29,687,219	
FIXED CHARGES	37,745,838	••••	29,007,219	
OTHER MARGINS				
G&T Cooperative Capital Credits	6,241,475		6,800,000	
Other Capital Credits and				
Patronage Dividends	2,158,459		1,786,839	
TOTAL OTHER MARGINS	8,399,934		8,586,839	
NET OPERATING MARGINS	46,145,772		38,274,058	
NON-OPERATING MARGINS				
Interest Income	14,107,642		4,878,241	
Net-Gain on Disposal of Plant	355,467		559,712	
Subsidiary Net Gain	721,166		5,418,253	
Other Non-Operating Margins	1,078,142		799,766	
TOTAL NON-OPERATING MARGINS	16,262,417		11,655,972	
NET MARGINS	62,408,189		49,930,030	
PATRONAGE CAPITAL,				
BEGINNING OF YEAR	637,723,618		609,980,212	
(NET RETIREMENT OF				
CAPITAL CREDITS)	(23,198,025)		(22,186,624)	
PATRONAGE CAPITAL, END OF YEAR			\$637,723,618	
			+++++++++++++++++++++++++++++++++++++++	

#### BALANCE SHEETS (as of December 31st)

20,195,760	
20 105 760	
20,195,700	\$ 20,195,760
1,008,955,915	946,911,032
96,448,023	88,429,860
38,197,780	28,848,649
1,163,797,478	1,084,385,301
(383,490,108)	(359,916,248)
780,307,370	724,469,053
· ·	510,104
	160,665,375
50,447	75,671
169,552,191	161,251,150
106,502,482	169,918,900
138,925,368	108,407,858
14,887,108	16,765,008
29,323,845	33,578,930
2,000,766	1,798,712
84,453,573	50,699,321
	5,393,310
	386,562,039
-	3,883,658
1,340,349,704	1,276,165,900
	38,197,780 1,163,797,478 (383,490,108) 780,307,370 503,369 168,998,375 50,447 169,552,191 106,502,482 138,925,368 14,887,108 29,323,845 2,000,766 84,453,573 14,397,001 390,490,143

#### **EQUITIES AND LIABILITIES**

EQUITIES		
Memberships	1,088,360	 1,051,515
Patronage Capital	676,933,782	 637,723,618
TOTAL EQUITIES	678,022,142	 638,775,133
LONG-TERM LIABILITIES		
Long-Term Debt-Non-Current Portion	532,679,675	 504,971,716
Deferred Compensation Payable	50,447	 75,671
TOTAL LONG-TERM LIABILITIES	532,730,122	 505,047,387
CURRENT LIABILITIES		
Long-Term Debt - Portion Due Within One Year	30,269,561	 29,969,331
Accounts Payable	43,094,869	 56,736,172
Consumer Deposits	32,891,294	 28,639,328
Other Current or Accrued Liabilities	12,171,023	 11,515,821
TOTAL CURRENT LIABILITES	118,426,747	 126,860,652
DEFERRED CREDITS	11,170,693	 5,482,728
TOTAL EQUITIES AND LIABILITIES	\$1,340,349,704	\$ 1,276,165,900

## <u>American Customer</u> <u>Satisfaction Index</u> <u>Results</u>

Thank you to our Members for your continued support in helping your Cooperative achieve this satisfaction milestone.

The American Customer Satisfaction Score (ACSI®) is the only national crossindustry measure of customer satisfaction in the United States. \*Results based on data for Withlacoochee River Electric Cooperative (WREC) collected by the ACSI® in 2023 based on a sample provided by WREC. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index, LLC.



# WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

89 Withlacoochee River Electric Cooperative

71 Municipal Utilities



Scores for Municipal and Investor-Owned Utilities taken from the syndicated 2023 ACSI® Energy Utilities Study. Data for Withlacoochee River Electric Cooperative collected by the ACSI in 2023 based on a sample provided by Withlacoochee River Electric Cooperative. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index, LLC.

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## Withlacoochee River Electric Co-op Offices

## BILLY E. BROWN CORPORATE CENTER 14651 21st Street Dade City, FL 33523 Phone: 352-567-5133

ONE PASCO CENTER DISTRICT OFFICE 30461 Commerce Drive San Antonio, FL 33576 Phone: 352-588-5115 WEST HERNANDO DISTRICT OFFICE 10005 Cortez Boulevard Weeki Wachee, FL 34613 Phone: 352-596-4000

BAYONET POINT DISTRICT OFFICE 12013 Hays Road Shady Hills, FL 34610 Phone: 727-868-9465

**CRYSTAL RIVER DISTRICT OFFICE** 

5330 W. Gulf-To-Lake Hwy, Lecanto, FL 34461 Phone: 352-795-4382

