

CONNECTIONS



WREC MEMBER NEWSLETTER

WREC AND EMPLOYEES DONATE \$110,576 TO UNITED WAY OF PASCO, HERNANDO, AND CITRUS!

WREC and its employees have shown their commitment to community support by donating \$110,576.00 to United Way Pasco, Hernando, and Citrus counties. This donation underscores WREC's dedication to enriching and strengthening the communities it serves.

United Way is known for its impactful work in education, financial stability, and health, providing essential resources and support to those in need. WREC's donation will help United Way continue its vital programs, from educational initiatives to financial assistance and health support.

David Lambert, WREC's General Manager, stated, "At WREC, we believe in the importance of giving back to our community. United Way's dedication to improving lives aligns perfectly with our mission, and we are honored to contribute to their efforts."

This donation from WREC and its employees highlights the cooperative's core values of community focus and service. By supporting United Way, WREC helps ensure that essential services and programs reach those who need them most, fostering a stronger, more resilient community for all.

Your Cooperative remains committed to making a meaningful impact through partnerships with organizations like United Way. Together, we can build a brighter future for everyone in Pasco, Hernando, and Citrus counties.



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.



Scan to download
the Medically Essential
Form for WREC



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 requiring 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 disconnection of service, the Cooperative will attempt to contact the Member 24 hours prior to disconnecting service as a courtesy. This program does not exempt Members from disconnection of service if they do not keep payment arrangements. Please note that although WREC cannot guarantee continuous non-interruptible service, we will make every effort to expedite restoration of your electric service. If continuous uninterrupted service is medically necessary, we recommend that you make other provisions such as a generator to ensure your health.

WHAT IS THE 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.

HOW DO I GET STARTED?

To get registered, Members should contact or visit their local Cooperative office for the proper form or use the QR code link at the top of the page to download the PDF document. Please complete the form, have your physician sign it and return it to your local WREC office or mail it to the below address.

Withlacoochee River Electric Cooperative, INC.
P.O. Box 278, Dade City, FL 33526



TAKE CONTROL OF YOUR ENERGY & SIGN UP FOR PREPAID METERING TODAY!

Want to take control of your energy and your budget? With a prepaid meter, you can monitor your usage in real-time and make smarter energy choices. Plus, say goodbye to due dates, late fees and reconnection fees!



Scan for more Information

- Prepaid Metering allows Members to budget on a real-time basis.
- Pay as little as \$25 on your account after initial set up. You can monitor your credit balance several ways.
- Meter readings are gathered daily with the use of our automated meters.

**EASY AND
CONVENIENT**

No deposit required \$0 - Late fee \$0 - Disconnect fee
\$0 - Collection fee \$0 - Reconnect fee

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 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.

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:
- Visit any WREC office, 8 a.m. to 5 p.m. Monday - Friday, excluding holidays.
 - Pay online by logging into your WREC account or the WREC mobile app.
 - Use our secure pay automated phone system 24 hours a day by calling 1-844-209-7166.

HOW WILL I KNOW WHEN MY BALANCE IS LOW?

You can monitor your credit balance several ways. Members can sign-up for text messages, email notifications, and/or phone calls when their balance drops below \$35. You can log into your WREC account at wrec.net or through the WREC mobile app to view daily usage, remaining credit balances, and to make payments. Payments can also be made through Secure Pay-By-Phone at 1-844-209-7166. Members are responsible for all text and data fees associated with Prepay.

Streetlight Out?

To report an inoperative or malfunctioning streetlight, please call your local Cooperative office, or log on to wrec.net and click on the 'Repair Street Light' button (or scan the QR code), then complete and submit the Street Light Repair Request Form. You can also download the WREC mobile app and request a street light repair.



Scan to Report

LOCAL WREC NUMBERS

PASCO: Billy E. Brown Corporate Center: 352-567-5133
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

Stay in the Know

Be sure to follow us on our social media platforms.



Scan to visit wrec.net

Pet Electrical Safety Tips

Be sure your yard is secure and properly fenced. Pets love playing outside, which can be hazardous if precautions are not taken. Fencing keeps your pets away from outdoor electrical items such as landscape lights, holiday string lights and HVAC system wiring.



DID YOU KNOW?

YOU CAN REPORT AN OUTAGE BY TEXTING "OUT" TO 855-938-3431

CONNECTIONS is published by:

Withlacoochee River Electric Cooperative, Inc.

David B. Lambert II, Executive Vice-President & General Manager
P.O. Box 278, Dade City, FL 33526-0278

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.

WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

Your Touchstone Energy Cooperative