

# WELCOME NEW MEMBER

WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.



Your Touchstone Energy® Cooperative



Member Owned, Community Focused.  
[wrec.net](http://wrec.net)



# WELCOME

## NEW MEMBER

### A Message from your General Manager

By joining Withlacoochee River Electric Cooperative, you have become part owner of one of the world's largest not-for-profit electric utilities. As an owner, you enjoy certain rights.

### Open Membership

Any person or business within our service area is eligible to become a Member upon application and payment of the membership fee.

### Democratic Control

**One Member = One Vote.** Your Cooperative is governed by nine Trustees from nine districts. These Trustees are elected by Members who reside within their respective district. The Board of Trustees establish policies which guide the Cooperative and make decisions to ensure that your Cooperative will remain financially sound. Trustees also appoint a General Manager who is responsible for the day-to-day operations of your Cooperative.

### Return of Capital Credits

A portion of each Member's **Capital Credits** are refunded each year.

### Participation in Annual Meetings

Each year, a meeting of the membership is held. Members may come and meet their Trustees, discuss business and hear reports on the condition and direction of your business. It is our goal to provide each Member of this Cooperative the best possible service at the lowest cost. If you have any questions or if I can be of service to you, please do not hesitate to call on me personally.

Sincerely,

David B. Lambert  
Executive Vice-President & General Manager



Your Touchstone Energy® Cooperative

**wrec.net**

P.O. BOX 278 DADE CITY, FL. 33526-0278  
PHONE (352) 567-5133 FAX (352) 521-5971



# Meet Your Board of Trustees

## Service Areas

Trustees represent the nine zones indicated on the map below.



### DISTRICT 1

Robert W. Strickland  
*Vice President*



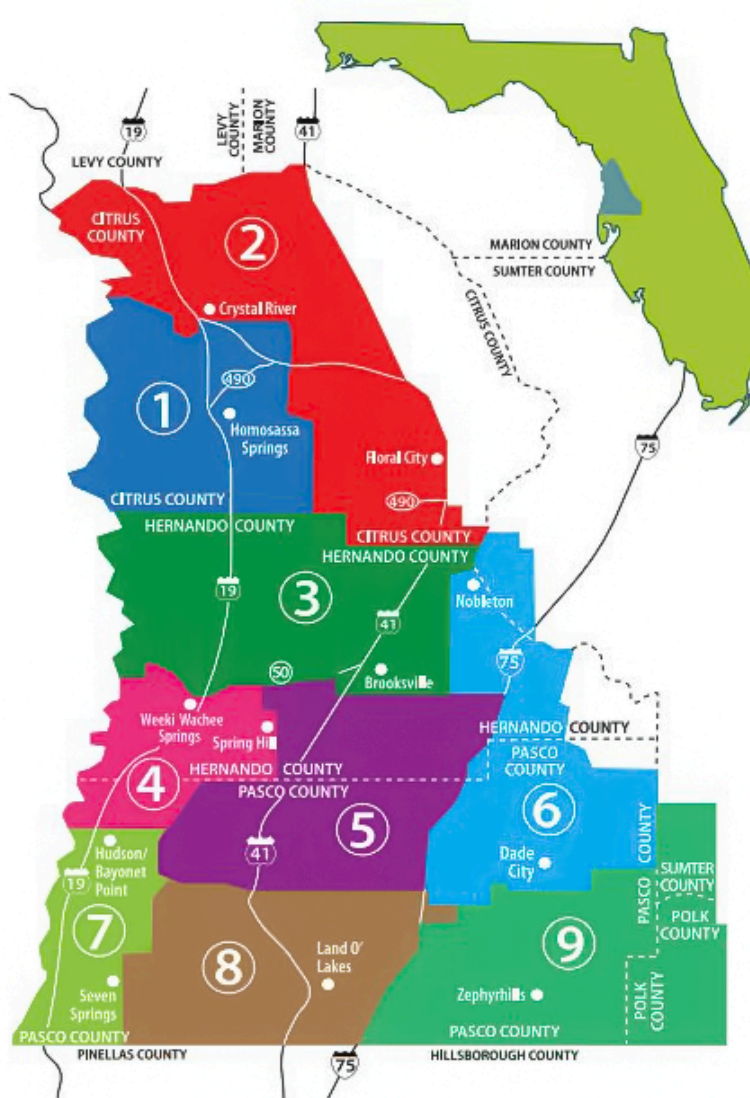
### DISTRICT 2

David S. Hunnicutt



### DISTRICT 3

Patricia P. Bechtelheimer



### DISTRICT 9

Kimberly L. Kinney



### DISTRICT 8

Paul R. Little



### DISTRICT 7

Desmond G. Little



### DISTRICT 4

Alan F. Hengesbach  
*Secretary / Treasurer*



### DISTRICT 5

Robert J. Barthle



### DISTRICT 6

Terrence E. Schrader  
*President*

# Locations & Contact Information

## **BILLY E. BROWN CORPORATE CENTER**

14651 21st Street, Dade City, Florida 33523

P.O. Box 278, Dade City, Florida 33526-0278

(352) 567-5133

## **BAYONET POINT DISTRICT OFFICE**

12013 Hays Road, Shady Hills, Florida 34610

(727) 868-9465

## **WEST HERNANDO DISTRICT OFFICE**

10005 Cortez Blvd, Weeki Wachee, Florida 34613

(352) 596-4000

## **ONE PASCO CENTER DISTRICT OFFICE**

30461 Commerce Drive, San Antonio, Florida 33576

(352) 588-5115

## **CRYSTAL RIVER DISTRICT OFFICE**

5330 W. Gulf-To-Lake Hwy, Lecanto, Florida 34461

(352) 795-4382

## **DIRECT TELEPHONE ACCESS**

**Bushnell.....(352) 793-7813**

**Dunnellon.....(352) 489-6818**

**New Tampa/Wesley Chapel.....(813) 979-9732**

**Polk County.....(863) 687-4396**

**Land O'Lakes/Odessa.....(813) 972-9233**

**Our management team stands ready to assist you and  
can be reached by dialing any of the numbers below.**

<u>Title</u>	<u>Name</u>	<u>Telephone</u>
Executive Vice-President & General Manager	David B. Lambert	(352) 567-5133 x6100
Executive Assistant	Cindy Noll	(352) 567-5133 x6101
Manager, Accounting & Finance	Heriberto Hernandez	(352) 567-5133 x6263
Manager, Engineering & Technical Support	Travis Weaver	(352) 567-5133 x5100
Manager, H.R. & Job Training & Safety	Kris Walzak	(352) 567-5133 x6310
Manager, Information Technology	Mike Gayda	(352) 567-5133 x6278
Manager, Member Relations	Gary Steele	(352) 567-5133 x6102
Manager, Energy & System Reliability	Joe Burden	(352) 567-5133 x5500
District Manager, One Pasco Center	Ricky Gude	(352) 588-5115 x1100
District Manager, Bayonet Point	John McCarty	(727) 868-9465 x2100
District Manager, West Hernando	Benjamin Cooper	(352) 596-4000 x3100
District Manager, Crystal River	Jamen Monbarren	(352) 795-4382 x4100



# Information about WREC

The name WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC., was chosen as a tribute to the Withlacoochee River, which was a common thread through the Cooperative's original service area (Citrus, Hernando and Pasco counties) in Florida. The title "Cooperative" signifies the not-for-profit status of your utility.

The Cooperative was first organized on August 20, 1941. At that time, a group of innovative individuals asked the Rural Electrification Administration for a loan to begin construction of an electric system. Just a few days later war was declared, and all loans were repealed. After the conclusion of the war in 1945, the loan application was resubmitted and approved.

The first Member was connected on April 4, 1947. The first operating report ending on May 31, 1947, reflected sales of 862 kWh at a cost of \$0.19 per kWh. Today, your Cooperative's energy sales on average exceed 363 million kWh per month, at a cost of less than \$0.09 per kWh. WREC now serves over 271,000 accounts and has been in business for over 78 years.

Although the numbers have changed considerably, the Seven Cooperative Principles remain the same today.

1. **Open Membership** - Any person or business within our service area is eligible to become a Member upon application and payment of the membership fee.
2. **Democratic Control** - Board of Trustee Members are elected by the membership. Each Member has one vote. Trustees set policies and employ the General Manager. Trustees serve three-year terms and ballots are cast by mail.
3. **Economic Participation** - As a not-for-profit organization any funds remaining at the end of the year are returned to the membership through the Capital Credits process and Revenue Rate Reductions. To date, your Cooperative has returned more than \$482 million to our Members.
4. **Autonomy and Independence** - Cooperatives are autonomous, self-help organizations controlled by their Members.
5. **Education, Training, and Information** - Cooperatives provide education and training for their Members, elected representatives, managers and employees so they can contribute effectively to the development of the Cooperative.
6. **Cooperation among Cooperatives** - Cooperatives serve their Members most effectively and strengthen the Cooperative movement by working together through local, regional, national, and international structures.
7. **Concern for Community** - Your Cooperative is proud to be a Main Street company involved in projects to make your community a better place.

These principles, which guide our dedicated employees and Members, set us apart from investor owned utilities.

# Billing Information

**Membership Fee:** The Membership fee is \$5.00 and refundable upon termination of service.

**Connection Fee:** Reconnect or changeover on an existing account, \$40.00; New Service, \$65.00; Temporary Service, \$125.00

## **Security Deposits:**

- **Residential Accounts:** The standard deposit is \$300.00. Other factors may be used in determining a different deposit amount such as risk involved, the Member's payment record with Withlacoochee River Electric or the Member's credit score as established by a third party credit information service.
- **General Service:** The deposit required will be equal to two months' billing (estimated) but not less than \$300.00.
- **Additional Deposit:** An additional deposit may be required of any Member who pays so late as to cause a collection order to be issued or who tenders a worthless payment.

**Worthless Payment:** Fees are pursuant to Florida Statutes.

**Delinquent Bills and Fees:** The billing date and the past due date are printed on your electric bill. A 1.5% (but not less than \$5.00) late charge will apply to all balances unpaid as of 5:00 p.m on the past due date.

**Meter Reading:** Electric meters are read at least once a month. Most meters are equipped with Electronic Radio Transmitting equipment that will transmit meter data via a controlled radio frequency - eliminating the need for monthly visits. However, that is not the case for every meter. This is why access to the electric meter is still necessary on occasion, and it is the responsibility of each Member to provide that access. Members may choose Prepaid Metering, which allows you to purchase electricity on a pay-as-you-go basis.

**Meter Tampering:** Meter tampering or any other method of electric current diversion for the purpose of circumventing billing is illegal and may result in prosecution.

**Refund of Deposit:** Security deposits will be refunded without interest to all residential Members when service has been connected for 24 months providing that payments were made prior to the past due date.

**Monthly Electric Bills:** Bills are mailed monthly on all accounts with the exception of accounts enrolled in Paperless Billing.

**Paperless Billing:** By registering through your WREC account either in the WREC mobile app or online at [wrec.net](http://wrec.net) for paperless monthly billing, you can view monthly statements and make secure, convenient payments online or within your WREC mobile app. The e-billing feature saves you time, money, postage and natural resources.

**Street and Yard Lighting:** Street and yard lighting are available, and charges vary by type and location. Please contact your nearest WREC office for detailed information.

**Street and Yard Light Repair:** To report an inoperative or malfunctioning street or yard light, please do one of the following:

- Call your local Cooperative telephone number, press "1" for streetlight repair and follow the voice prompt.
- Log onto **wrec.net** and go to "Outage Center", "Street Light Repair", to complete and submit the streetlight repair request.

**Office Hours:** All Cooperative offices are open from 8:00 a.m to 5:00 p.m, Monday through Friday, except for holidays. Convenient night depositories are provided for use after business hours or on weekends and holidays.

*\*\*Note: Failure to negotiate a refund check or otherwise claim amounts due to you from the Cooperative will result in a \$1.00 per month maintenance fee.\*\**



# Understanding Your Electric Bill

## Explanation of Common Terminology Used On Your Electric Bill

**1. Account Number**- Links the physical location to the address of the account.

**2. Meter Number**- The physical number of the meter at your account. The meter number is located on the front of the meter and links that meter to your account.

**3. Customer Number** - Links each Member to all past and current accounts.

**4. kWh: Kilowatt-Hour** - The basic measurement of electric energy use.

**5. Customer Charge** - The fixed monthly charge to cover some of the cost of providing service to your location. This charge is applicable whether or not any electricity is used.

**6. Energy** - The charge to cover the remaining costs that are not included in the customer charge.

**7. Fuel** - Used to recover the cost of fuel that runs the generation plant. Fuel is a straight pass-through. WREC does not make a profit from the fuel charge.

**8. Florida Gross Receipts Tax** - A tax that is collected and sent to the State of Florida.

**9. Surge Stopper** - This charge is for a Member who has a meter base surge suppression device.

**10. Operation Round-Up** - This voluntary contribution is for Members who round up their bill to the nearest dollar to help a Member in need.

**WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.**  
Your Touchstone Energy\* Cooperative  
P.O. Box 278, Dade City, FL 33526-0278

Service Address: 12345 Main ST  
Service Description: 28  
Service Classification: Residential Service

Account Number: 11111111  
Meter Number: 22222222  
Customer Number: 33333333  
Customer Name: JOHN Q CUSTOMER  
JOAN Q CUSTOMER

Cycle: 05  
Bill Date: 05/10/2025  
Amount Due: \$156.00  
Current Charges Due: \$156.00

See Back Side for More Information

Comparative Usage Information

Period	Days	Average kWh
May 2025	31	30
Apr 2025	30	34
Mar 2025	31	35

BILLS ARE DUE WHEN RENDERED  
A 1.5%, but not less than \$5, late charge will apply to unpaid balances as of 5:00p.m. on the due date shown on this bill.

Previous Balance: 152.00CR  
Payment: 152.00CR  
Balance Forward: 0.00

Customer Charge: 39.16  
Energy Charge 919 kWh @ 0.06030: 55.42  
Fuel Adjustment 919 kWh @ 0.04400: 40.44  
Light Energy (RR): 0.19  
Light Support (RR): 0.42  
Light Maintenance Charge: 3.73  
Light Fixture Charge: 4.49  
Light Fuel Adj 17 kWh @ 0.04400: 0.75  
FL Gross Receipts Tax: 3.65  
State Tax: 0.85  
Pasco County Tax: 0.14  
Surge Stopper (QTY 1): 6.00  
Operation Round-Up Amt: 0.76

Total Current Charges: 156.00  
Total Due: 156.00

Lights/Poles Type/Qty: 200 1

You have 24-hour access to manage your account on-line through SmartHub at wrec.net

If you would like to make a payment using your credit card, please call 1-855-938-3431. This number is WREC's Secure Pay-By-Phone system.

Detach at Dotted Line  
To Ensure Prompt Payment, Please Return This Portion with Your Payment.

See Reverse Side For Mailing Instructions  
Bill Date: 5/10/2025

\*\*ORU\*\*  
\*SURGE\*

Use above space for address change ONLY

District: OP 05

111111  
John Q Customer  
Joan Q Customer  
12345 Main ST  
DADE CITY, FL 33525-3919

Make check payable to W.R.E.C.

Current Charges Due Date	05/31/2025
TOTAL CHARGES DUE	156.00
Total Charges due After Due Date	161.00

000111111100001560000001610000

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Your Touchstone Energy\* Cooperative

**wrec.net**

P.O. BOX 278 DADE CITY, FL. 33526-0278  
PHONE (352) 567-5133 FAX (352) 521-5971

# Ways to Pay Your Electric Bill

## Paying Your Electric Bill Has Never Been Easier!

Source	Payment Type	Fees
Website & App	Online Check	NO FEE

Via **wrec.net** site:

(<https://withlacoochee.smarthub.coop/PayNow.html>)

### Credit

**\$2.75**

Online Checks can be processed using the Account Number and Routing Information from one of the following: Personal Checking, Personal Savings, Business Checking, Business Savings.

### Auto Pay Program (EFT)

**NO FEE**

Monthly bill amounts are deducted from a checking or savings account 10-15 days after the bill date. You may also elect to choose a date within an available date range for the billing cycle.

<b>Phone</b> (352-567-5133, via representative)	Credit	<b>\$2.75</b>
<b>Phone</b> (Secure Pay 1-855-938-3431, via automated system)	Credit	<b>\$2.75</b>

<b>In Office</b>	Cash	NO FEE
	Check	NO FEE
	Credit	NO FEE
	Money Order	NO FEE

<b>U.S. Mail</b>	Check	NO FEE
	Money Order	NO FEE

### Online Banking Payment

Members can pay through their personal online banking service. Please note that banks typically send payments electronically. However, banks may send WREC a check via U.S. Mail and Members should allow enough time for their payments to reach WREC in order to avoid additional fees and/or disconnection of service.



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PHONE (352) 567-5133 FAX (352) 521-5971



# Electronic Fund Transfer (EFT)

## Automatic Payments

### Here's how the plan works:

1. After your completed application is received, a series of tests will take place between WREC, our bank and your bank. These tests will verify compatibility of our recorded information such as your bank name, address and account number.
2. There will be a note on your bill indicating what day the transfer of funds will take place (approximately 10 to 15 days after your bill date).

If you decide to participate in the electronic payment plan, you will still be able to resolve billing questions before payment is made. Simply call the telephone number printed on the back of your bill and at your request a hold will be placed on the transfer of funds until your question is resolved.

You can also sign up for automatic payments in the WREC mobile app. All you have to do is log into the app, click on "Bill & Pay" then click Auto pay program.

**Be sure to enclose a blank, voided check with your completed authorization form.**

You can enroll in the EFT program by visiting our website at **wrec.net** or by completing the authorization form below and returning it to our office.

***When paying your energy bill with Electronic Funds Transfer (EFT)...you simplify your life.***

- With no checks to write you save time, postage and gasoline.
- Fast, efficient method of payment.
- Funds are automatically deducted from your bank Checking or Savings Account\*
- You can choose the day of the month that your funds are transferred. \*\*
- This service is FREE from your Cooperative.

\*Some bank fees may apply.

\*\*Certain restrictions apply.

### EFT PAYMENT AUTHORIZATION FORM

To participate in the Electronic Fund transfer Program, please fill out this form and mail to:

**WREC**  
**P.O. Box 278**  
**Dade City, FL 33526-0278**  
*(Please Print)*

#### IMPORTANT

**Be sure to enclose a blank, voided check so we can obtain necessary routing information and account name(s).**

ELECTRONIC FUND TRANSFERS CAN  
ONLY BE ACCOMPLISHED WITH  
BANKS IN THE UNITED STATES

WREC Account #: \_\_\_\_\_

Name as it appears on WREC bill: \_\_\_\_\_

Name(s) as it appears on bank account: \_\_\_\_\_

Checking Account No: \_\_\_\_\_ Savings Account No: \_\_\_\_\_

Bank Name: \_\_\_\_\_ Branch: \_\_\_\_\_

Bank mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

This is my (our) authorization to my (our) bank, named herein, to deduct from my (our) Checking or Savings Account (as specified) and pay to Withlacoochee River Electric Cooperative, Inc. (WREC), the amount of my (our) monthly electric service bills. This authorization shall continue until written notice of cancellation is received by either the bank or Withlacoochee River Electric Cooperative, Inc., in such time to afford a reasonable opportunity to act upon it.

**Please sign your name(s) exactly as you do on your checks.** Date: \_\_\_\_\_

Signature: X \_\_\_\_\_ Signature: X \_\_\_\_\_

# Better Service For Our Members

## PREPAID METERING - Is It Right For You?

### 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 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 phone calls when their balance drops below \$35. You can go to **wrec.net** and download the WREC mobile app to view daily usage, remaining credit balance and make payments. Payments can also be made through *Secure Pay-By-Phone* at 1-855-938-3431. Members are responsible for all text and data fees associated with Prepaid Metering.

### When Will My Service Be Disconnected?

When you run out of purchased energy your account will automatically disconnect. You will need to add more money to your account if this happens.

### How Do I Get My Service Reconnected?

If your service is disconnected, all you need to pay is \$25 plus any outstanding balance to reconnect your account within 7 days of disconnection. After 7 days you must pay the standard \$5 membership fee, \$40 reconnect fee and the initial \$100 for energy on the Prepaid Account.

### When Will My Meter Be Read?

Meter readings are gathered daily with the use of our automated meters.

### Will I Receive A Bill In The Mail?

No, you will not receive a bill from WREC.

### Can I Make Arrangements If I Can't Add Money To My Account?

Payment arrangements are not allowed on the **Prepaid Metering Program**.

### How Do I Add Money To My Prepay Account?

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

- Visit any WREC District Office or the Billy E. Brown Corporate Center 8:00a.m-5:00p.m Monday - Friday, excluding holidays.
- Pay online at **wrec.net**
- Use our secure pay automated phone system 24 hours a day by calling 1-844-209-7166

### How Do I Enroll?

Sign up with a Member Service Representative at any time by contacting your local WREC office, or go online at **wrec.net** for more information.

### Fees Associated With WREC Prepaid Metering

<b>Membership Fee</b>	\$0 (new Member \$5)
<b>Service Connect Fee</b>	\$0 (new account \$40)
<b>Deposit</b>	\$0*(new Member \$100)
<small>**No deposit required but must begin with \$100 in prepaid energy</small>	
<b>Disconnect Fee</b>	\$0
<b>Collection Fee</b>	\$0
<b>Late Fee</b>	\$0
<b>Reconnect Fee</b>	\$0

\*If your account has been disconnected for 7 days, there will be a \$40 reconnect fee.

### 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.



# A Sound Investment In Community & WREC Families

## WREC EDUCATIONAL FOUNDATION

*"Helping Students Reach Their Dreams!"*



**Since 1997, your Cooperative's Educational Foundation has awarded 2,524 college scholarships that represent a potential value of more than \$19.8 million.**

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 **2,524 college scholarships** with a potential payout of over **\$19.8 million**. The recipients of these scholarships can attend any in-state, regionally accredited college, university or technical school.

The Cooperative funds this worthwhile program using abandoned Capital Credits that would otherwise be forfeited to the State of Florida as abandoned property.

### Successful candidates must:

- Be a high school senior and maintain a minimum 2.0 GPA.
- Be the dependent of a WREC Member who is a bona fide resident within the service area of Withlacoochee River Electric Cooperative, Inc. for at least one year prior to December 31st of the application year.
- Plan to attend an in-state college, university or technical school full-time (minimum 12 credit hours per semester).
- Maintain a 2.0 GPA (or higher if mandated by the institution) each semester to maintain eligibility.

### Requirements:

Schools must be accredited by one of the six regional accrediting institutions, such as SACS and recognized by the Council of Higher Education Accreditation. If the institution is a technical school, it should be accredited by the Council of Occupational Education or its equivalent.

The screening and recommendation of candidates will be at the discretion of a committee designated by WREC. Application forms are available after October 1st of each year at your high school guidance department, online at [wrec.net](http://wrec.net) or any WREC office.

Dear, WREC Educational Foundation, Inc.,

I am writing to express my sincere gratitude for being selected as a recipient of the WREC Educational Foundation, Inc., Scholarship for the 2024 fall school year and beyond. I am deeply honored to have been chosen for this prestigious award, and I am extremely appreciative of your generosity and support.

Receiving this scholarship means so much to me and will significantly impact my educational journey. I will be entering college in the fall as a freshman, majoring in Computer Science at Saint Leo University. This scholarship award will not only alleviate some of the financial burden of tuition and related expenses but also enable me to focus more intently on my academic and extracurricular pursuits. Your investment in my education is an encouragement and a reminder of the importance of hard work and dedication.

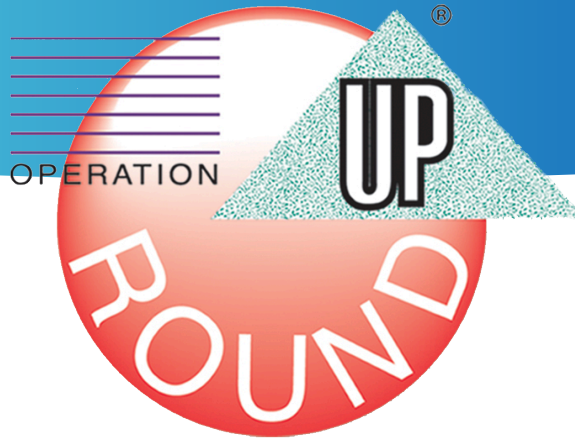
Your support will enable me to make the world a safer place and make every day life easier, and I am committed to making the most opportunities that lie ahead. I am inspired by your commitment to helping students like myself achieve their dreams, and I hope to one day be in a position to give back and help others in a similar manner. Thank you once again for your generosity and belief in my potential. I am determined to honor your support by excelling in my studies and making a positive impact in my field and community.

Warm regards,  
James Earl Coleman, Class of 2024 - Bishop McLaughlin High School  
Enrolling at Saint Leo University



James Coleman  
Class of 2024  
Bishop McLaughlin High School

**For more information or to obtain an application, please contact your local WREC District Office, the school's Guidance Counselor or visit [wrec.net](http://wrec.net).**



## YOUR GENEROUS CONTRIBUTIONS Can Change Lives

**Operation Round-Up** provides financial assistance to Members of our community. This program allows participating Members to have their energy bill rounded up to the nearest dollar and the difference donated. One hundred percent of these donations are used to help those Members who have suffered a catastrophic loss or event in their lives.

Since the program's inception in 1994, the fund has disbursed over \$2.5 Million to 681 families. This worthwhile program is funded by our Members who choose to have their electric bills rounded up to the nearest dollar. The average Operation Round-Up contribution is only \$0.50 per month. All contributions are tax-deductible. These tax-deductible pennies collectively demonstrate the strength and heart of our community.

### A Program We Can All Be Proud Of

**To participate in the Operation Round-Up Program, please fill out this form and include it with your next energy payment or mail it to the address below.**

**You can also sign up through the WREC Mobile app by logging in then clicking "Bill & Pay" on the bottom then enroll in Operation Round-Up.**

*Operation Round-Up is a non-profit subsidiary of Withlacoochee River Electric Cooperative, Inc.*

## PARTICIPATION FORM

### Here's how it works:

- Your energy bill is rounded up to the nearest dollar.
- Your average contribution will be \$0.50 per month.
- Your donation is posted automatically on your energy bill.
- No administrative costs. 100% of donations are used for financial assistance.
- Your contributions are tax-deductible.
- Operation Round-Up funds are not used to pay energy bills.

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 nor recommendation by the state. 1-800-435-7352.

☐ **Yes!** I want to help.

Simply check this box, fill out the requested information below and include this notice with your energy payment.

Name as it appears on WREC bill (please print): \_\_\_\_\_

WREC Account #: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

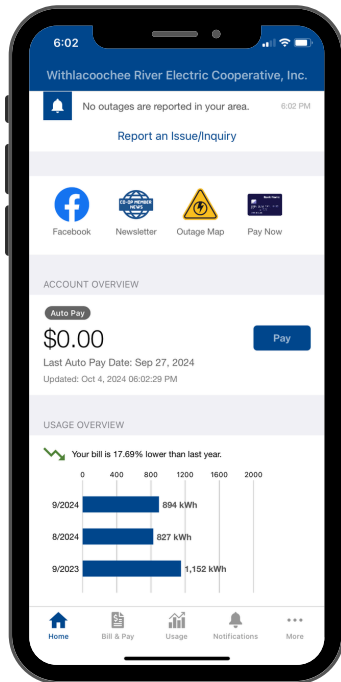
City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Signature: X \_\_\_\_\_

Date: \_\_\_\_\_

# WREC MOBILE APP



## What is it?

WREC's mobile platform-based app that allows WREC Members to conduct business with the Cooperative through their mobile device.

## Use the WREC Mobile App to...

- Pay Your Bill
- Update Your Account Info
- Check Your Energy Usage
- Set-Up Auto Bank Drafts
- Contact Member Services
- Subscribe For Outage Notifications

**Safe, Secure & Fast!**

## How do I sign up for the WREC Mobile App?

Go to [wrec.net](http://wrec.net) to register using your Account Number and E-mail Address:

### Mobile Devices (smart phones/tablets):

- Visit your device's app store. The WREC app is available from Apple App Store for iPhone or Google Play Store for Android.
- Search for "WREC" and download the app. It's free.
- Log in to your account as you would on the web or register if you are a new user.
- **That's it** - you can now take care of your WREC account on the go!

## Do I have to buy the app?

**No.** Our app is free to download and install.



For Apple



For Android



WREC Account  
on the Web

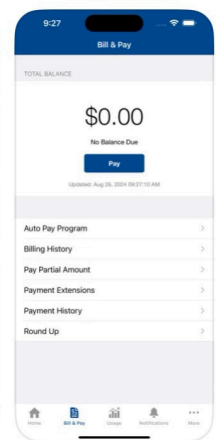
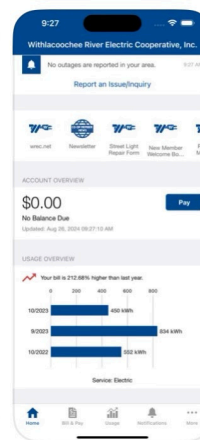
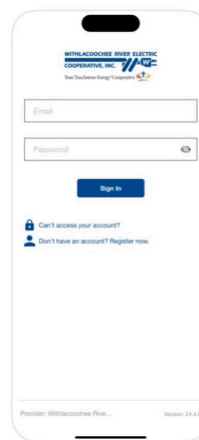


WREC  
Utilities

Get

WITHLACOOCHEE RIVER ELECTRIC C...

Utilities



## What is the difference between the mobile app and the web log in version?

Our mobile apps are native applications that can be downloaded and installed on your compatible mobile phone or tablet device. The web version is internet accessible from any web enabled device. Both the app and the web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts and report outages. They both also allow you to monitor and manage your usage by use of graphics and markers.

The web version allows you to register your account(s) to receive notifications for account milestones, such as an approaching or a missed due date. It also allows you to set a date range or point in time to monitor the changes in use. The web has a profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

**wrec.net**

P.O. BOX 278 DADE CITY, FL. 33526-0278  
PHONE (352) 567-5133 FAX (352) 521-5971



# BETTER SERVICE FOR OUR MEMBERS

## PAPERLESS BILLING Sign-Up Today!

Our Paperless Billing System  
Offers Convenient Features



### Enjoy The Benefits!

- Receive an e-mail notification that your current bill is available.
- No waiting for the mail - review your bill online.
- Review your last 12 months' usage online.
- *Hands free* - Use *EFT (Electronic Funds Transfer / Automatic Payments)* and never worry about missing a payment again.

**Simple, Fast, Free  
And Easy To Use!**  
Just six easy steps to enroll.

*Step 1:* Visit our website at: **wrec.net**

*Step 2:* Register/ Log in

*Step 3:* Click on "Settings"

*Step 4:* Click on "Paperless Billing"

*Step 5:* Click on the tab under "Go Paperless"

*Step 6:* Confirm you want Paperless Billing

**After following these six steps,  
the process is complete. You will  
receive an e-mail notification the  
next time your account is billed.**

**WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.**



Your Touchstone Energy® Cooperative

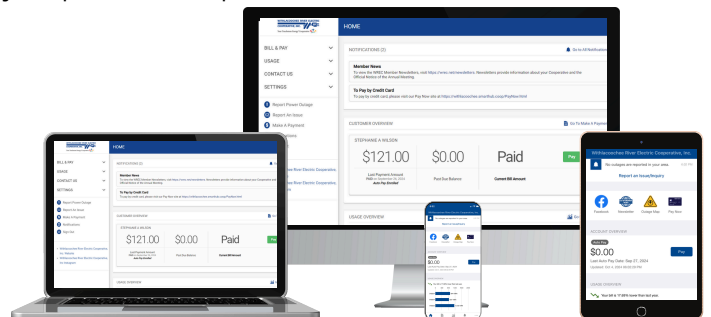


## How Do I Sign Up For **POWER OUTAGE NOTIFICATIONS?**

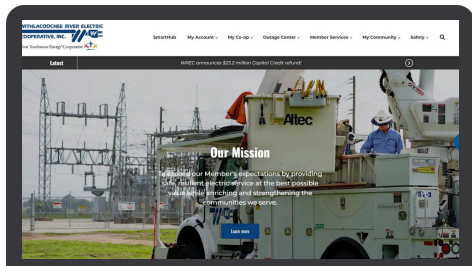
Once your account is registered (online at **wrec.net** by logging into your WREC Account or on the WREC Mobile App) you can take advantage of many notifications that are offered to you by following seven simple steps:

1. Login to your **WREC Account** on your personal computer using your email address and password.
2. Select the **Settings** tab found along the side of the **Home Page**.
3. Select **Contact Methods** to add or update your email address or to add a mobile phone number if you wish to receive text notifications.
4. Select **Manage Notifications** to see which categories of notifications are available.
5. Select the **Service** tab.
6. Select which **Power Outage Notifications** you want. These include **New Service Request Created, Planned Power Outage, Power Outage, Power Outage Restored, and Power Outage Update**. All will display as "**Text Message or Email**" until you select the phone number or email to have either a text message, email, or both sent to you for outage events.
7. Once you have made your choices, select "**Save**" and you're done! You will now start receiving notifications for the selection(s) you chose if those events occur.

Don't forget, there is also a mobile app that is available to download for your mobile phone from the **Apple store for iPhone** or the **Google Play store for Android**. Search for **WREC** within the store and install. This gives you access on the go wherever you are and has the same login process as your personal computer.



# WREC MEMBER BENEFITS



24/7 ACCESS TO YOUR WREC ACCOUNT

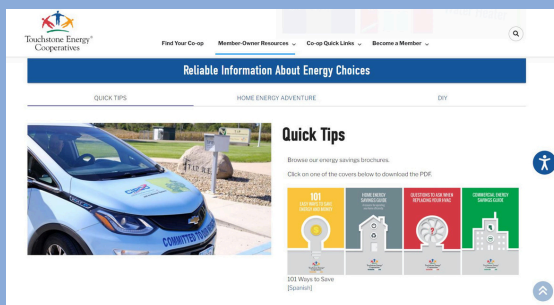
## Touchstoneenergy.com

Using the **Touchstoneenergy.com** website is an easy way to help make your home more energy efficient. WREC Members have used our energy saving tips website more than any other Cooperative in the country.

Visit **Touchstoneenergy.com** and find out how little changes can add up to big savings.

### Website Features:

- Energy Saving Tips
- Do-It-Yourself Instructional Videos
- Ask the Energy Expert
- Energy Savings Home Tour



**WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.**

Your Touchstone Energy® Cooperative

Find it all at...  
**wrec.net**



WREC offers time-saving solutions with 24/7 access to paperless e-billing! This online feature saves you time, money and preserves our natural resources. Members use **wrec.net** for online bill pay, scheduling services, finding energy saving tips, safety tips, Member support and more!

## Sign Up Online For E-Billing Today!

### WREC's Co-op Connections Card

WREC's Co-op Connections Card has saved Members thousands of dollars. It offers Members discounts on prescription drugs, restaurants and a variety of goods and services.



## Keep Up With The Latest

See the latest events with WREC by visiting any of our social media platforms today!



Withlacoochee River Electric Cooperative, Inc.



withlacoochee\_river\_electric



@WRECCoop



The Turkey Man Show

# VEGETATION MANAGEMENT

## The Key To System Reliability

Here on the Nature Coast, WREC recognizes and appreciates the beauty and aesthetics that trees provide to the landscape throughout our entire service territory. However, trees and power lines are not a good combination, as they are the leading cause of power outages on WREC's system. It is essential to balance tree trimming with the safe and reliable operation of the Cooperative's electric distribution system. This balance helps prevent future outages caused by fallen trees or branches on the lines.

The right-of-way (ROW) is the land WREC uses to construct, maintain, replace, or repair underground and overhead power lines. The ROW allows utility services like WREC to clear trees and other obstructions that could impede installation, maintenance, or operation. Ensuring that WREC and other utilities have access to ROW areas is crucial. If you have a gate with a code, please provide WREC with the code for access. WREC can also place a padlock on gates to ensure secure access for both WREC and homeowners, which is vital for maintenance and repairs.

Understanding the ROW is also important for knowing where to plant trees and shrubs so they do not grow and interfere with the power lines. WREC's vegetation management department and licensed contractors play a vital role in maintaining the safety of the ROW. Our team of experts, including licensed tree-cutting professionals and arborists, ensures reliable power for our Members by removing trees and shrubs that could threaten power lines.

There are three major benefits of vegetation management: safety, reliability, and affordability. We prioritize the safety of our Members and employees. Overgrown vegetation near power lines poses a safety threat, as it could catch fire or cause outages if it touches or falls on a power line. Strategic tree trimming reduces the number of downed power lines, which can lead to prolonged outages. Healthy vegetation is less likely to affect the power lines.

### Safety Is Our Number One Priority For Our Members, Employees and The General Public.

- Never trim, prune or remove trees near power lines.
- Only use qualified licensed tree contractors to remove or trim trees growing near power lines.
- If you plan to remove or trim a tree near WREC power lines, please contact your local Cooperative office.
- It is recommended that trees and shrubs not be planted within 50 feet of WREC overhead power lines especially trees that grow greater than 25 feet in height.



If you are going to plant shrubs, trees or install a fence be sure to call 811 forty-eight hours before you dig so power lines and other possible hazards can be located. Scan the QR code for more information.

*This is a free service available to the general public.*



POWER SURGES CAN HAPPEN ANYTIME  
Either You're Prepared...Or You're Not!



Protect your valuable equipment from  
damaging electrical power surges!



## WHAT IS SurgeStopper, AND HOW CAN I GET ONE?

**SurgeStopper** is a meter-based surge suppressor offered by **Withlacoochee River Electric Cooperative, Inc.**, to all of our Member/Owners to help protect the motor driven appliances in their homes. **SurgeStopper** can protect your electric appliances by diverting externally generated surges away from your sensitive electric appliances. **SurgeStopper** will withstand surges of up to 55,000 amps! **Withlacoochee River Electric Cooperative** is now offering our Member/Owners the **SurgeStopper** at the low price of only \$6.00 per month\*, with a one-time installation fee of \$40.00. This charge will be added to your monthly bill. Each **SurgeStopper** is installed by WREC's trained personnel. Call your local Cooperative office today or sign up online at **wrec.net**

## NOT JUST PROTECTION...PEACE OF MIND!

**SurgeStopper** comes with a fantastic \$500,000 aggregate 15-year product and appliance peace-of-mind warranty. **SurgeStopper** will pay up to \$5,000 (per appliance) towards the repair or replacement of any large, motor driven appliance (such as a washer, dryer or air conditioning compressor) in your home that is damaged from a high-voltage surge if the surge passes through **SurgeStopper**.\*\*

## SurgeStopper WARRANTY INFORMATION

**SurgeStopper** comes with an outstanding warranty! The extended warranty covers consequential damages to standard, motor driven, residential equipment as a result of a power line surge disturbance.

**This includes:** Washer and dryer, refrigerator, dishwasher, electric range and other major home appliances that are motor driven or mechanical in nature.

**Products that are Not Covered:** All well pumps and supplementary pump equipment, stand-alone electronic equipment using microchips or microprocessors and transistor technology such as TV's, computers and video/audio equipment.

\*Plus tax. \*\*Some exceptions and restrictions apply. For a complete copy of the warranty information, contact WREC.



☐ **Yes!** I'm interested in protecting my home from damaging electrical power surges.

Please contact me  
with more  
information about  
**SurgeStopper**.

Please complete this  
form and return with your  
energy payment, visit  
[wrec.net](http://wrec.net), or call your  
local Member service  
representative today.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: Work:(\_\_\_\_\_) \_\_\_\_\_ Best time to call, between \_\_\_\_ & \_\_\_\_

Home:(\_\_\_\_\_) \_\_\_\_\_ Best time to call, between \_\_\_\_ & \_\_\_\_

# STATEMENT OF NON-DISCRIMINATION

**Withlacoochee River Electric Cooperative, Inc.**, is the recipient of Rural Development funding assistance from the **Rural Utilities Service**. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication or program information (e.g. Braille, large print, audiotope, American Sign Language, etc) should contact the responsible Agency USDA's Target Center at (202)720-2600 (voice and TDD) or contact the USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

The person responsible for coordinating this organization's non-discrimination compliance efforts is Kristina Walzak, Manager of HR, Job Training & Safety. Any individual, or specific class of individual, who feels this organization has subjected them to discrimination may file a program discrimination complaint by completing the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint) (<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider, employer, and lender.



## SOURCE OF POWER



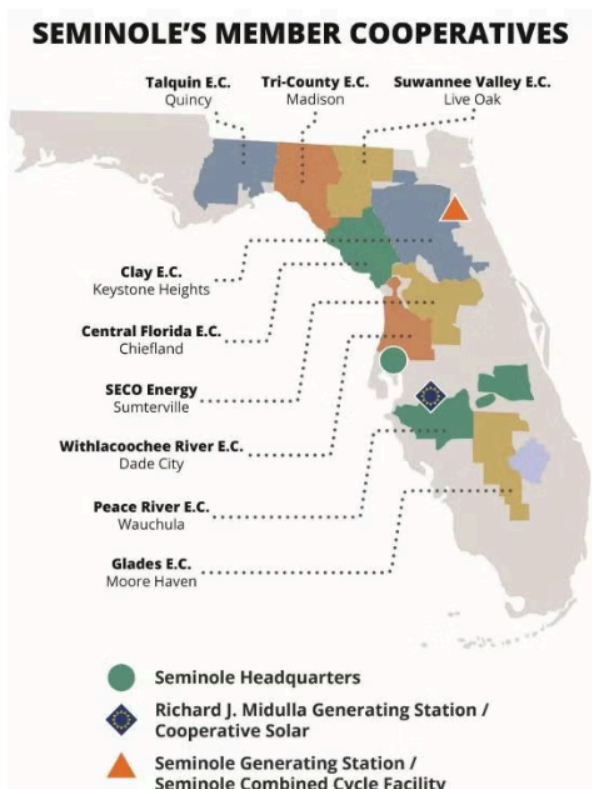
Seminole Electric Cooperative is owned and governed by Withlacoochee River Electric Cooperative and 8 other distribution Cooperative-owners, who distribute energy to nearly 2 million residential, commercial, and industrial end-use Members in 42 of Florida's 67 counties.

### HOW IT WORKS

**WREC Members:** Over 270,000 Members are proud owners of Withlacoochee River Electric Cooperative (WREC). These Members receive their electricity from WREC and, through their membership, share ownership of Seminole Electric Cooperative.

**WREC:** WREC is dedicated to providing safe, resilient and affordable electricity to its Members. To achieve this, WREC, along with 8 other Cooperatives, formed and owns Seminole Electric Cooperative, one of the largest generation and transmission companies in the nation. This ownership ensures safe, affordable, and reliable energy to its 9 Cooperative Member owners.

**Seminole Electric:** As the largest of Seminole Electric's 9 distribution electric Cooperatives, WREC plays a vital role in this Cooperative effort. Seminole Electric's mission is to supply affordable energy at the lowest possible cost to its distribution Cooperative-owners. Seminole Electric is governed by a dedicated Board of Trustees, consisting of CEOs and Board Members of its 9 Cooperative owners across Florida.



# MEDICALLY ESSENTIAL INFORMATION



## IMPORTANT INFORMATION FOR

## Our Medically Essential Members



At **Withlacoochee River Electric Cooperative, Inc.**, 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 that 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 but cannot provide preferential treatment. 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. 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 disconnection. This program does not exempt Members from disconnection of service for non-payment or 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.

### How Do I Get Started?

To get registered, Members should contact or visit their local Cooperative office for the proper forms or go to the website for information at: [wrec.net](http://wrec.net)

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### Special Needs Information - Emergency Management Contacts

CITRUS COUNTY - 352.249.2700

HERNANDO COUNTY - 352.754.4083

PASCO COUNTY - 727.847.8137

POLK COUNTY - 863.298.7000

SUMTER COUNTY - 352.689.4400

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P.O. BOX 278 DADE CITY, FLORIDA 33526-0278 PHONE (352) 567-5133 FAX (352) 521-5971

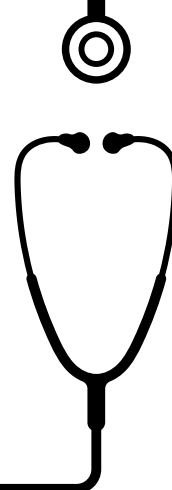
## Florida Special Needs REGISTRY



In the event of an emergency or natural disaster, do you or someone you know need assistance in evacuating your home to a shelter that meets your/their needs?

State and local emergency management agencies developed the Florida Special Needs Registry to ensure persons with special needs receive assistance during disasters.

To register, visit [snr.flhealthresponse.com](http://snr.flhealthresponse.com)  
or scan the QR code.







**WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.**



Your Touchstone Energy® Cooperative



**Member Owned, Community Focused.**  
**wrec.net**

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**PHONE (352) 567-5133 FAX (352) 521-5971**