

WELCOME NEW MEMBER

WITHLACOOCHEE RIVER ELECTRIC
COOPERATIVE, INC.



Your Touchstone Energy® Cooperative



Member Owned, Community Focused.
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



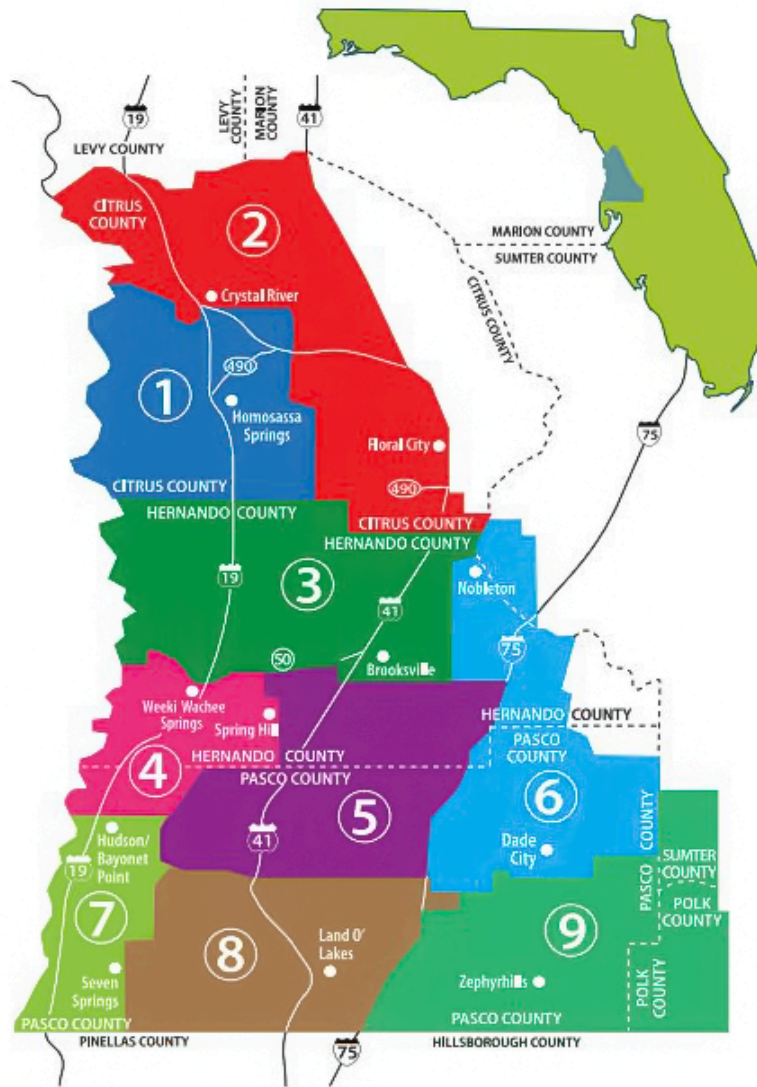
DISTRICT 2

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
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.

Your 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 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.

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 SmartHub[®] account either in the SmartHub[®] app or online at wrec.net for paperless monthly billing, you can view monthly statements and make secure, convenient payments online or within your SmartHub[®] 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 street light repair and follow the voice prompt.
- Log onto **wrec.net** and go to "Outage Center", "Street Light Repair", to complete and submit the street light 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.



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: 1111111 Cycle: 05
Meter Number: 2222222
Customer Number: 3333333
Customer Name: JOHN Q CUSTOMER
JOAN Q CUSTOMER

Bill Date: 01/10/2024
Amount Due: \$153.00
Current Charges Due: \$153.00

District Office Serving You
One Pasco Center

See Back Side for More Information

From	To	Reading	Reading	Multitier	Dem. Reading	KW Demand	kWh Used
12/04	01/04	9051	9970				919

Comparative Usage Information

Period	Days	Average kWh Per Day
Feb 2023	31	30
Jan 2023	28	34
Feb 2023	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	152.00
Payment	152.00CR
Balance Forward	0.00

Customer Charge	39.16
Energy Charge 919 kWh @ 0.04989	45.85
Fuel Adjustment 919 kWh @ 0.04000	48.71
Light Energy (RR)	0.19
Light Support (RR)	0.34
Light Maintenance Charge	3.73
Light Fixture Charge	4.49
Light Fuel Adj 47 kWh @ 0.04000	0.68
FL Gross Receipts Tax	2.99
State Tax	0.54
Pasco County Tax	0.09
Surge Stopper (QTY 1)	6.00
Operation Round-Up Amt	0.23

Total Current Charges	153.00
Total Due	153.00

Please Pay

Lights/PolesType/Qty
100 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.

Barcode

Detach at Dotted Line

To Ensure Prompt Payment, Please Return This Portion with Your Payment.

Use above space for address change ONLY

See Reverse Side For Mailing Instructions

Bill Date: 1/10/2024

ORU
SURGE

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	01/31/2024
TOTAL CHARGES DUE	153.00
Total Charges due After Due Date	158.00

00011111100001530000001580000

WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

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 **SmartHub® Pay Now** 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.

Phone (352-567-5133, via representative)	Credit	\$2.75
---	---------------	---------------

Phone (Secure Pay 1-855-938-3431, via automated system)	Credit	\$2.75
--	---------------	---------------

In Office	Cash	NO FEE
	Check	NO FEE
	Credit	NO FEE
	Money Order	NO FEE


U.S. Mail	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.



**WITHLACOOCHEE RIVER ELECTRIC
 COOPERATIVE, INC.** 

Your Touchstone Energy® Cooperative 

wrec.net

P.O. BOX 278 DADE CITY, FL. 33526-0278
 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.

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 Prepaid 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 register for **SmartHub™** to view daily usage, remaining credit balance and 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 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.

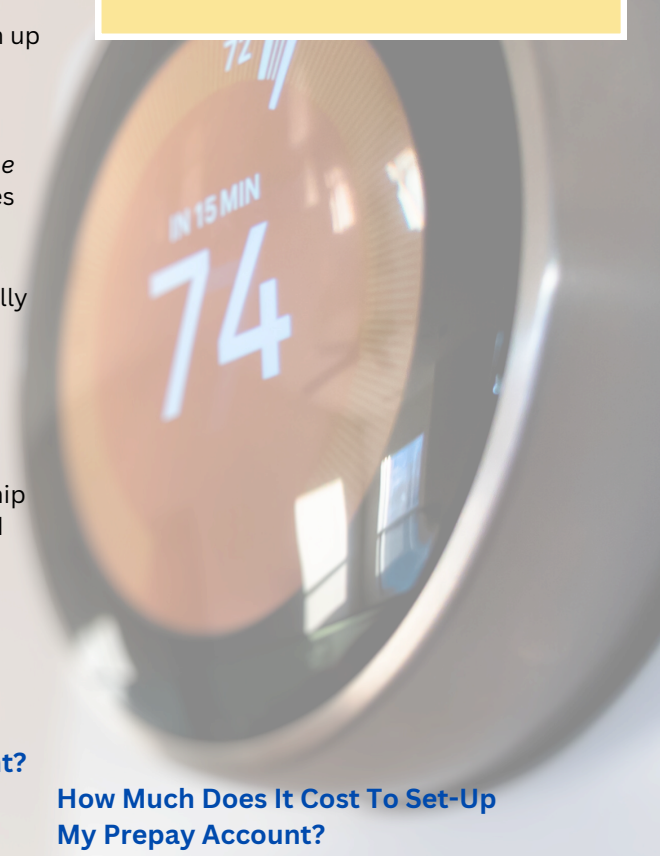
Fees Associated With WREC Prepaid Metering

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



Educational Foundation, Inc.

Since 1997, your Cooperative's Educational Foundation has awarded 2,414 college scholarships that represent a potential value of more than \$18.5 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 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.

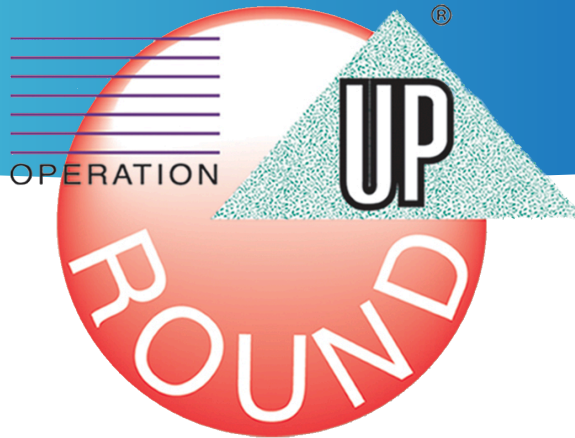
Your support will enable me to make the world a safer place and make every day life easier, and I am committed to making the most opportunities that lie ahead. I am inspired by your commitment to helping students like myself achieve their dreams, and I hope to one day be in a position to give back and 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 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.

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 WRECare. 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: (____) _____

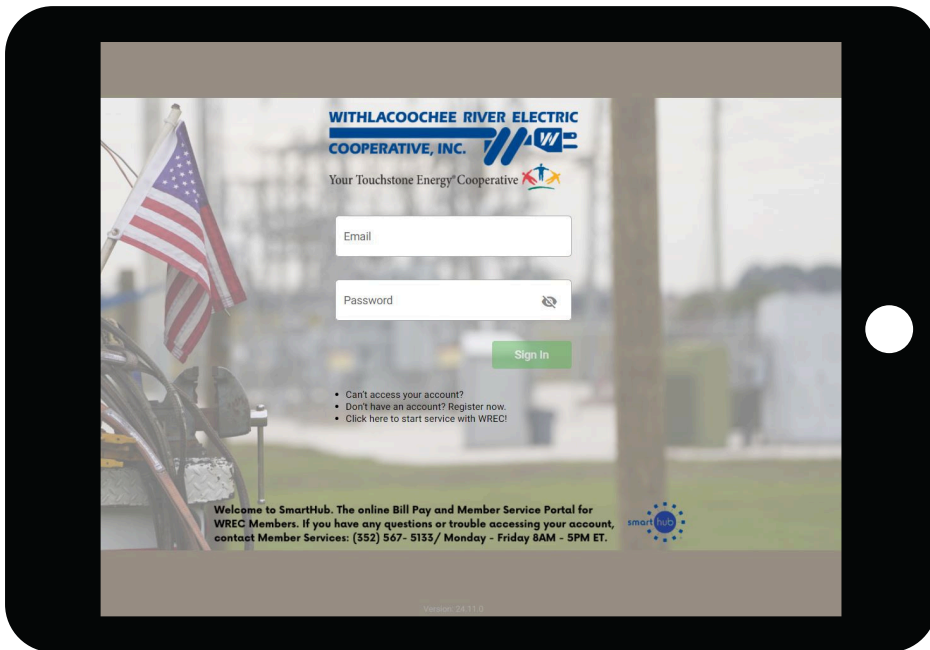
City: _____

State: _____ Zip Code: _____

Signature: X _____

Date: _____

WREC SMARTHUB™



What is SmartHub™?

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

Use SmartHub™ 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 SmartHub™?

Go to wrec.net to register using your Account Number and E-mail Address:

Mobile Devices (smart phones/tablets):

- Visit your device's app store. SmartHub™ is available from Apple App Store for iPhone or Google Play Store for Android.
- Search for "SmartHub™" and download the app. It's free.
- Search for **Withlacoochee River Electric Cooperative** by name and confirm your selection.
- 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



SmartHub® on the Web

What is the difference between the mobile app and the web version of SmartHub™?

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 apps 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

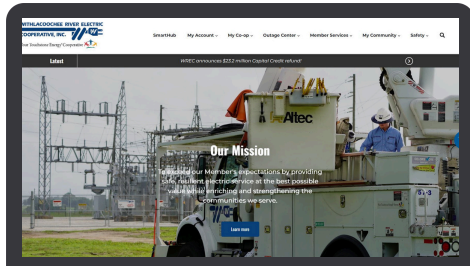
Once registered for **SmartHub™**, you can take advantage of many notifications that are offered to you by following seven simple steps:

1. Login to **SmartHub™** 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 selections in the format(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 **SmartHub** 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

The leading cause of power outages in WREC's system is trees. Everyday contract crews are trimming trees throughout our system to reduce outages and maintain adequate clearances between trees and power lines. However, due to our tropical climate, tree growth over the last several years has increased significantly. As a result of this increased tree growth, WREC Members are experiencing a higher number of service interruptions. This is still occurring even though more trimming crews were added to combat this problem.

In order to effectively evaluate this problem, WREC has contracted with ACRT to analyze our Vegetation Management Program to see where improvements can be made. ACRT is based out of Akron, Ohio and is a leading utility vegetation management company in the electric utility industry. ACRT employs licensed arborists that have the expertise necessary to make an accurate assessment of our system.

WREC recognizes and appreciates the beauty and aesthetics trees provide to the landscape throughout our entire service territory. However, we must balance trimming trees with the safe and reliable operation of the Cooperative's elective distribution system.

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!

SURGE STOPPER

METER BASED SUPPRESSOR

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.

Name: _____ Account #: _____

Address: _____

City: _____ State: _____ Zip: _____

Please complete this
form and return with your
energy payment, visit
wrec.net, or call your
local Member service
representative today.

Telephone: Work:(_____) _____ Best time to call, between ____ & ____

Home:(_____) _____ Best time to call, between ____ & ____

SOURCE OF POWER



WREC and its wholesale power provider, Seminole Electric Cooperative (Seminole), are committed to the environment. Seminole is one of the largest generation and transmission (G&T) electric cooperatives in the country. Seminole's purpose is to provide reliable, competitively priced, wholesale electric power to its nine Member distribution electric cooperatives.

Seminole Electric Cooperative, headquartered in Tampa, is a not-for-profit Cooperative returning margins in the form of Capital Credits to your Cooperative. Seminole is owned by Withlacoochee River Electric Cooperative and eight other electric distribution Cooperatives located from the Georgia border to the Everglades. These distribution cooperatives provide power to more than 1.9 million Members in 42 of Florida's 67 counties.

Seminole Electric Cooperative operates power production facilities and negotiates short-term and long-term energy contracts with other power producers and marketers. It also owns and operates transmission facilities that connect Seminole's system to Florida's electrical transmission system.

Seminole maintains a balanced and diverse portfolio of energy resources. In 2020, 4% of Seminole's energy was renewable, 26% was power purchased, 28% natural gas and 42% was coal. Seminole projects by 2024 its energy portfolio will consist of 8% renewable, 9% coal, 11% power purchased and 72% natural gas.

The Seminole Generating Station:

- Consists of two, 638-megawatt, coal-fired generating units.
- Is located approximately 50 miles south of Jacksonville.
- Selected as one of the top six coal plants in the country by Power Magazine.



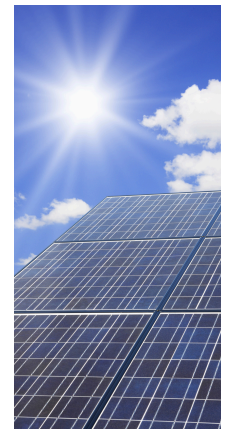
The Richard J. Midulla Generating Station:

- 810- megawatt power station.
- Is located in Hardee County, 12 miles Northeast of Wauchula.
- This station uses the natural gas-combined cycle technology.




The Seminole Cooperative Solar:

- Located directly adjacent to the Richard J. Midulla generating Station in Hardee County, FL.
- Consists of more than 8,000 solar panels that track the sun throughout the day.
- Seminole has contracted to purchase the output from four new solar facilities which will add 298 megawatts of renewable energy to Seminole's energy resource portfolio.



**WITHLACOOCHEE RIVER ELECTRIC
COOPERATIVE, INC.**

Your Touchstone Energy® Cooperative 

wrec.net

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

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. USDA is an equal opportunity provider, employer, and lender.



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

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



**WITHLACOOCHEE RIVER ELECTRIC
COOPERATIVE, INC.**



Your Touchstone Energy® Cooperative



Member Owned, Community Focused.

wrec.net

P.O. BOX 278 DADE CITY, FLORIDA 33526-0278

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