

MEMBER OWNED, COMMUNITY FOCUSED.

WELCOME

NEW  
MEMBER

WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.



Your Touchstone Energy® Cooperative



WELCOME

# NEW MEMBER



**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

## A Message from your General Manager

Dear Valued Member,

Welcome to Withlacoochee River Electric Cooperative! We're honored to have you as part of our community. By joining WREC, you've become a Member-owner of one of the largest not-for-profit electric Cooperatives in the nation, an organization built on service, integrity, and a deep commitment to the people and communities we serve.

Our mission is simple yet powerful: to exceed our Members' expectations by providing safe, resilient electric service at the best possible value while enriching and strengthening the communities we serve. Every decision we make is guided by this mission, and every Member plays a vital role in helping us fulfill it.

We've created this handbook to support you as you get started with WREC. Inside, you'll find information about our services, programs, rates, and how to make the most of your membership. Whether you have questions about your account, want to learn more about energy efficiency, or are interested in participating in community initiatives like Operation Round-Up, we're here to help.

As a Cooperative, we operate differently than traditional utilities. Our model ensures that your needs come first. Our Board of Trustees are elected by Members like you, who provide leadership to our dedicated employees to deliver exceptional service while keeping costs as low as possible. Being a Member-owner means you benefit from our success, with your annual Capital Credit refund returned in December.

Please don't hesitate to reach out to us anytime you need assistance or have questions. We're proud to serve you and look forward to building a lasting relationship based on trust, transparency, and community. WREC also maintains an active social media presence, where we regularly highlight the meaningful work, we do in the communities we serve every day. Be sure to follow along and stay connected!

Thank you for being a valued Member of Withlacoochee River Electric Cooperative.

Sincerely,

David B. Lambert

Executive Vice-President & General Manager



# MEET YOUR BOARD OF TRUSTEES

SERVICE TERRITORY



**DISTRICT 1**  
Robert W. Strickland  
*Vice President*



**DISTRICT 2**  
David S. Hunnicutt



**DISTRICT 3**  
Patricia P. Bechtelheimer



**DISTRICT 4**  
Alan F. Hengesbach  
*Secretary / Treasurer*



**DISTRICT 5**  
Robert J. Barthle



**DISTRICT 6**  
Terrence E. Schrader  
*President*



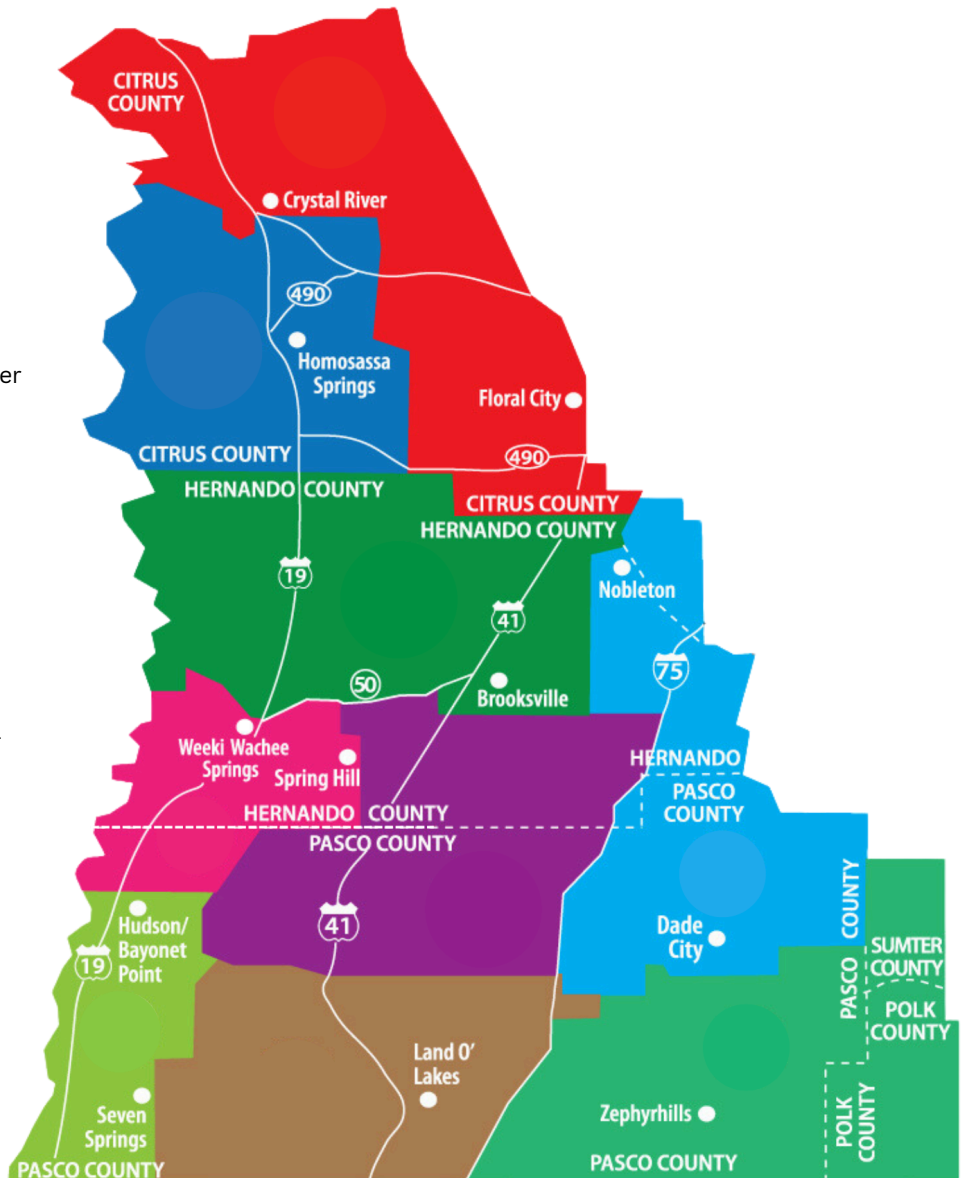
**DISTRICT 7**  
Joseph A. Marina



**DISTRICT 8**  
Paul R. Little



**DISTRICT 9**  
Kimberly L. Kinney



# WREC CONTACT DIRECTORY

## OFFICES

### 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

### CRYSTAL RIVER DISTRICT OFFICE

5330 W. Gulf-To-Lake Hwy, Lecanto, Florida 34461  
(352) 795-4382

### ONE PASCO CENTER DISTRICT OFFICE

30461 Commerce Drive, San Antonio, Florida 33576  
(352) 588-5115

### WEST HERNANDO DISTRICT OFFICE

10005 Cortez Blvd, Weeki Wachee, Florida 34613  
(352) 596-4000



**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, Member Relations	Gary Steele	352) 567-5133 x6102
Manager, H.R., Job Training & Safety	Kris Walzak	(352) 567-5133 x6310
Manager, Accounting & Finance	Heriberto Hernandez	(352) 567-5133 x6263
Manager, Engineering & Technical Support	Travis Weaver	(352) 567-5133 x5100
Manager, Information Technology	Mike Gayda	(352) 567-5133 x6278
Manager, Transmission Planner	Marlin Sexton	(352) 795-4382 x4102
Manager, System Operations	Frank Tomkow	(352) 567-5133 x5200
Manager, Energy Delivery	Joe Burdin	(352) 567-5133 x5500
Manager, System Reliability	Clint Jackson	(352) 567-5133 x5230
Manager, Purchasing & Facilities	Cheri Garcia	(352) 567-5133 x6330
District Manager, Bayonet Point	John McCarty	(727) 868-9465 x2100
District Manager, Crystal River	Jamen Monbarren	(352) 795-4382 x4100
District Manager, One Pasco Center	Ricky Gude	(352) 588-5115 x1100
District Manager, West Hernando	Benjamin Cooper	(352) 596-4000 x3100

# OUR STORY

# YOUR POWER

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 \$0.11 per kWh. WREC now serves over 281,000 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 INSIGHTS

**Membership Fee:** The Membership fee is a one-time fee of \$5.00 and is 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 cellular and 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 and avoid any deposits.

**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 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, make the selection for streetlight repair and follow the voice prompt.
- Visit wrec.net then click "Outage Center", "Street Light Repair", to complete and submit the streetlight repair request. There is also a button for quick access on the home page of wrec.net.
- Log onto the WREC mobile app and select Report an Issue/Inquiry, Other Issues/General Inquiry and then Light Maintenance.

**Office Hours:** All Cooperative offices are open from 8:00 a.m to 5:00 p.m, Monday through Friday, except for certain 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

A GUIDE TO YOUR ELECTRIC BILL

## Explanation of Common Terminology Used On Your Electric Bill

Your Touchstone Energy® Cooperative  
P.O. Box 278, Dade City, FL 33526-0278

**Account Number** 1111111 Cycle 05  
**Meter Number** 22222222  
**Customer Number** 33333333  
**Customer Name** JOHN Q CUSTOMER  
 JOAN Q CUSTOMER

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

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

See Back Side for More Information

ELECTRIC SERVICE							
From Date	Reading	To Date	Reading	Multiplier	Dem. Reading	kWh Demand	kWh Used
04/04	9051	05/04	9970				919

Comparative Usage Information

Period	Days	Average kWh Per Day
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	152.00
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
<b>Total Current Charges</b>	<b>156.00</b>
<b>Total Due</b>	<b>156.00</b>

Please Pay

Lights/Poles Type/Qty  
200 1

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
<b>TOTAL CHARGES DUE</b>	<b>156.00</b>
Total Charges due After Due Date	161.00

00011111100001560000001610000

**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** - This is also known as a service charge which is 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 plants. Fuel is a straight pass-through.

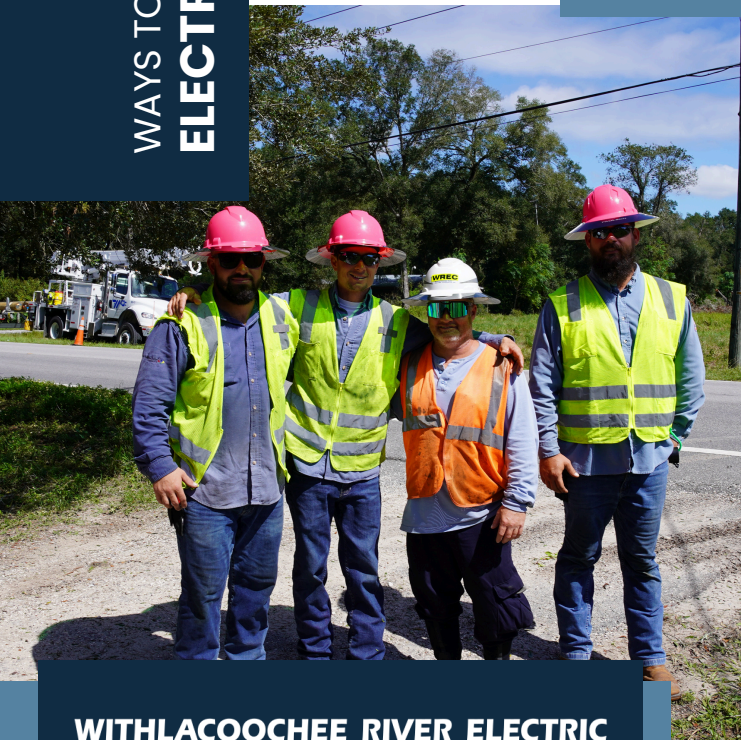
**8. Florida Gross Receipts Tax** - A tax that is collected and sent to the State of Florida.

**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.

\*Rates displayed here are an example and may not accurately display current rates\*

# EASY PAYMENT OPTIONS



**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**



## Paying Your Electric Bill Has Never Been Easier!

Source	Payment Type	Fees
Website & Mobile App	Online Check	NO FEE
Via <b>wrec.net</b> site: ( <a href="https://withlacoochee.smarthub.coop/PayNow.html">https://withlacoochee.smarthub.coop/PayNow.html</a> )		
	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 or 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>	By calling 352-567-5133, using our secure pay option, and selecting 1 when prompted to.	<b>Credit</b>	<b>\$2.75</b>
--------------	---	---------------	---------------

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

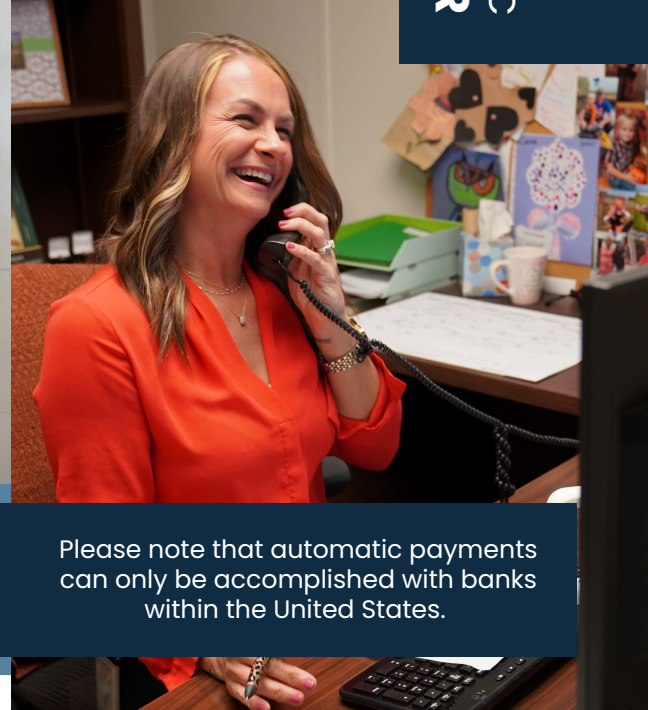
<b>U.S. Mail</b>	<b>Check</b>	<b>NO FEE</b>
	<b>Money Order</b>	<b>NO FEE</b>

### 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.

# AUTOMATIC PAYMENTS

ELECTRONIC  
FUND TRANSFER



Please note that automatic payments can only be accomplished with banks within the United States.

## Here's how the plan works:

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

## To Sign Up:

- The WREC mobile app. All you have to do is log into the app, click on "Bill & Pay" then click "Auto Pay Program".
- My WREC Account online at [wrec.net](http://wrec.net). Once logged in click on the "Bill & Pay" tab on the left-hand side then on "Auto Pay Program".

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

- No wondering if you missed your due date.
- 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.



# PREPAID POWER MADE SIMPLE

## 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** 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 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](http://wrec.net) or download the WREC mobile app to view daily usage, view remaining credit balance, or to 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?

You will get notified when you run out of purchased energy and your account will automatically disconnect. To reconnect 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:

- Use the WREC Mobile App.
- Pay online at [wrec.net](http://wrec.net) by logging into "My WREC Account".
- Use our secure pay automated phone system 24 hours a day by calling 1-855-938-3431.
- Visit any WREC Office, 8:00a.m-5:00p.m Monday - Friday, excluding holidays.

## 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](http://wrec.net) for more information.

## 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.

## FEES ASSOCIATED WITH WREC PREPAID METERING

Membership Fee	\$0 (new Member \$5)
Service Connect Fee	\$0 (new account \$40)
Deposit	\$0*(new Member \$100)
**No deposit required but must begin with \$100 in prepaid energy	
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.

CL200 120V 3W TYPE CN1SR 30TA 1.0Kh

WREC

CA 0.5  
FM12S

AUSS  
1225

Itron

WATTHOUR METER

USA

# THE KEY TO SYSTEM RELIABILITY

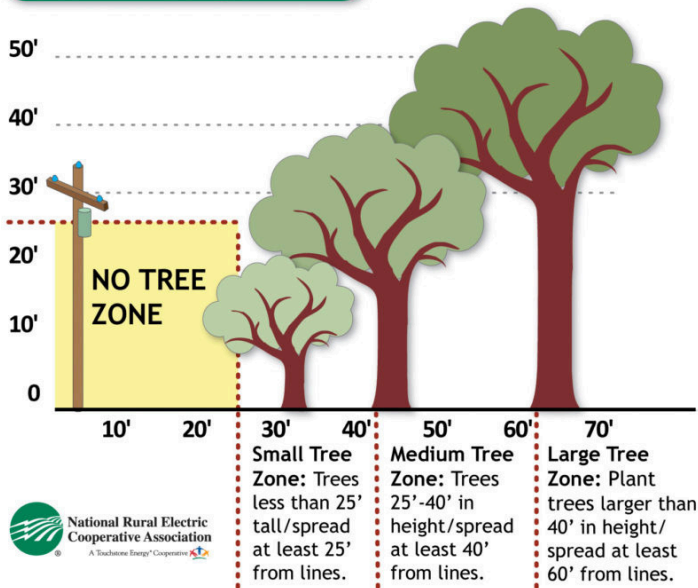
## The Key To System Reliability

At WREC, we appreciate the natural beauty trees add to our communities. However, trees and power lines do not mix. In many cases fallen branches are a leading cause of power outages. That's why we take a thoughtful approach to tree trimming, ensuring we protect both the landscape and the integrity of our electric system.

### Understanding Right-of-Way (ROW)

ROW is the land used to install and maintain power lines. WREC must keep these areas clear of trees and obstructions to ensure access and prevent outages. It's important we can access your property to keep the ROW clear, so if you have a gate with a code, please share it with WREC. We can also install a padlock for secure access.

### Tree Planting Guide



### Planting Smart

Knowing where to plant trees and shrubs helps avoid interference with power lines. Our licensed contractors and vegetation management team work to keep ROW areas safe and power flowing reliably.

### Why It Matters

Vegetation management improves:

- Safety – Prevents fires and hazards near lines.
- Reliability – Reduces outages from fallen trees.
- Affordability – Keeps maintenance costs down.

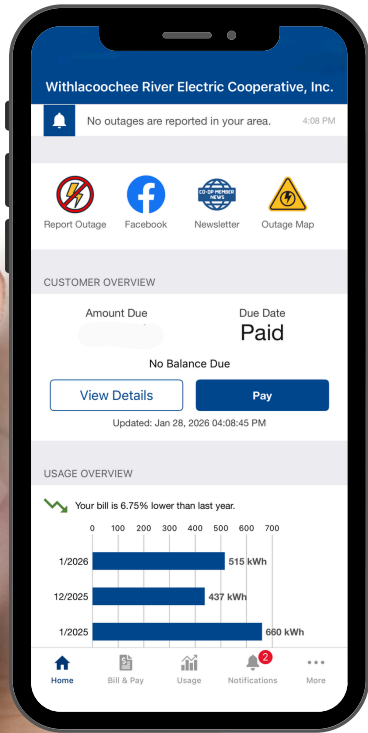
## Safety Is Our Number One Priority For Our Members and Employees

- 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.



# FAST, EASY AND CONVENIENT WREC'S MOBILE APP



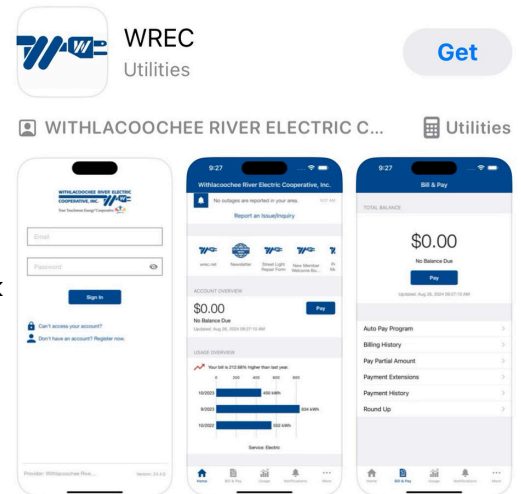
## What is it?

WREC's mobile platform-based app 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 Information
- Check Your Energy Usage
- Set-Up Automatic Bank Drafts
- Contact Member Services
- Subscribe For Outage and other Notifications

**Safe, Secure & Fast!**



## 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

## 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!

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

Our mobile app is an application 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.

# GO PAPERLESS AND STAY INFORMED

PAPERLESS BILLING &  
NOTIFICATIONS

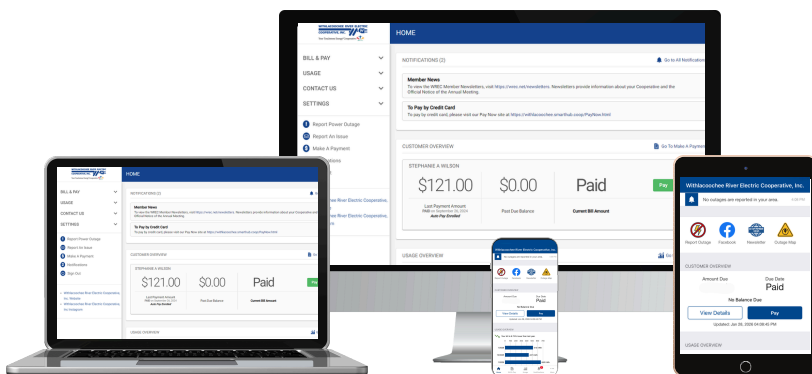
## How Do I Sign Up For POWER OUTAGE NOTIFICATIONS?



Once your account is registered (online at [wrec.net](http://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:

- Login to your WREC Account on your personal computer using your email address and password.
- Select the **Settings** tab found along the side of the Home Page.
- Select **Contact Methods** to add or update your email address or to add a mobile phone number if you wish to receive text notifications.
- Select **Manage Notifications** to see which categories of notifications are available.
- Select the **Service tab**.
- Select which Power Outage Notifications you want. These include **Planned Power Outage**, **Power Outage**, **Power Outage Restored**, and **Power Outage Update**.
- Once you have made your choices, select **"Save"** and you're done! You will now start receiving notifications for your 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 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 Online Account



## PAPERLESS BILLING Sign-Up Today!

Our Paperless Billing System  
Offers Convenient Features

- 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](http://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.



POWER UP YOUR

# MEMBERSHIP

MEMBER  
BENEFITS



Scan the QR Code to Visit  
wrec.net

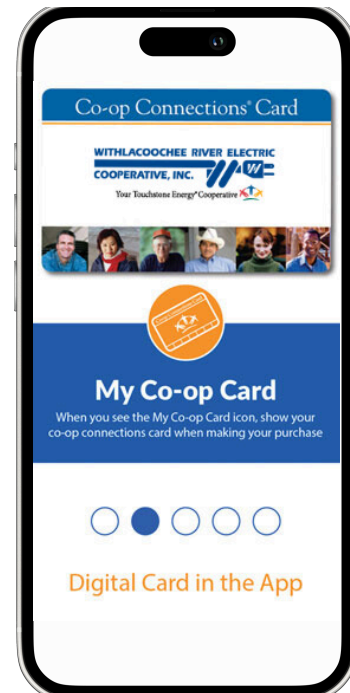
24/7 ACCESS TO YOUR WREC ACCOUNT

## FIND IT ALL AT WREC.NET

- Access to your WREC Account.
- Pay now feature for billing.
- Energy Saving Tips.
- WREC Educational Foundation Scholarship for Member dependents.
- Access to WREC's SurgeStopper.
- WREC's Generator Program.
- Operation Round-Up
- Co-op Connections savings.
- Mobile App access.
- Real time notifications.
- Storm resources.
- Safety tips.
- Live outage map viewer.
- Text outage reporting.

**Start saving today!** Did you know WREC has a free benefit program that provides our Members with discounts from local businesses within the community? It is true! Co-op Connections is a free program that we offer to our Members. Members can redeem discounts for clothing, dining, automotive, entertainment, and much more. This program is easy to use, so download the Co-op Connections app for free to register today and start saving!

**For businesses** interested in participating in this wonderful program or Members looking for more information please visit [connections.coop](http://connections.coop) or scan the QR code to the left to sign up for this money saving program.



## Capital Credits: Your Share in the Cooperative

Capital Credits are a unique benefit of being a Member of Withlacoochee River Electric Cooperative (WREC). As a Member-owned, not-for-profit utility, WREC allocates any excess revenue back to its Members based on how much energy they purchased during the year. These allocations, known as Capital Credits, represent your share of ownership in the Cooperative. Over time, WREC may refund these credits to Members, either by check or account credit, as determined by the Board of Trustees. To learn more or check for unclaimed credits, Members can scan the QR code for more detailed information at [wrec.net](http://wrec.net).



# BE PREPARED WITH WREC'S SURGE STOPPER

METER BASED  
SUPPRESSOR

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!



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

## WHAT IS *Surge Stopper*, AND HOW CAN I GET ONE?

*Surge Stopper* is a meter-based surge suppressor offered by **Withlacoochee River Electric Cooperative, Inc.**, to all of our Members to help protect the motor driven appliances in their homes. *Surge Stopper* can protect your electric appliances by diverting externally generated surges away from your sensitive electric appliances. *Surge Stopper* will withstand surges of up to 55,000 amps! **Withlacoochee River Electric Cooperative** is offering our Members the *Surge Stopper* 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 *Surge Stopper* is installed by WREC's trained personnel. Call your local Cooperative office today or sign up online at [wrec.net](http://wrec.net)

## *Surge Stopper* WARRANTY INFORMATION

*Surge Stopper* 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.

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

*Surge Stopper* comes with a fantastic \$500,000 aggregate 15-year product and appliance peace-of-mind warranty. *Surge Stopper* 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 *Surge Stopper*.\*\*



\*Plus tax.

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

# EMPOWERING TOMORROW'S LEADERS



Educational Foundation, Inc.



**Since 1997, your Cooperative's Educational Foundation has awarded 2,634 college scholarships that represent a potential value of more than \$21.1 million.**

Investing in our communities and families continues to be one of the guiding principles of electric Cooperatives across the country. WREC awards 130 students with a \$12,000 scholarship disbursed throughout their years in school. 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.

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) by scanning the QR code.



#### 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.

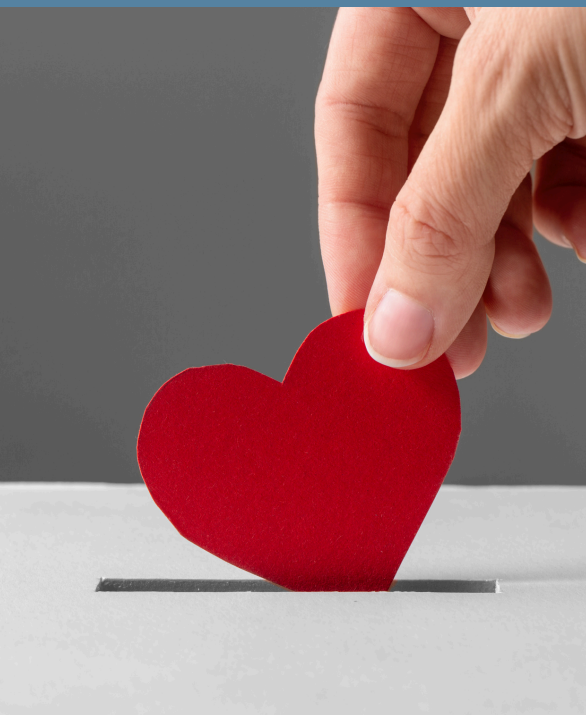
#### Requirements:

- 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.



# YOUR CHANGE CAN SAVE LIVES

OPERATION  
ROUND-UP



**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 689 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.

## 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.
- Funds are used to help fellow WREC Members who have experienced a catastrophic event due to no fault of their own.



## A Program We Can All Be Proud Of

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.

## It's Easy to Sign-Up!

- On the WREC Mobile App: login and click on the "Bill & Pay" on the bottom of the app. Then click on "Operation Round-Up". and follow the prompts.
- Online at [wrec.net](http://wrec.net): Login to your My WREC Account, click on the "Bill & Pay" tab on the left side of your screen. Then click on "Operation Round-Up" and follow the prompts.

For more information  
scan the QR code.



# STATEMENT OF NON-DISCRIMINATION & SOURCE OF POWER

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, USDA, its Mission Areas, agencies, staff offices, 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. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language) should

contact the responsible Mission Area, agency, or staff office; the USDA TARGET Center at (202) 720-2600 (voice and TTY); or the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online at <https://www.ocio.usda.gov/document/ad-3027>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or (2) Fax: (833) 256-1665 or (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider, employer, and lender. WREC Contact: Kristina Walzak, WREC's Manager of HR, Job training & Safety. Email: [kwalzak@wrec.net](mailto:kwalzak@wrec.net) Phone: 352-567-5133 x 6310



Withlacoochee River Electric Cooperative (WREC) is one of nine distribution Cooperative-owners that govern Seminole Electric Cooperative, which supplies energy to nearly 2 million residential, commercial, and industrial Members across 42 of Florida's 67 counties. Alongside its fellow cooperatives, WREC plays a vital role in ensuring reliable, affordable power for communities throughout the state.

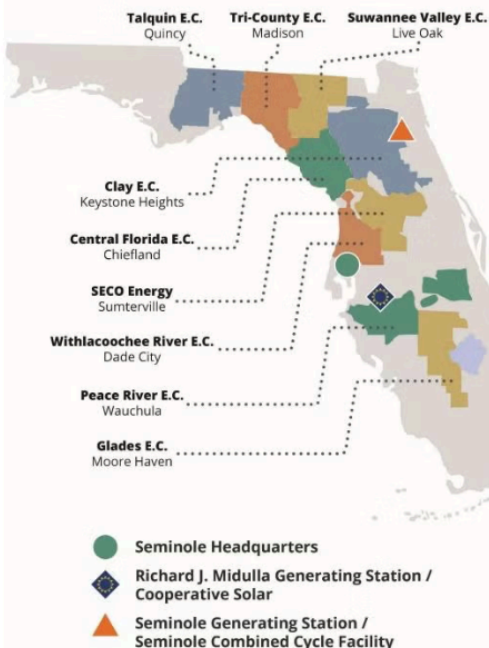
#### HOW IT WORKS

**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 resilient energy to its 9 Cooperative owners.

**Seminole Electric:** As owner and 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.

### SEMINOLE'S MEMBER COOPERATIVES



# YOUR COOPERATIVE, ALWAYS BY YOUR SIDE

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.

### Special Needs Information Emergency Management Contacts

- CITRUS COUNTY - 352.249.2753
- PASCO COUNTY - 727.847.8137
- HERNANDO COUNTY - 352.754.4083
- POLK COUNTY - 863.298.7027
- SUMTER COUNTY - 352.689.4400

WITHLACOOCHEE RIVER ELECTRIC  
COOPERATIVE, INC.



Your Touchstone Energy® Cooperative 

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

### What Does the Medically Essential Program Provide?

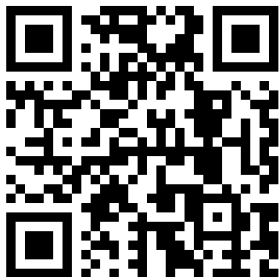
Should an outage occur, **Withlacoochee River Electric Cooperative** will restore service as soon as can be reasonably expected but cannot provide preferential treatment. In the event of a disconnection of service, the Cooperative will attempt to contact the Member 24 hours prior to disconnecting service 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)



Scan the QR code above to Learn more about our Medically Essential Program at [wrec.net](http://wrec.net)

## 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.





## *Stay in the Know*

Be sure to follow us on our social media platforms.




**MEMBER OWNED, COMMUNITY FOCUSED.**

**WREC.NET**

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

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



Your Touchstone Energy® Cooperative 

REVISED MAY 2026