A Message from your General Manager

By joining Withlacoochee River Electric Cooperative, you have become part owner of one of the world’s largest non-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 insure 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,

Billy E. Brown
Executive Vice-President & General Manager
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 4
Alan F. Hengesbach
Secretary/Treasurer

DISTRICT 5
Robert J. Huss

DISTRICT 6
Terrence E. Schrader
President

DISTRICT 7
Desmond G. Little

DISTRICT 8
Paul R. Little

DISTRICT 9
Kimberly L. Kinney
Our management team stands ready to assist you and can be reached by dialing any of the numbers below.
Much like our name, Withlacoochee River Electric Cooperative, Inc., is unique from other electric utilities with which you may have been associated. The name Withlacoochee River Electric was chosen in 1941 for the river that ran through the Cooperative’s original service area (Citrus, Hernando, and Pasco counties). The title, “Cooperative,” signifies the non-profit status of your utility.

Withlacoochee River Electric Cooperative, Inc., was first organized on August 20, 1941. At that time, a group of forward-thinking individuals asked the Rural Electrification Administration for a loan to begin construction of an electric system. The first loan was approved on December 5, 1941, but the loan was repealed when America went to war a few days later. After the conclusion of the war in 1945, the loan application was resubmitted and approved.

The Cooperative’s first member had electric service 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 exceed 314 million kWh per month and costs a little over $0.11 per kWh.

Although the numbers have changed considerably, the Cooperative principles remain the same today:

1. **Open Membership:** Any person, firm, association, corporation, business, trust, partnership, federal agency, state or local political agency is eligible for membership.

2. **Democratic Control:** Board of Trustee members are elected by the membership. Each member has one vote. Trustees set policy and employ the General Manager. Trustees serve three-year terms and ballots are cast by mail.

3. **Economic Participation:** Refunding of Capital Credits

4. **Concern for Community:** Your Cooperative is proud to be a Main Street company involved in projects to make our community a better place.

These principles differ greatly from many other utilities with whom you may have had service. For example, Investor-owned utilities are driven by the need to generate profits for their stockholders. Many of these investors live far outside the community and are far removed from the issues at hand.
**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 Deposit:**

- **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 check.

**Returned Check:**

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 each 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. 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 for paperless E-Billing.

**E-Billing:** By registering online at [www.wrec.net](http://www.wrec.net) for paperless monthly e-billing, you can view monthly statements and make secure, convenient payments online. 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, or:
- Log onto [www.wrec.net](http://www.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.
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.
Paying Your Electric Bill Is Now Even Easier!

<table>
<thead>
<tr>
<th>Source</th>
<th>Payment Type</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website &amp; APP</td>
<td>Credit</td>
<td>$2.75</td>
</tr>
<tr>
<td>Via SmartHub Pay Now</td>
<td></td>
<td></td>
</tr>
<tr>
<td>site:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(<a href="https://withlacoochee.smarthub.coop/PayNow.html">https://withlacoochee.smarthub.coop/PayNow.html</a>)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Check</td>
<td>NO FEE</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auto Pay Program (EFT)</td>
<td>NO FEE</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone (via representative)</td>
<td>Credit</td>
<td>$2.75</td>
</tr>
<tr>
<td>Phone (via automated system) Secure Pay 1-844-209-7166 (toll-free)</td>
<td>Credit</td>
<td>$2.75</td>
</tr>
<tr>
<td>In Office</td>
<td>Cash</td>
<td>NO FEE</td>
</tr>
<tr>
<td></td>
<td>Check</td>
<td>NO FEE</td>
</tr>
<tr>
<td></td>
<td>Credit</td>
<td>NO FEE</td>
</tr>
<tr>
<td></td>
<td>Money Order</td>
<td>NO FEE</td>
</tr>
<tr>
<td>U.S. Mail</td>
<td>Check</td>
<td>NO FEE</td>
</tr>
<tr>
<td></td>
<td>Money Order</td>
<td>NO FEE</td>
</tr>
</tbody>
</table>

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 payment to reach WREC in order to avoid additional fees and/or disconnection of service.
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 may apply for participation in the EFT program at any of our district offices by calling our office or by completing the authorization form below.

You can enroll in the EFT program by visiting our website at www.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.

*Certain restrictions apply.  
**Some bank fees may apply.

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**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).

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 __________________

ELECTRONIC FUND TRANSFERS CAN ONLY BE ACCOMPLISHED WITH BANKS IN THE UNITED STATES
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 Much Does It Cost To Set Up My Prepay Account?

If you are a new Member setting up service for the first time, you will pay a $5 membership fee, a $40 service connect fee, and $100 towards your initial energy purchase. If you are an existing Member, your existing deposit (if applicable) will be applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your Prepay Account. If you have a past due unpaid balance on your account when switching to Prepay, this balance must be paid, or an acceptable payment arrangement must be agreed upon. Your new Prepay Account must begin with a minimum credit of $100 for your electric use.

How 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 www.wrec.net and register for SmartHub® to view daily usage, remaining credit balances, 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 prepay.

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 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 prepaid account.

How Do I Add Money To My Prepay Account?

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

• Visit any WREC District office or the Billy E. Brown Corporate Center 8:00 a.m. - 5:00 p.m. Monday through Friday, excluding holidays.
• Pay online at www.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 on-line at www.wrec.net for more information.

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Fees Associated With WREC Prepaid Metering

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership fee</td>
<td>New Member</td>
<td>$5</td>
</tr>
<tr>
<td>Service connect fee</td>
<td>New Member</td>
<td>$40</td>
</tr>
<tr>
<td>Deposit</td>
<td>New Member</td>
<td>$100</td>
</tr>
<tr>
<td>Disconnect fee</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Collection fee</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Late fee</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Reconnect fee</td>
<td></td>
<td>$50</td>
</tr>
</tbody>
</table>

*No deposit required but must begin with $100 in prepaid energy.
Successful candidates will receive $1,375 per semester for a maximum of $11,000 for undergraduate studies. Another reason to smile!

Dear WREC Educational Foundation,

My name is Mallory McCann, and I am writing to you to show my appreciation for awarding me an $11,000 scholarship. Thank you so much for choosing me for this very generous scholarship and for the benefits it will bring me in the near future. This scholarship will help bring me one step closer to reaching my goal of becoming an orthopedic surgeon as my career.

Starting the fall of 2019, I will attend Santa Fe College to finish my AA degree, then continue my education at the University of Florida. I will major in Health Science and as a sub category, medicine. I was inspired to become an orthopedic surgeon due to a cheerleading accident that lead to major surgery on my elbow and several months of physical therapy. I want to help future athletes and individuals fulfill their hopes and dreams when they are faced with a possible life changing event.

Coming from a mainly single parent household, I knew college would be a big challenge for my mom and me. I have been planning to go to college my entire life but paying for it was something we knew would be a struggle. Having Withlacoochee as our power company has been a huge saving grace mainly for providing me electricity to work on my homework and live comfortably, and also for giving me this opportunity to apply for this scholarship. With this scholarship granted to me, I now have some of the stress that college brings off my shoulders. So, from the bottom of my heart, thank you so much again for choosing to help me with my future and helping me reach my end goal!

Sincerely,

Mallory McCann
Class of 2019 - Pasco High School

For more information or to obtain an application, please contact your local WREC District Office or the school’s Guidance Counselor.
Here’s how it works:

• Your energy bill is rounded up to the nearest dollar.
• Your average contribution will be 50 cents 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.

Since the program’s inception in 1994, the fund has disbursed approximately $2 million to 621 deserving 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 50 cents per month. All contributions are tax deductible. These tax-deductible pennies collectively demonstrate the strength and heart of our community.

PARTICIPATION FORM

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: ____________________________

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

**How do I sign up for SmartHub™?**

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

**Mobile Devices (smartphones/tablets):**
- Visit your device’s app store. **SmartHub** is available at Apple’s App Store® or Google Play Store®.
- 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.

**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 use markers (date range or point in time) to monitor the changes in use based on events. The web has a profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

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For detailed information and instructions, visit ... [www.wrec.net](http://www.wrec.net)
PAPERLESS BILLING

Sign-Up Today!


Enjoy The Benefits!

- Receive an e-mail notification that your current bill is available.
- No waiting for the mail - review your bill on-line.
- Review your last 12 months’ usage on-line.
- Hands free - use EFT (Electronic Funds Transfer) 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: www.wrec.net
Step 2: Register/Log In
Step 3: Click on “My Profile”
Step 4: Click on “Update Paperless Settings”
Step 5: Click on the “OFF” button to turn “ON”
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.

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 Notifications tab found along the top of the Home page.
3) Select Manage Contacts 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 Planned Power Outage, Power Outage, Power Outage ETR (Estimated Time of Restore), and Power Outage Restored. All will display as “None” until you select to have either a text message, email, or both sent to you for outage events.
7) Once you have made your choices, select “Save Settings”, 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.
Using the TogetherWeSave.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 TogetherWeSave.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

WREC offers time-saving solutions with 24/7 access to paperless e-billing! This online feature saves you time and money and preserves our natural resources. Members use www.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

Share the latest events with WREC by visiting Facebook®, Twitter®, and Instagram® today.
The Key To System Reliability

The leading cause of power outages on 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 electric 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 to 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.

This is a free service available to the general public.
**WHAT IS SurgeStopper™, AND HOW CAN I GET ONE?**

*SurgeStopper™* is a meter-based surge suppressor offered by Withlacoochee River Electric Cooperative 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 [www.wrec.net](http://www.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 powerline 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 TVs, computers, and video/audio equipment.
- Surge protectors for your audio, satellite and/or computer can be purchased at local stores.

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

☐ **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: _____________

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

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

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

WREC and its wholesale power provider, Seminole Electric, are committed to the environment. Seminole has one of the largest, renewable-energy portfolios in Florida. It meets over 7% of its members’ energy needs with renewable energy. This is enough renewable energy to power 75,000 Florida homes.

Seminole is committed to operating clean and efficient power plants. At Seminole's Generating Station in Palatka, 500,000 tons of power plant waste is recycled into synthetic gypsum and sold for use in wallboard manufacturing. Fly ash and bottom ash from the plant are also recycled for use in the production of concrete and cement. In 2010, Seminole completed a $280 million control improvement project to make its Palatka plant one of the cleanest and most efficient coal-fired power plants in the country.

Seminole Electric Cooperative, headquartered in Tampa, is your Cooperative's wholesale energy supplier. Seminole Electric is also a not-for-profit Cooperative returning margins in the form of Capital Credits to your Cooperative. Seminole Electric is owned by your Cooperative and ten other electric distribution Cooperatives located from the Georgia border to the Everglades. These distribution Cooperatives provide power to more than 1.4 million consumers in 42 counties through 890,000 electric meters.

Seminole Electric Cooperative operates power production facilities and negotiates short 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.

The Seminole Generating Station:
- Consists of two, 650-megawatt, coal-fired generating units.
- Is located approximately 50 miles south of Jacksonville.
- Is powered by coal purchased primarily from mines in southeastern Illinois and western Kentucky.

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.
Withlacoochee River Electric Cooperative, Inc., is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, gender, religion, age, genetic information, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization’s programs or activities.

The person responsible for coordinating this organization’s non-discrimination compliance efforts is Kristina Walzak, Human Resources Director. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Administrator, Rural Utilities Service, Stop 1510, 1400 Independence Avenue, SW, Washington DC, 20250-1510; or the Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410; or call (202) 720-5964 (voice or TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

**IMPORTANT INFORMATION FOR**

**Our Medically Essential Members**

At Withlacoochee River Electric Cooperative, we know that reliable electric service is important to all of our Members. For those Members who are medically dependent on electric powered equipment to sustain life, reliable electric service is a necessity. That is why we have established a **Medically Essential Service Program** for our Members.

**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 resident 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: [www.wrec.net](http://www.wrec.net).

**Special Needs Information - Emergency Management Contacts**

<table>
<thead>
<tr>
<th>County</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>CITRUS COUNTY</td>
<td>352.746.5470</td>
</tr>
<tr>
<td>PASCO COUNTY</td>
<td>727.847.8137</td>
</tr>
<tr>
<td>HERNANDO COUNTY</td>
<td>352.754.4083</td>
</tr>
<tr>
<td>POLK COUNTY</td>
<td>863.298.7002</td>
</tr>
<tr>
<td>SUMTER COUNTY</td>
<td>352.689.4400</td>
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</tbody>
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P.O. BOX 278 • DADE CITY, FLORIDA 33526-0278 • PHONE (352) 567.5133 • FAX (352) 521.5971