



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) **Update**, 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.



SmartHub™
POWER OUTAGE
NOTIFICATIONS
See Last Page

WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

Connections

WREC MEMBER NEWSLETTER

JULY 2019

VOLUME 40 • NUMBER 6

Hurricane Season Is Here! Be Prepared!

Get Registered Today for **SmartHub™**.
An Easy Way to Keep Track
Of Your Account 24/7/365



SmartHub™ allows you to access your account information and the ability to control items such as bill pay, account overview, customer service, report a street light out, and our new feature of email and text notifications for power outages. You can check your billing history, check for outages on our outage map, explore your usage, or contact us for help with any WREC situation. Once you are registered at **SmartHub**, you can download our **SmartHub app** on an iPad®, tablet or a smartphone.

All you need is your account number and a valid email address to start. Access is available from the **WREC Website**.

In case you didn't know, here is what **SmartHub™** is all about...

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

Use **SmartHub™** to...

- Pay Your Bill
 - Update Account Info
 - Check Your Energy Usage
 - Set Up Auto Bank Drafts
 - Contact Member Services
- Safe, Secure & Fast!**

See more about **SmartHub™** on next page...



WREC CONTACTS:

PASCO: Billy E. Brown Corporate Center: 352-567-5133
P.O. Box 278, Dade City, FL 33526-0278
One Pasco Center District Office: 352-588-5115
New Tampa/Wesley Chapel: 813-979-9732
Bayonet Point District Office: 727-868-9465
Land O'Lakes/Odessa: 813-972-9233

POLK: One Pasco Center District Office: 863-687-4396

CITRUS: Dunnellon: 352-489-6818
Crystal River: 352-795-4382

SUMTER: Bushnell: 352-793-7813

HERNANDO: West Hernando District Office: 352-596-4000

To Report An Inoperative Or Malfunctioning Street Light,

please call your local Cooperative Office, **OR**, you may also log on to www.wrec.net and click on the **Repair Street Light** button, then complete and submit the **Street Light Repair Request Form**, or you can download the **SmartHub app** and request a street light repair.

Your Board of Trustees meets on the third Tuesday of each month at 10:00 a.m. at the Corporate Office in Dade City to conduct the business of the Cooperative and its' subsidiaries.

LEGAL NOTICE: Operation Round-Up is a Registered Trade Name for **WRECares**. 100% of all contributions are available for disbursement. Registration #SC-02353. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free from within the state. Registration does not imply endorsement, approval or recommendation by the State. 1-800-435-7352.



Billy E. Brown, Executive V.P. and General Manager
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WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.
WWW.WREC.NET - 24/7 ACCESS



Your Touchstone Energy® Partner

How Do I Sign Up For SmartHub™?

First, go to www.wrec.net to register using your Account Number and E-mail Address. It's FREE!

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 **Withlacochee 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!

What is the difference between the mobile app and the web version?

Our mobile apps are native applications that can be downloaded and installed on your compatible mobile phone or tablet device. The web version is internet accessible from any web enabled device. Both the 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.

- NOTE - WREC'S WEBSITE

During catastrophic storms, or other unexpected circumstances, there is always the possibility that WREC's website could be out of operation temporarily.

We remain committed to providing the best possible service to our Members! If this situation does occur, please try signing into Facebook®, Twitter® or Instagram® for updates and current information. Setup your accounts today.



WithlacocheeRiverElectricCooperativeInc



@WRECCoop



Withlacochee_River_Electric

To use SmartHub

1. Download the app from the Apple AppStore or Google Play Marketplace
2. Tap the SmartHub icon to launch
3. Search for a provider by Name and enter Withlacochee River Electric Cooperative
4. Select and confirm Withlacochee River Electric Cooperative
5. Log in using your WREC credentials or sign up for an account
6. You can also check your kWh usage, pay your bill, or contact WREC with the SmartHub app

For more information visit
WWW.WREC.NET



How do I get the FREE SmartHub app for my phone?

Search: SmartHub (not case sensitive but must be all one word) in the **Apple Store®** or in the **Android® Market**. If duplicates appear, the correct app is provided by our partner, **National Information Solutions Cooperative**. Our app is free to download and install.

Is my phone or tablet supported?

Our apps are supported on the following platforms: **IOS 3.1** and above (*iPhone and/or iPad*) and **Android 2.1** and above (*smartphones or tablets*).

Is the SmartHub app secure?

Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

Do I have to change the way I pay my bill in order to use SmartHub?

No. You can take advantage of all the features of **SmartHub** and continue to pay your bill as you currently do.

I have multiple accounts.

Can I see them all in the app and on the web?

Yes. The web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information. On the app, tap the **Bill and Pay** icon. The total due of all accounts shows and below it you can select different information by account, such as partial payment option, billing history and payment history.

Can I make a payment on multiple accounts?

Web: To pay the total amount owed on all accounts, click the **Pay Now** button in the upper right corner of the screen or the **Make Payment** button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the **Billing & Payments** button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on **Other Amount**. After entering the amounts to be paid, click the **Pay Now** button.

Will I receive notifications from WREC through SmartHub?

Yes. When you open the app at the bottom of the screen there will be a **"Notifications"** tab. If you have correspondence from WREC, there will be a **red circle** with the number of notifications.



See more about SmartHub™ on next page...