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 depending on the power outage circumstance. In the event of a scheduled 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 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 register, Members should contact or visit their local Cooperative office for the proper forms or go to wrec.net for more information.
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 sign up for email and text notifications for power outages. You can check your billing history, check for outages, explore your usage, or contact us for help with any account issue. Once you are registered at SmartHub, you can download our SmartHub app on an iPad®, tablet, or smartphone.

All you need is your account number and a valid email address to start. Access is available from the wrec.net 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 Information
- Check Your Energy Usage
- Set Up Auto Bank Drafts
- Contact Member Services

Safe, Secure & Fast!

To Report An Inoperative or Malfunctioning Street Light, please call your local Cooperative Office, OR you may also log on to 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.

Connections
WREC Member Newsletter
- WREC Offices -

PASCO:
Billy E. Brown Corporate Center: 352-567-5133 - P.O. Box 278, Dade City, Florida 33526-0278
One Pasco Center District Office: 352-588-5115 - New Tampa/Wesley Chapel: 813-979-9732

CITRUS:
Dunnellon: 352-489-6818 - Crystal River District Office: 352-793-7813

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

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

SUMTER:
Bushnell: 352-795-4382

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