

**Notice of  
Non-Discrimination**  
SEE NEXT PAGE

# Connections

WREC MEMBER NEWSLETTER

“MAKING YOUR LIFE A LITTLE EASIER!”

## EFT

ELECTRONIC  
FUND  
TRANSFER

- *What does “Electronic Fund Transfer” mean?*
- *How does it work?*
- *What are the benefits for me?*
- *How much does it cost?*
- *How do I sign up for this service?*

**Read below for the answers....**

**Electronic Fund Transfer (EFT)** lets you pay your WREC electric bill from anywhere, anytime! With EFT, funds are automatically deducted from your checking or savings account each month to pay your electric bill. There is no check to write and no bill to mail. EFT gives you more time to do the important things in life!

### Enjoy these benefits by using EFT:

- ✓ You still receive a monthly statement.
- ✓ No checks to write, save time, save postage, save gasoline.
- ✓ Fast, efficient method of payment.
- ✓ You can choose the day of the month that your funds are transferred.\*
- ✓ This service is **FREE** from your Cooperative.\*\*

If you decide to participate in the **Electronic Fund Transfer (EFT)** program, 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 questions are resolved.

### Signing up is quick and easy!

There are several ways to sign up for EFT:

- 1) Go to WREC’s website, [wrec.net](http://wrec.net) and select the Electronic Fund Transfer page under the ‘**Customer Service**’ tab. There is a PDF document available to print and fill out at the bottom of this page.
- 2) Under the ‘**Customer Service**’ tab is our New Member Information PDF document. There is a form in this document available to use.
- 3) Sign up directly using the **SmartHub®** app. Under the ‘**Billing & Payments**’ tab there is the **Auto Pay Program**. Select this and you can sign yourself up by following the steps provided there.
- 4) Stop by your local district office and request a form from one of our cashiers.

After you have completed the necessary authorization form providing pertinent information, a series of tests will be conducted between WREC, our bank and your bank. Those tests will verify compatibility of our recorded information such as your bank name, address, and account number. Once verified, your future bills will have a note indicating what day of the month the transfer of funds will take place (approximately 10 to 15 days after your bill date).

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

## 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.

*Continued on back page*



## PREPAID METERING *Is It Right For You?*

*Continued from front page*

### 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 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:

- Pay online at: [wrec.net](http://wrec.net)
- Visit any WREC District office, or the: Billy E. Brown Corporate Center, 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays
- Use our secure pay automated phone system 24 hours a day by calling: 1-844-209-7166

### If You Have More Questions Or Want To Enroll...

Contact your local WREC office or go on-line at: **wrec.net**.

You can request a brochure for additional information about the program.



## STATEMENT OF Non-Discrimination

Withlacoochee River Electric Cooperative, Inc. is the recipient of Rural Development funding assistance from the *Rural Utilities Service*. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (*not all bases apply to all programs*). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication of program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency USDA's Target Center at (202)720-2600 (voice and TDD) or contact the USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

**If you wish to file a Civil Rights program complaint of discrimination**, complete the USDA Program Discrimination Complaint Form, AD-3027 found online at: <http://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested on the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by mail:

U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights,  
1400 Independence Avenue, SW, Washington DC, 20250-9410,  
by fax: (202) 690-7442 or email at: [program.intake@usda.gov](mailto:program.intake@usda.gov).



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

**To Report An Inoperative Or Malfunctioning Street Light**  
Please call your local Cooperative Office, OR you may also log on to [wrec.net](http://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 is published by: Withlacoochee River Electric Cooperative, Inc.  
Billy E. Brown, Executive V.P. and General Manager | P.O. Box 278, Dade City, FL 33526-0278

VISIT US ON THE INTERNET AT: [wrec.net](http://wrec.net)

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 #5C-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.

## WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE, INC.

# 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  
Bayonet Point District Office: 727-868-9465 | Land O'Lakes/Odesa: 813-972-9233

CITRUS: Dunnellon: 352-489-6818 | Crystal River District Office: 352-795-4382

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

POLK: One Pasco Center District Office: 863-687-4396 | SUMTER: Bushnell: 352-793-7813

