

CUSTOMER INFORMATION

Bill Payment Procedure

When paying by mail, please detach the lower portion and enclose it with your payment. Include your Account number on your check or other correspondence. Never mail cash.

When paying in person, please bring the entire bill with you. The upper portion will be stamped "paid" to serve as your receipt.

You can pay by phone using your credit card by dialing (844) 209-7166. This is WREC's Secure Pay-By-Phone System.

Definitions

KWH: Kilowatt-hour - the basic measurement of electric energy use. One KWH will light ten 100-watt bulbs for one hour.

ESTIMATED: If we were unable to read your electric meter, your KWH was estimated. If this is the case, your electrical use has been calculated on the basis of past usage.

CUSTOMER

CHARGE: A fixed monthly amount to cover the cost of providing service to your location. This charge is applicable whether or not any electricity is used.

ENERGY: An amount to recover the remaining cost of distributing energy.

DEMAND (General Service customers only)

CHARGE: A charge based on a customer's peak power energy requirement during any 15-minute billing interval.

SERVICE

CHARGE: A charge for additional services such as connection of service, outdoor lights, or returned checks.

FUEL: To recover or return that amount of fuel cost not included in the energy amount.

About Customer Assistance Plans

Budget Bill Plan

(Year-round Residential accounts only) This eliminates the inconvenience of high bills and makes budgeting much easier.

Medically Essential Service

If electricity is essential to the health or life of a member of your household, please contact your district office.

About Employees

Withlacoochee River Electric Coop., Inc. employees rarely are required to enter a customer's home, but, should this be necessary, insist that you see his or her employee identification card which carries both name and photograph.



Wrec Net



Street Light
Repair

If Your Power Goes Off

1. Check to see if your neighbor or part of your home still has power. If so, chances are that you have blown a fuse or tripped a circuit breaker.
2. Please wait at least two minutes before reporting an interruption to see if service is restored.
3. Please remember that during severe weather, interruptions may be widespread.

About Refunds

It is important that you keep us informed of your current mailing address so we may insure proper delivery of future refunds. Failure to negotiate a refund check or otherwise claim an amount due you from the Cooperative will result in a \$1.00 per month maintenance fee being charged. Said fee will commence not less than 120 days following the date of refund.

NOTE: This information is provided to assist you in understanding some of our terms and basic billing procedures. If you require additional information, please contact any of our customer service personnel.

Contact Information

Corporate Office

14651 21st Street
Dade City
(352) 567-5133

One Pasco Center

30461 Commerce Dr.
San Antonio
(352) 588-5115

Bayonet Point

12013 Hays Road
Shady Hills
(727) 868-9465

West Hernando

10005 Cortez Blvd.
Weeki Wachee
(352) 596-4000

Crystal River

5330 W. Gulf to Lake Hwy.
Lecanto
(352) 795-4382

Telephone Access If Calling From:

Sumter County to West Hernando	(352) 793-7813
Dunnellon to Crystal River	(352) 489-6818
Tampa to One Pasco Center	(813) 979-9732
Polk County to One Pasco Center	(863) 687-4396
East Hernando County to One Pasco Center	(352) 596-3360
Central Pasco County to Bayonet Point Verizon	(813) 972-9233

When Mailing Payments, Mail To:

Withlacoochee River Electric Cooperative, Inc.
P.O. Box 100
Dade City, FL 33526-0100

Visit us on the internet at

www.wrec.net