



YOUR ACCOUNT NUMBER HAS CHANGED

Pay by bank draft? Update your account info or your payment to WEC may not be credited

Following a major update to WEC's billing software, every member account number has changed. As a result, some members could experience problems with their payments if they do not take immediate action.

Members should update their payment information if they use any third-party method to pay their WEC bill, including:

- Bank draft
- Automatic payments through their bank account
- Electronic check or similar method

If your payment is sent to the wrong account number, our system will not recognize it and your payment will not be credited to your account.

"When first enrolling for any third-party payment service, you had to enter your Wiregrass Electric account number," says WEC's Brad Kimbro, director of member services. "Simply go back to that service, update your account number to the new one as shown on the bill you receive after Sept. 25, and save your changes."

Account numbers now have a three-digit 'separator' (instead of a two-digit one) at the end. For example, if your previous account number was 12345-01, your upgraded account number would now be 12345-001.

No action is required if you mail your payment each month, pay by phone or pay in person.

This software upgrade will allow WEC to offer popular options, including pre-pay, to its members.

WIREGRASS ELECTRIC COOPERATIVE
A PowerSouth Energy Cooperative

TO REPORT A POWER OUTAGE, CALL 1-888-4-MY-C FOR CUSTOMER SERVICE M-F 8am - 5pm

ACCOUNT NUMBER	NAME	RATE	CYCLE	SERV	
12345-001		1	12		
SERVICE FROM	SERVICE TO	PREVIOUS READING	PRESENT READING	NO. DAYS	ESTIMATED
010211	062011	9927	1357	31	NO
DISTRIBUTION EXPENSE					
WHOLESALE POWER COST					
WHOLESALE POWER COST ADJUSTMENT					
ALABAMA STATE TAX					
1 YARD LIGHTS					
TOTAL CURRENT BILL DUE				062011	
PREVIOUS AMOUNT DUE					
TOTAL PAYMENT RECEIVED FOR PREVIOUS BILLING PERIOD: THANK YOU! 05/21/11					

Your account number is found in the upper left corner of your Wiregrass Electric Cooperative bill.



All WEC offices will be closed the following days to allow our employees to spend time with their families.

- Thursday, Nov. 24 and Friday, Nov. 25 for Thanksgiving
- Friday, Dec. 23 and Monday, Dec. 26 for Christmas
- Monday, Jan. 2 for New Year's

Let your kids enter CHRISTMAS CARD CONTEST

Do your children like to draw? Encourage them to enter the Wiregrass Electric Cooperative Christmas Card Art Contest and you could see your child's drawing on the 2011 WEC Christmas Card and on the front cover of December's issue of Alabama Living Magazine!

The first-place winner will also receive a \$50 gift certificate to Michael's craft supply store and 25 printed Christmas cards featuring their artwork to mail to friends and family. Second and third-place winners will receive an award certificate and a \$25 gift card to Michael's. One winner from each school represented will receive a certificate and a special prize package.

Children must have their parents' permission to enter. Simply go to www.wiregrass.coop and click on "My Community." Then select "Youth Leadership" and "Christmas Card Design Contest." Complete the form and send it along with the original artwork to: WEC Christmas Card Contest, P.O. Box 158, Hartford, AL 36344. The winner will be announced by November 14, 2011.

CONTEST RULES:

- ✓ The contest is open to any K-5 student in the WEC service area.
- ✓ Artwork must not be folded and must be 8-1/2" x 11".
- ✓ Artwork must be of a Christmas theme.
- ✓ Artwork must be an original creation.
- ✓ Artwork should be in color (markers, crayons, paint, etc.)
- ✓ Entry form must be signed by parent or guardian and must accompany entry.
- ✓ Deadline is October 22, 2011.
- ✓ Only one entry per child.



WIREFRASS
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www.wiregrass.coop
1-800-239-4602

Toll Free OUTAGE HOTLINE:
1-888-4-MY-OUTAGE
OR 1-888-469-6882



Scan this QR code on your mobile device to access your WEC Dashboard!