

Building with reliability in mind

Substation construction is progressing in various parts of the LCEC service territory. Currently Ave Maria South and Industrial Substations are bustling with activity. One of the key benefits of new facility construction is the increased ability to provide electric capacity for new load growth. It will also allow LCEC to more reliably serve new and existing customers by increasing support capabilities. Construction at both substation locations began in the latter part of 2007 and should be completed prior to the summer peak season. The new Ave Maria South Substation will serve new load growth at and around Ave Maria University, and will provide backup to the existing Immokalee Substation. Ave Maria South will initially be energized with one 50 MVA power transformer but will be capable of future expansion.

Industrial Substation in Cape Coral currently has one 50 MVA power transformer in operation. The expansion adds an additional 50 MVA transformer, three circuits and a new relay vault. The expansion will allow for easier switching of power among geographic sections of the city during emergencies and when power consumption tends to reach its maximum levels - primarily during the summer. The substation's central location makes it ideal for switching load from multiple substations within Cape Coral.



What is a Distribution Substation?

An electric facility containing one or more transformers that are used to decrease voltage in the electrical system.

SAFETY all around

Although the LCEC automated meter reading system provides your usage information every month without a needed trip to read the meter, LCEC employees occasionally need access to your property for routine maintenance and quality control.

Providing a safe path to access your meter or electric facilities will ensure continued reliability of equipment. Please take note of where your electric meter is located and determine if your yard and the path to LCEC facilities are safe for our employees to gain access when needed.

Here are some ways you can help to keep our employees safe while they work for you:

- ✓ Are there obstructions such as holes or overgrown trees or bushes in the path to the meter that may cause employees to trip or slip?
- ✓ Have you secured your dog with an adequate leash, fence or chain?



If you have any doubts that the person trying to access your property is an LCEC employee, ask to see identification. If the person is unable to provide official LCEC credentials, please contact LCEC at 995-2121 to report suspicious activity.

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Budget tips to help with your electric bill

To ease the brunt of paying a hefty power bill, consider paying a portion of your electric bill more often than once per month. Please note: to avoid late fees or other unwanted activity on your account, the total amount of your bill is required by the due date shown on your electric bill.

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Protecting your investments

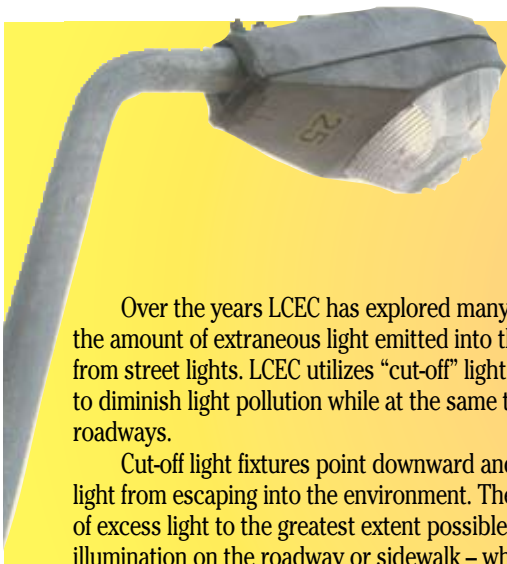
We know that it can be very costly to replace major appliances and electronics as a result of damage caused by surges entering your home. This is why LCEC offers surge protection at an affordable price. LCEC's surgeSENSE program stops surges from coming into the home through the meter and provides extra protection for your sensitive electronics with plug-in suppressors installed in critical outlets.

You can lease surgeSENSE and begin protecting your investment for only \$5.99 plus tax per month, plus a modest one-time installation fee.

"We recommend ordering your surge protection now, before storm season arrives and the demand increases," LCEC surgeSENSE Installation Coordinator Doug Barker said. "Since most people believe surges come from lightning, we get very busy with installations during storm season."

Because 60 percent of surges come from inside the home from air conditioning motors, microwave ovens or just turning the lights off and on, protection is a good idea any time of the year. Beat the rush; order yours now!

For more information or to order surgeSENSE, visit www.surge-sense.com or contact LCEC at 997-SAVE or 1-800-201-SAVE (7283).



Lighting up the night — the green way

Over the years LCEC has explored many options for reducing the amount of extraneous light emitted into the atmosphere from street lights. LCEC utilizes “cut-off” light fixtures that help to diminish light pollution while at the same time providing safe roadways.

Cut-off light fixtures point downward and prevent excess light from escaping into the environment. They reduce emission of excess light to the greatest extent possible and increase the illumination on the roadway or sidewalk – where it is needed.

The initial cost of cut-off lighting is slightly more, but the energy efficiency is beneficial in the long run. Replacing streetlight inventory with a more environmentally friendly version is just one way LCEC is demonstrating its commitment to our customers with an added benefit to our community.

Does a light in your neighborhood need repair?

To report a malfunctioning light, visit www.lcec.net and click on Customer Service/your account/. You can report an outage with an address, description of the location or the pole number.



Electric tips for seasonal residents

Seasonal residents escape to tropical paradise to avoid cold, harsh winters, but leaving their Southwest Florida homes for summer also poses some challenges. Residents who are heading for cooler climates this summer should take additional precautions to protect their homes from mold, mildew and musty smells. By following these simple tips, residents can combat the elements and still keep their electric bills down:

- Install a timer on your air conditioner to cycle the air for two hours per day. Or install a humidistat on your air conditioner and set it to cycle on when indoor humidity exceeds 65 percent. This will prevent humidity from causing mildew damage.
- Leave all interior doors open to promote airflow and prevent mildew. Space out clothing, shoes and other stored materials also.
- Use jugs of tap water to fill your refrigerator/freezer. A full unit will use less power than an empty one. If you unplug the refrigerator, prop the door open and be sure it's clean.
- Unplug the water heater since it will not be used.
- Have a neighbor, friend or professional house sitter check your home periodically during your absence.

For tips on how to save money on your electric bills during your seasonal stay, log onto www.lcec.net.

ANNUAL MEETING NOTICE

The 2008 LCEC Annual Meeting will be held on Thursday, April 17, at LCEC headquarters in North Fort Myers. Board of Trustee President Larry Turbeville and Chief Executive Officer Dennie Hamilton will report on 2007 accomplishments and plans for the future. Registration opens at 8:30 a.m., and the business meeting begins at 9 a.m.

Energizing the community

One of the core values that LCEC continues to embrace is to provide quality external and internal customer service. Each and every employee embraces this value and works hard every day to uphold it and exceed our customers' expectations.

LCEC employees are a watchful eye in the community

An LCEC meter reader recently made a field call to connect a service at a new construction site. While there, he happened to notice that the pipes from the air conditioning unit were cut where they connected to the building. He reported it to LCEC employees back at the office who made a quick phone call to the property owners to report the suspicious activity. Although the property owner was aware of the incident, he was thrilled that the LCEC meter reader was observant and took the time to contact him.

The LCEC Information Technology Department was able to piece together two operable PC systems from equipment that was no longer being utilized at LCEC. Both systems were donated to Lehigh Community Services (LCS) for installation at their headquarters. LCEC employee Ron Russo assists LCS Executive Director Rae Nicely in loading the equipment for delivery.



Team LCEC joined in the fun at the Edison Festival of Light Grand Parade. The largest night parade in the Southeast wouldn't be complete without the Team LCEC smiles!

CUSTOMER SURVEY WINNER

If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. December's winner was Shirley Siebert of Lehigh Acres.