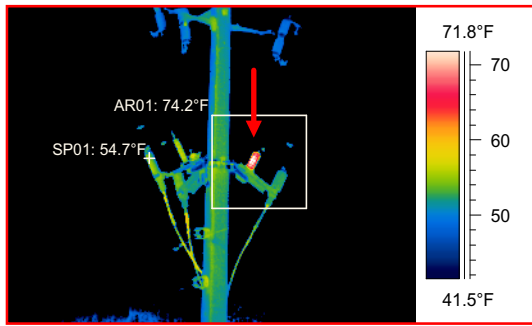


# LCEC plans to enhance reliability in 2007

Electricity is an essential part of modern life. We use it for everything from lighting, to running appliances and electronics, and for heating and cooling. Most residents do not think about electricity until they are without it. Fortunately for LCEC customers, power outages are relatively infrequent. In 2006, the average LCEC customer had power 99.97 percent of the time.

However, LCEC realizes that even a small amount of time without power can be inconvenient, which is why the organization strives to continuously improve the electric system. In 2007, LCEC introduced a plan of action that includes a variety of programs to maintain and improve the reliability of the electric system.

One piece of the plan is to capitalize on the Automated Meter Reading (AMR) technology that allows LCEC to communicate and collect data from electric equipment remotely over power lines. LCEC will leverage the AMR technology to identify equipment that experiences frequent momentary outages. "Once we identify equipment that has been experiencing momentary outages, we will determine the cause and repair it before a prolonged outage occurs," LCEC Director of Electric Operations Rick Fuson said. LCEC will also use the technology to monitor electric equipment that has reached capacity. This allows for upgraded equipment and prevents possible failures.



Infrared inspections detect hot spots. The equipment can be replaced before it causes any interruptions.



***"LCEC is committed to a strong and reliable power delivery system," Fuson said. "Our goal is to work every day at improving the performance of our system and providing reliable power to our customers."***

A strengthened maintenance plan includes proactive maintenance of the electric system. In addition to bi-annual infrared inspections of power lines and substations, LCEC will expand the inspection and maintenance of equipment programs to better detect potentially faulty equipment and replace it as needed before it causes a power interruption.

Another component of the reliability plan is to expand the electric infrastructure in the best way possible. This will ensure power lines do not become overloaded as the customer base increases.



## Hope for the best, prepare for the worst

What's the worst that could happen? It's not only a rhetorical question; it's something that the LCEC Disaster Recovery Team has been planning for over the past several years. After every disaster, electric utilities must adapt quickly to dangerous, demanding conditions in order to restore power as quickly as possible. For this reason, LCEC dedicates a great deal of time and effort to developing and refining a disaster recovery plan. Earlier this year, the team met to review the project plan, refine roles and responsibilities and begin to focus on an interim plan implementation by the end of 2007.

### Implementation of the plan includes eight phases:

1. Risk Assessment
2. Recovery Requirements
3. Plan Development & Documentation
4. Assess Plan for Needed Changes
5. Training
6. Simulated Test
7. Actual Test
8. Plan Maintenance and Retesting

Restoring electricity to an area after a disaster is vital to regaining a sense of normalcy. By having an effective disaster recovery plan in place, LCEC is working to ensure that the worst won't look so bad after all.

### BOARD MEETING

LCEC Board meetings are typically held the third Thursday of each month at 9:30 a.m. at the North Fort Myers office (4980 Bayline Drive).

## Sailboat Safety

While sailboats make up only a small percentage of the vessels on Southwest Florida's waterways, they do account for some of the region's largest boats.

Boaters sailing through channels must be careful to stay in the main channel. If a sailboat mast hits the power lines that span the waterway, the boat may be damaged and thousands of people could lose electricity. In 2006, a sailboat veered off course and made contact with transmission lines over a water crossing, resulting in an outage for more than 18,000 customers.

To avoid coming in contact with power lines while sailing, check your nautical maps for overhead line clearances and stay in the main channel. In addition, always remember to have all safety equipment within easy access and in good working condition to ensure that your trip is both safe and enjoyable.

For more information, visit [www.lcec.net](http://www.lcec.net).

## Want to reduce clutter and go green?



You can stop receiving paper bills if you are enrolled in LCEC PowerPay powered by CheckFree. Simply choose 'Update Contact Information' on the LCEC Web site and press 'Stop Paper Bills.' Do your part to conserve precious resources.

# 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 mold and mildew 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. Set it to cycle on whenever 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 your clothing, shoes and other stored materials for the same reason.
- Use jugs of tap water to fill your refrigerator/freezer, because 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 on to [www.lcec.net](http://www.lcec.net).

## Many ways to pay

LCEC offers many convenient ways to pay your electric bill that can save you time and money.



Save your stamp and pay your bill economically by having your electric payment automatically deducted from your checking account 10 days after the billing date. Residential and commercial customers are eligible. Visit [www.lcec.net](http://www.lcec.net) and sign up today!\*



Pay your bill over the phone anytime, from anywhere. Call the automated response system at (239) 656-2300 or (800) 599-2356. Please allow two business days for the payment to post to your LCEC account.\*



Visit the Web Self Service section of [www.lcec.net](http://www.lcec.net) to view/pay your electric bill safely and securely.



Mail your payment in the envelope enclosed with your bill.



LCEC has several convenient payment locations. These locations and information on acceptable forms of payment can be found at [www.lcec.net](http://www.lcec.net).

For more details on LCEC's payment options, enrollment eligibility and much more, log on to [www.lcec.net](http://www.lcec.net).

\*Funds must be drawn from US banks only.

Dear LCEC:

Hello from Fob Warhorse, Iraq. I just wanted to take a moment to say thank you for the care package you sent to my soldiers. It is always nice to hear that we have people back home that support us. Thank you for keeping us in your thoughts and prayers as we get through the year together. Thank you again for the notes and treats.

Captain Clayton Combs  
Company Commander

The Mailbag



## LCEC energizes the community at the Edison Festival of Light Grand Parade

LCEC had the light stuff at the 69th Annual Edison Festival of Light Grand Parade on Feb. 17! Employees and family members braved the chilly weather to ride on

the LCEC transmission bucket truck

while their co-workers maneuvered a giant helium light bulb balloon through the 1.8 mile route!



## Customer service performance soars in 2007

For nearly seven decades, LCEC has maintained its reputation for providing superior customer service. The organization continued to strive to raise the bar on customer service even further by focusing on improving its service levels. In just under a year, LCEC increased the percentage of calls that were answered within 30 seconds from 26 percent in March 2006 to 73 percent in February 2007!

Additionally, the average length of time before a call is answered has decreased to an impressive level of 35 seconds in February 2007.

The superior performance is due in part to increased staffing levels, process improvement and the implementation of the FISH! philosophy that has inspired fun, passion, focus and commitment in the customer service department.

### CUSTOMER SURVEY WINNER

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

