

**LCEC's  
Storm  
Team is  
PREPARED—**

**Are  
You?**

Southwest Floridians have become accustomed to preparing for the worst during hurricane season. LCEC also has an extensive restoration strategy and multiple contingency plans in place to make power restoration as efficient and prompt as possible. For many years, employees have been a part of a formal restoration plan that is activated in case of an impending storm or disaster.

Prior to storm season, LCEC strengthens the electrical system to ensure equipment is ready to bear the brunt of a harsh storm. As part of the aggressive preventive maintenance program, employees thoroughly inspect equipment in substations and on power lines before severe weather hits. Preventive maintenance is also performed on all service vehicles to guarantee they will be ready to roll during the most critical times.

During the summer, LCEC adjusts shifts for line crews to provide adequate coverage throughout the day and into the early evening—so crews can be in the right place at the right time. Additionally, relationships with contract line crews, fuel companies, material and equipment vendors, other cooperatives and local agencies are cultivated as back-up resources.

LCEC implements cutting-edge technology to automate its system and reduce outage time. The installation of Distribution Automation Switches (DA) and Gang Operated Air Break Switches (GOABS) reduces the number of customers impacted during an outage by allowing system operators to remotely open or close circuits and reroute power to specific areas. To facilitate communication during storms, customers can utilize LCEC's automated phone system to report a power outage at any time during the day or night.

LCEC expanded the use of technology by installing automated meters throughout the service territory. These automated meters provide the ability to map the extent of power outages and monitor full restoration of power.

Visit LCEC's Web site at [www.lcec.net](http://www.lcec.net) for information on how you can prepare for storm season.



**A POLE INVENTORY IN YOUR AREA SOON!**

In June LCEC will begin a year-long project to inventory utility pole attachments. Davey Resource Group will be conducting the audit and will be inspecting utility poles for cable and phone attachments, clear-

ance violations, and safety infractions. The field personnel will be driving vehicles marked with Davey Resource Group and will be carrying identification.

**Generating Solutions**

Many Southwest Florida residents use portable electric generators to power their homes during electrical outages. While generators are a convenience, if used improperly, they can cause hazardous conditions for the homeowner and for electric utility crews working in the area.

GenerLink™, offered by LCEC, eliminates the use of extension cords and other hazardous connections by providing a safe connection from the electric meter directly to the generator. GenerLink™ also detects when a generator is operating and automatically disconnects from the utility grid, eliminating dangerous backfeed.

In 2007, LCEC introduced another option for homeowners with larger generators, a 40-45 amp whole-house transfer switch. LCEC has been partnering with builders to offer this option to their customers.

**Benefits of GenerLink™:**

- Easiest and safest generator connection
- Allows customers to run virtually any appliances up to capacity of their generator
- Easily installed behind the electric meter by a certified LCEC technician
- Connection at the meter keeps your portable generator outside where it's safe
- Seven-year warranty
- The system can move with you.

**\$649.95** plus tax (no set-up fee!)

- Maximum continuous load 7.2kW/30-amp
- 20- or 30-amp 4-prong twist lock, 20' connecting cord
- Example of possible loads\*:

Refrigerator/freezer, lighting, fans, radio, small TV, small appliances, well pump and window air conditioner

**\$899.95** plus tax (no set-up fee!)

- Maximum continuous load 10kW/40-45 amp
- 50-amp 4-prong, 20' connecting cord
- Example of possible loads\*:

Refrigerator/freezer, lighting, fans, radio, small TV, small appliances, well pump, **central** air conditioner and water heater

\*Combined loads will vary due to appliance demand. Rotation of appliances may be necessary due to starting wattage requirements and capacity of generator. Startup loads will peak higher than continuous load.



**Purchase  
GenerLink™  
Today!**

# How power is restored after a storm



When a storm impacts Southwest Florida, LCEC works hard to get all customers restored as quickly as possible. An efficient, organized process is utilized to prioritize restoration efforts and return power to the facilities that serve the largest number of affected customers first. To understand this process, you must first understand how electricity is delivered to your home or business.

**POWER PLANT** - where electricity is generated and sent out over the delivery system. LCEC does not generate power.

**TRANSMISSION SYSTEM** - used to transmit energy at high voltage.

- Transmission lines - carry electricity to substations strategically located throughout the system.
- Substation power transformers - located at substations to reduce high transmission voltages to a lower distribution voltage.

**DISTRIBUTION SYSTEM** - distribution lines and transformers and other electrical devices used to distribute electricity at a lower voltage.

- **Distribution transformers** - located on poles or pads (for underground service) throughout the system to reduce voltage even lower for use in homes and businesses.
- **Electric circuit** - a combination of distribution lines called feeders and taps, transformers and devices. Most areas within LCEC's service territory are served by more than one circuit. There are almost 100 distribution circuits.
- **Feeders** - carry reduced voltages from substations to the poles outside homes and businesses.
- **Tap lines** - carry electricity from feeders to a transformer. Taps are typically located in neighborhoods or business districts.
- **Service drops** - carry electricity from the transformer to the customer's home or business.
- **Fuse** - a protective device located at the connection of tap and feeder. Similar to the fuses and circuit breakers in your car or home that protect wire and equipment from damage caused by short circuits and overload.

## How does all of this impact LCEC's restoration efforts?

LCEC's plan first calls for restoration of essential services such as hospitals, traffic signals, shelters, communication centers and law enforcement. Next, power is restored to the largest number of customers. This is achieved by first restoring transmission lines, then substations, and then feeders.

Once feeders are restored, taps that lead to neighborhoods and businesses can be restored. These taps can be very large, encompassing hundreds of customers, or very small, serving only one customer. The larger taps are restored before smaller taps. Individual services or services that need to be reconnected after repair to the customer's damaged electrical system are restored last.

At this stage, transformer change-outs are also made. Main feeders must be energized before homes or businesses can receive power. Therefore, you may not see crews in your neighborhood immediately after a storm because they are working on rebuilding or restoring power to these main lines.

## Update your information

LCEC's outage management system uses your telephone number to expedite the outage reporting process. When you call to report a power outage, LCEC is able to locate and help you quickly using the account information on file. To keep your information current, you can update your address and phone number online at [www.lcec.net](http://www.lcec.net) in the "Contact Us" menu option.



## When to report an outage

Losing electric service during Southwest Florida's storm season can be a startling experience if you aren't aware of the proper procedures to take during power outages.

Before calling LCEC to report a power outage, check to see if your neighbors have power. If your neighbors have lights and you don't, you may be able to quickly restore power by checking all circuit breakers and resetting them. If your breakers aren't the problem, one of the following situations may have occurred:

- ▲ **Power lines coming into your home may have been disconnected**
- ▲ **A transformer serving only your home may have malfunctioned**

Once LCEC determines the locations of outages, priorities for restoring power are established.

During widespread outages, such as those resulting from a hurricane, please try to keep telephone lines clear for emergencies by eliminating repeat calls to report your outage. In addition, please do not detain line crews while they are working in your neighborhood. LCEC knows that being without power is inconvenient. It is our goal to do everything possible to restore your power quickly.

**To report a power outage call: 656-2300 or 1-800-599-2356**

## Stay away from downed power lines

Southwest Florida's severe summer storms are a main cause of downed power lines. Coming in direct contact or even in close vicinity of a downed power line or anything touching it can be deadly.

Here are some tips to help you stay safe around downed power lines:

- **If you see a downed power line, stay away from it!**
- **Call LCEC or dial 911 to report the location of the line, and remember that only trained lineworkers who are protected by safety equipment should touch power lines.**
- **The proper way to move away from the line is to shuffle away with small steps, keeping your feet together and on the ground at all times.**
- **If someone comes in contact with a live power line, do not attempt to move the victim or the line yourself. Efforts to pull an electric shock victim away could make you a second victim. Call 911 immediately.**
- **Do not attempt to move a downed power line or anything in contact with the line by using another object such as a broom or stick. Even non-conductive materials like wood, if slightly wet, can conduct electricity and electrocute you.**
- **Be careful not to put your feet near water where a downed power line is located.**
- **If you are in your car and it is in contact with a downed power line, stay in your car and call for help.**
- **Do not drive over downed power lines.**



## Residents on life support should take extra precautions during a hurricane

For most people, being without electricity is merely an inconvenience. However, to those residents using life-support devices, reliable electric service is critical. We make every effort to prevent outages, but sometimes outages do occur. Here are tips for residents on life support:

- **Have an alternate plan in place to ensure the continuity of any life support needs. This may include making special arrangements to spend time with a friend or relative during an outage or using a back-up generator.**
- **Customers who use a back-up generator are responsible for safe installation, which disconnects the generator from LCEC facilities. If not installed correctly, generators present a safety risk to the public and LCEC line crews.**
- **Keep phone numbers of emergency response agencies, such as the hospital, fire department and police, in a convenient location in the event emergency assistance is needed.**
- **Ensure that you have a back-up telephone if you use a cordless phone or telephone that is dependent on electricity.**
- **Have a battery-powered radio on hand and a supply of fresh batteries to stay aware of news and other information.**
- **Keep a flashlight and extra batteries handy.**

## CUSTOMER SURVEY WINNER

If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. March's winner was Wallace Lawrence of North Fort Myers.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to over 197,000 customers. LCEC News is published monthly for customers by the Public Relations Department, P.O. Box 3455, North Fort Myers, FL 33918-3455 (239) 995-2121 • [www.lcec.net](http://www.lcec.net)

## 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).