



LCEC and the Lee County Elections Office teamed up recently to host Register to Vote Day at the LCEC headquarters. This special event is part of the Lee County Elections Office's Community Awareness Program.

DO THE RIGHT THING

LCEC is a proud sponsor of the Do the Right Thing Program, which recognizes children for their positive actions and is made possible by a collaboration of local law enforcement agencies.



LCEC Director of Administration Dennie Hamilton and Public Relations Specialist Laura Zocki with award recipient Ronald Hanifen of Lehigh Acres. Ronald was recognized for reaching out to the needy and touching the hearts of many. Congratulations Ronald!

CUSTOMER SURVEY WINNER

If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. May winner was Edward Hodges of Copeland.

April 28, 2005

KUDOS

Dear Builder Account Representatives,

Several weeks ago, you received a phone call from the Family Health Center concerning getting power to our modular medical office located on Pine Island.

My understanding from our staff is that each of you worked diligently to "move heaven and earth" in order to shorten a 4-6 week power hook-up process to just over 5 business days!

On behalf of the many patients who we serve on the Island, and each of us at Family Health Center, I want to offer you my sincere thanks. Your commitment to superior customer service and a genuine concern for the residents of the Island communities is very evident in how you assisted us in solving our problem. Each of you should be commended for a job well done and for your professionalism in serving the people of Southwest Florida.

Again, thank you for your help in this regard.

Gratefully,

Lalai S. Hamric
President & CEO



LCEC employees had a great time visiting with attendees at the Florida Lifestyles Expo which took place recently at the Harborside Convention Center.

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).



Cool ideas for saving energy and money!

Though living in the "Sunshine State" certainly has its advantages, summer always brings scorching weather and blistering heat for Florida

residents. For most consumers, electric bills rise dramatically this time of year due to increased air conditioner and appliance use. Although it seems like an unavoidable occurrence, there are many simple steps consumers can take to help conserve precious natural resources and lower electric bills, all while remaining completely cool.

operate as efficiently as a clean one. Air conditioning filters should be changed every month. Ceiling fans are a great complement to air conditioning units, utilizing much less energy. Ceiling fans running in empty rooms, however, waste electricity so be sure and turn them when they are not needed.

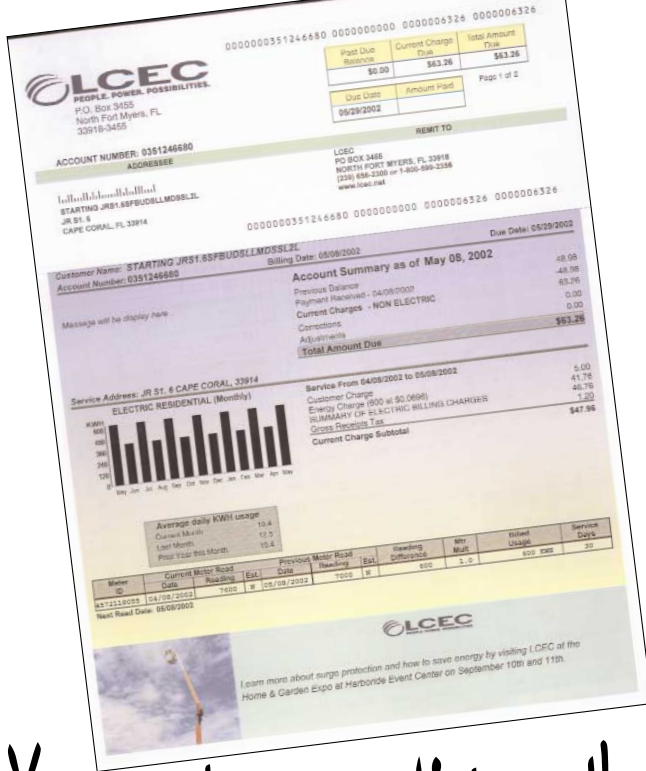
The biggest way to avoid an increased bill is to use and maintain your air conditioner wisely and properly. Keep the thermostat no lower than 78 degrees while at home and 83 degrees while your home is unoccupied. Energy consumption increases by about 6 to 8 percent for each degree below the recommended setting in the summer. Customers should also consider installing a programmable thermostat to keep the temperature at a comfortable level.

Remember, a filter clogged with dust and lint doesn't work more efficiently when shaded, as long as the airflow is not blocked.

Simple landscape and home décor changes can also make a difference in keeping your electric bill low. Homes with numerous windows should use blinds, solar screens, shades, draperies or awnings to block direct sunlight. Planting trees and shrubs on the west and south sides of the yard will shade the home during the hottest parts of the day. Air conditioners

More energy saving tips:

- Close storm windows and doors to keep cool air in.
- White blinds, shades and curtains reflect sunlight and are a good choice.
- On very hot days, limit the use of ovens, stoves, washers and dryers. Microwave ovens, pressure cookers and outdoor grills use less energy than regular stoves and ovens.
- Turn off computers, monitors, TVs, VCRs and stereos when not in use.
- Reduce the thermostat on the water heater.
- On days when the temperature reaches 90 degrees or more, it is best to wait until after 6:00 pm before cooking, doing laundry or washing dishes.



You spoke...we listened!

Earlier this year, we received a huge response to our New Bill Survey. Many customers provided good suggestions for creating an informative, easy-to-read bill. In August, you will receive a sneak preview of the new bill format in the mail. Our brochure will aid customers in reading the new bill format.

What's new?

- △ 13-month Electric Usage graph comparison - View monthly usage and compare the current month with the same month last year.
- △ Average Daily Usage - View your average daily usage for the current and previous month and compare with the same month last year.
- △ Improved information flow.
- △ Important information on energy tips and events.

Avoid the shock! Lightning safety in Florida

Our unique weather and water-bounded location makes Florida the "Lightning Capital of the Nation." More people die from lightning strikes here every year than in any other state. Surprisingly, many Floridians don't know enough about lightning safety. With storm season currently upon us, it is important to develop strategies for avoiding lightning danger.

Be in the right place.

The most likely place to be struck by lightning in Florida is near water. Boating, beach going, or fishing in a canal can all be deadly activities when lightning is near. The second deadliest location is near or under a tree. Trees may give shelter from rain, but are deadly locations during lightning. Since lightning seeks the path of least resistance on its way to

and through the ground, the human body is an extremely good conductor because of its large water content. Standing near a tree or anything tall increases the chances of being struck. Group sporting events such as baseball, football and soccer are also particularly hazardous as they are played on spacious, open fields perfect for a lightning strike.

Use the 30/30 rule to determine the threat of lightning.

First, count the seconds between seeing lightning and hearing thunder. If this time is less than 30 seconds, lightning is a potential threat, and you need to seek refuge. After hearing the last thunder roar, wait 30 minutes before leaving your shelter. Half of all lightning deaths occur after the storm passes.

In the event that a person is struck by lightning, medical care will be needed immediately to save the person's life. With proper treatment, including CPR if necessary, many victims survive a lightning strike. Call 911 right away and provide as much information as possible. The best protection from lightning, however, is avoidance. Don't take unnecessary chances with your life because, as all eventually do, the storm will pass.

Life just got a little easier with LCEC

Auto Pay

With LCEC's AutoPay program, paying the electric bill has never been simpler. You can have your electric payment automatically deducted from your checking account 10 days after the billing date. This system not only frees you from check writing, but also saves you money, time and hassle on stamps and bill deadlines.

If you sign up for AutoPay between June 1 and November 1, you will be entered into a drawing for an LCEC Play Pack including:

- ◆ 3-day, 2-night stay in a luxurious resort on Captiva! No exclusion dates!
- ◆ Gift certificates for a scrumptious meal at a fine eatery on Captiva!
- ◆ Four tickets for a splashin' good time at a local water park!
- ◆ Calling all duffers! Golf package for four at a local golf course!
- ◆ Gift certificate to a local world-renowned attraction!

Find the AutoPay authorization form online at www.lcec.net/your_lcec_account/payment_options for YOUR chance to win!

Success is automatic - AMR Update

By the end of May, LCEC installed 136,330 automated meters throughout the service territory. This is approximately 80 percent of the LCEC system, and the project is nearly six weeks ahead of schedule and well within budget. The installation goal by year end is to have 153,000 automated meters installed.

Existing automated meters are proving to be invaluable business tools. Through the Automated Meter Reading (AMR) system, usage and load data is more accessible to employees; they are becoming empowered to quickly complete business transactions, analyze the system in more detail, and make key business decisions more accurately and efficiently.

In addition, LCEC is realizing benefits in preserving the safety of employees, reducing manual meter reading costs, fuel costs and vehicle mileage. Daily consumption, peak demand, and outage information is used in a variety of billing, revenue recovery, load studies, and engineering applications.

Further, LCEC has integrated the AMR system capabilities into the hurricane restoration plan. Because the technology uses the power lines as its communication medium and a service must be energized for communication, we are able to verify restoration at any specific location. The system will be a critical tool in providing customer service to those wishing to verify specific restoration progress prior to returning after evacuation.

The benefits of the system are countless, and the entire installation project is slated to be complete in 2006.