

Employee engagement results announced



LCEC is one of the largest employers in Lee County, with more than 370 employees. These employees are the organization's most valuable asset and largest contributing factor to its success. Recently, LCEC set out to measure how engaged its workforce is, utilizing an independent research firm to conduct a Web-based survey.

It's no surprise that organizations are starting to take notice of the employee engagement phenomenon. Research shows that engaged workplaces are:

✓ 56 percent more likely to have higher-than-average customer loyalty

✓ 50 percent more likely to have lower turnover

✓ 38 percent more likely to have above-average productivity

✓ 27 percent more likely to report higher margins.

LCEC recently received the benchmark information to compare results with 5,400 employees from nine other mid-size organizations. Relative to other companies, LCEC scored favorably in all categories. Particular strengths were indicated in employee retention and employee commitment.

While survey results were positive, there's always room for improvement. Employees and management will discuss results and create action plans to implement in 2007.



Employee recognized for efforts to rescue Cape Coral man

LCEC Meter Reader/Collector Mark Pruitt was recognized at the annual Elaine McLaughlin Outstanding Hospitality Awards celebration on October 18. The awards celebrate the shining stars who touch Lee County residents or visitors through extraordinary service and dedication. Mark was recognized with an honorable mention in the Good Samaritan category for helping a customer in need.

When Pruitt was flagged down by an elderly Cape Coral woman on his meter route, he didn't think twice about stopping to help. Turns out a relative of the woman disappeared from her home, and Pruitt helped to find him. They found the man behind the house unconscious from heat exhaustion. Pruitt assisted the woman in trying to revive him before he was taken to the hospital. After a few hours, the man was released from the hospital. Pruitt went above and beyond the call of duty and truly deserved the recognition for displaying extraordinary customer service and dedication.

Success is automatic with Automated Meter Reading

When English painter Francis Bacon declared "knowledge is power," he was probably not referring to electric utilities. However, the well-known statement certainly applies to LCEC's implementation of Automated Meter Reading (AMR), as the technology provides powerful information for LCEC employees and customers.

LCEC has nearly completed deployment of AMR meters throughout its service area, and they are proving to be invaluable business tools. Through the AMR system, usage and load data is more accessible to employees, which empowers them 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.

The technology also provides benefits for customers in many ways. The new meters will be less intrusive because meter readers will no longer need to enter customers' property for routine meter reads. AMR meters also reduce human error, which means customers will receive more accurate bills. In fact, using AMR technology, meter reads are 99.7 percent accurate! In addition, LCEC is able to provide detailed information to help customers understand, and ultimately reduce, their energy usage.



The benefits of the system are countless, and LCEC will continue to leverage the technology to gain efficiencies in the organization.

New Trustee Appointed



Geoffrey Roepstorff was recently appointed to the District 3 seat on the LCEC Board of Trustees, filling a vacancy after Richard Dubbe's retirement this year. As the District 3 trustee, Roepstorff represents Sanibel, Captiva and Pine Island. He has a total of 33 years of experience in the banking industry and is the founding director, chief executive officer and senior lending officer of Edison National Bank and Bank of the Islands. Roepstorff also has a strong reputation for community involvement.

LCEC announces customer fee changes in 2007

LCEC's mission is to provide efficient, reliable, cost-competitive electric distribution services and excellent customer services. As a not-for-profit electric cooperative, LCEC also has a challenge to achieve its mission in a fiscally responsible way. To ensure that LCEC is meeting this challenge, the organization engaged an independent consultant to evaluate and perform a comparative study of fees and charges assessed by other electric utilities in the state of Florida. Data was collected from 11 electric distribution cooperatives, four investor-owned utilities and five municipal electric systems in Florida.

Utilizing the results from the study, an internal task force formulated a new fee structure, and it was recently approved by the LCEC Board of Trustees. The new fee structure more accurately reflects the cost of providing services to individual customers, and eliminates the need to subsidize the cost across the customer base.

The fee changes will go into effect on January 1, 2007, and will impact services including connection, disconnection, reconnection and temporary-to-permanent service charges, in addition to field collection, false service calls and meter tampering charges. A complete list of the new fee schedule will be available online at www.lcec.net.

Employee earns HERS certification

LCEC Residential Energy Program Coordinator Noah Blanco recently earned certification to become a Home Energy Rating System (HERS) rater. These energy professionals are certified to evaluate the energy efficiency of a home using a uniform method of comparing the rated home's energy efficiency with national standards for building envelope efficiency, heating, cooling and hot water equipment efficiency. This certification reaffirms LCEC's commitment to the building industry by providing valuable energy efficiency consultations, certifications and recommendation to the builders in its territories.



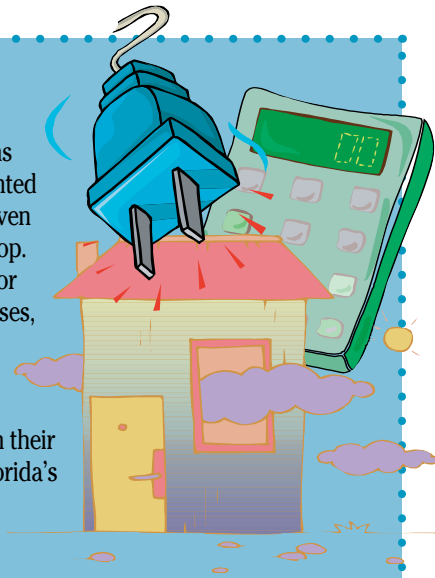
There are 111 HERS raters throughout the state and only six raters south of Sarasota. The training included a week-long course followed by three, very difficult, two-hour exams. The training course reviewed the fundamentals of a home energy system and certified Blanco on the use of state-of-the-art diagnostic equipment, including EnergyGauge, Blower Door and Duct Blaster testing equipment.

Blanco has been LCEC's residential energy program coordinator since May 2004. In this position, he is responsible for the development, oversight, reporting and administration of LCEC's Good Cents program through LCEC's Marketing & Energy Services department.

LCEC recognized for online practices

LCEC was recently recognized by APOGEE Interactive, Inc., the pioneering leader in online solutions for the energy industry, with an APOGEE Customer Excellence (ACE) award. The ACE award was presented to LCEC for a customized pool and spa feature on its online home energy calculator, "Calc-U-Saver." Eleven utilities were recognized for best practices in Web-based customer service at the APOGEE Web workshop.

LCEC introduced an easy-to-use energy calculator designed to provide approximate energy costs for residential customers in 2004 and has since expanded the program to include Calc-U-Savers for businesses, appliances and lighting. "LCEC was looking for a user-friendly and accurate online tool for our customers to use. Apogee's interactive online solution gave us both, in addition to providing LCEC with an avenue to enhance customer knowledge regarding energy usage," LCEC Marketing and Energy Services Senior Supervisor Joe Padgett said. Residents and business owners can analyze the differences between their existing usage and various energy scenarios. The calculation is based on the user's input, Southwest Florida's weather pattern and current LCEC rates. "We have had over 25,000 people utilize Calc-U-Saver, completing 87,500 energy calculations," Padgett said.



**LCEC ONLINE ENERGY
CALC-U-\$AVER**

To access the Calc-U-Saver for Homes, Businesses, Appliances and Lighting, visit www.lcec.net.



New Mailing Address?

If you have recently moved or have changed your mailing address, be sure to notify LCEC and the U.S. Postal Service. Notifying LCEC alone will not ensure you receive your electric bill at the correct location. All addresses are checked against the U.S. Postal Services Address file which contains addresses for the last 18 months. You will need to notify them so that your new mailing address is on file for you to receive your electric bill.

Fire Prevention and Safety Day

LCEC employees volunteered their time to participate in the recent Fire Prevention and Safety Day at East Fort Myers High School in Lehigh Acres. This event was hosted by the Lehigh Acres Fire department to help educate residents on safety issues. LCEC was on hand at the event to provide information on electrical and generator safety.



For more helpful information on electrical, generator and tree trimming safety, please log onto www.lcec.net.

Leadership Lehigh



The inaugural Leadership Lehigh class made a recent visit to LCEC for a tour as part of their Infrastructure Day. The Leadership Lehigh class is shown here next to one of LCEC's bucket trucks that several lucky classmates got to take a ride in as part of their tour. LCEC is proud to have an employee in this inaugural class!

CUSTOMER SURVEY WINNER

If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. October's winner was Arland and Judith Krumm of North Fort Myers.

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).