

LCEC sees growth in electric usage

The recent slowdown in customer growth hasn't stalled the need to continue to expand electric infrastructure. In fact, LCEC has reached a record peak of electric usage, respectively, for nearly every month in 2007. The increased demand can be attributed to many factors, including customer growth from 2006. The high loads on facilities and the desire to improve system reliability keep LCEC moving forward with various substation projects. This year LCEC is coordinating several substation construction projects that include three new substations and expanding several others.



An example is seen in the Industrial Substation, located near Cape Coral Hospital, which is undergoing an expansion to double the capacity of the station to meet increased demand. A perimeter wall will be constructed prior to the installation of additional electrical facilities.

The construction of LCEC's newest substation, Ave Maria South Substation, will begin shortly. The substation will consist of one



power transformer and associated facilities and will also contain a perimeter wall. The substation is designed with the capability of expanding to include an additional transformer to increase capacity once demand increases.

Construction activities at two additional substations—one located in North Fort Myers

and another located in Cape Coral — are planned for the remainder of 2007 and into 2008. As with other recent substation projects, a perimeter wall will be constructed before installing the bulk of the electric facilities. Both substations will initially consist of one power transformer and associated facilities, with the capability of expanding in the future.

A power transformer was energized at the South Cape Substation earlier this year, and LCEC will continue the station expansion activities with the next task being the modification/expansion of the perimeter wall in 2008.

For more information about electric reliability, visit www.lcec.net.

LCEC excels in addressing the needs of the building community



LCEC was one of two utilities in the United States recognized for Chartwell Best Practices Awards. These awards recognize excellence among electric and/or gas utilities with respect to projects, programs and/or service initiatives aimed at improving customer satisfaction, communications and awareness.

More than 40 entries were received, and only two utilities were honored during the Energy Marketing and Customer Service Conference and Expo held on Oct. 15 – 17 in Irvine, California. LCEC was recognized with the 2007 Chartwell Best Practices Award for Customer Service for their efforts to form a partnership with the building community. LCEC developed a plan to help meet the varying requirements to support 1,100 builders/contractors/developers while also maintaining superior service for nearly 200,000 residential and commercial customers.

Efforts included creating a dedicated builder account team, enhancing their Web site to include a Web page tailored to builders, and developing partnerships with local building industry associations.

ELECTRIC USAGE is in your hands...

When you buy groceries, you pay for them before you use them. When you fill up your vehicle gas tank, you pay before you drive away from the pump. Even your housing expenses, such as a mortgage or rent, are paid in advance. Did you know that you are not billed for electricity until after you actually use it?

The beauty of this is that customers have control of their electric bills. When you receive your monthly bill, you may not remember that large holiday dinner you prepared for 20 people or the chilly morning you turned on the heater, but it is the little comforts that electricity brings to your life that make up your electric usage.



If you use less electricity, you will pay less. For more ideas on how you can conserve electricity and reduce your electric bill, visit 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).

CUSTOMER SURVEY WINNER

If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. September's winner was Mr. & Mrs. Doliner of North Fort Myers.





The power of employee engagement

The concept of employee engagement has gained worldwide attention, and the belief that it is a key driver of organizational performance grows almost daily. In 2006, LCEC initiated its first survey to measure the level of employee engagement. The results were compared with benchmark results from 5,300 employees from nine other mid-size organizations. While LCEC scored favorably in all categories relative to the benchmark, the company made strides toward improvements in all areas. The results were used to create action plans to help increase the level of employee engagement. LCEC recently received the results of the 2007 employee engagement survey, which also showed favorable scores compared to an expanded benchmark of more than 31,600 employees nationwide. While engagement levels have not changed dramatically, improvements were realized in communications and employee commitment. The results from the 2007 survey will also be used to monitor and enhance employee engagement.

Many ways to pay

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

Auto Pay

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 and sign up today!*

Pay-by-Phone

Pay your bill over the phone anytime from anywhere. Call the automated response system at (239) 656-2300 or (800) 599-2356. Payment will post to your LCEC account instantaneously.*

Pay Online

Visit the Web Self Service section of www.lcec.net to view/pay your electric bill safely and securely.

U.S. Mail

Mail your payment in the envelope enclosed with your bill.

Drop off

LCEC has several convenient payment locations. These locations and information on acceptable forms of payment can be found at www.lcec.net.

*Funds must be drawn from US banks only.

BREAKER may be reason for power outage

If your power went out suddenly for no apparent reason, you may assume that a widespread power outage is behind the interruption. However, a tripped breaker may be the culprit. Before contacting LCEC, you should check to see if your neighbors have power. If they have power, you may want to check your home's breaker box to see if that is the source of the problem.



The breaker box may be located inside your house, inside your garage or outside. It may also be located underneath the meter as a component of the meter base. The main breaker is generally found at the very top or bottom of the breaker box, and it is normally labeled "main breaker." Once you locate the breaker box, open it and locate the main breaker. Flip the switch and then flip it back. If a tripped breaker is the reason your power went out, this should resolve the problem.

Making Strides Against Breast Cancer Walk



LCEC employees participated in the "Making Strides Against Breast Cancer" Walk on October 20 in Centennial Park. More than 25 walkers raised over \$1,100 for the cause. Team LCEC showed their support for those who have battled breast cancer or are currently fighting against breast cancer by displaying names of loved ones impacted by the disease on their shirts.

October 16, 2007

Dear LCEC:

On September 16, 2007, a tornado touched down in southwest Cape Coral and traveled a 4.5-mile path. The tornado was an EF1 with top winds of 105 mph, damaging 138 homes with preliminary damage assessments totaling almost \$4 million. When emergencies of this magnitude occur, the immediate response of support agencies is vital. In the aftermath of the tornado, approximately 5,000 LCEC customers in Cape Coral were without power.

When LCEC crews arrived, they worked efficiently to restore power to homes and businesses as quickly as possible. On behalf of the City of Cape Coral and the Fire Department, please extend our thanks and appreciation to the crews that came to our aid in response to this emergency.

Sincerely,

William J. Van Helden Fire Chief/Emergency Management Director, Cape Coral