

2021 ANNUAL REPORT



A REMOTE CONTROL IS USED TO OPERATE A DEVICE FROM A DISTANCE.



The remote control can be used to operate many devices in many ways. Sometimes, such as the case of a garage door opener, the remote control is used because the device can't be reached easily. In other instances, the control is used for efficiency and convenience. The invention of remote-controlled devices allowed television viewers to change their minds about what they were watching. Eventually remote controls could operate multiple electronic devices. Today, machinery, space travel, games, toys, appliances, security, lighting, audio and video equipment, and even the electric system can be controlled remotely.

A MESSAGE FROM THE PRESIDENT AND EXECUTIVE VICE PRESIDENT/CHIEF EXECUTIVE OFFICER

At LCEC, our company business model reflects the performance of a remote control in many ways. The work required to deliver electricity often occurs from a distance. The LCEC electric grid is built, operated, and maintained to provide reliable power to customers throughout six counties. In 2021, reliability of the electric system was the best that it has been in several years. This is due to efforts by employees, the Board of Trustees, and a solid, long-term transmission and distribution plan that **guides** the strategy for operation and maintenance of the system. Planning 10 years out allows for adjustments based on growth, the economy, and a variety of customer needs. At times, the **pause** or **rewind** button is needed if resources or budgetary constraints dictate. At other times, the **forward** button is necessary to react to environmental, emergency, or external impacts. These, and other remote-control functions, can be found throughout a year-in-review at LCEC.

During 2021, LCEC was able to **replay** another year without a base rate increase. The organization leveraged efficiencies and technologies in order to maintain competitive rates. Streamlining several key processes and a continually maturing strategic planning model also came into **play**. In addition to holding the line on base rates, LCEC was able to retire more than \$11.5 million in equity to members. All four of the LCEC Key Performance Indicator targets were met including operating and maintenance costs, customer experience, reliability, and safety.

In order to keep employees and customers safe, LCEC placed a **pause** on the return to the workplace plan. **Guided** by CDC **info** and local pandemic impacts, an alternative work situation

was maintained all year, and the organization placed a focus on protecting corporate culture and values. As business needs warranted, employees returned to the office full-time or part-time to better meet internal and external customer needs, while still maintaining some level of remote work arrangements to ensure employee and customer safety.

No matter where employees worked, their inspiring solidarity and support for the community could be found. LCEC was among the top 10 contributors to the United Way and continued to support various health and education initiatives, local chambers of commerce, and other agencies. Although conditions weren't ideal, hundreds of volunteer hours were safely spent leading and serving on community boards, mentoring students, providing information, and supporting causes.

The LCEC vision is to energize communities. The mission is to deliver reliable electricity and quality service at a competitive price. In 2021, LCEC took action to safely conduct business in an ever-changing, volatile, and unpredictable environment. LCEC also made great strides in strengthening the foundation for long-term goals through planning and continuous improvement. We are proud of how employees continue to work as a team, and we are confident we are positioned well to manage the future in the best possible way for all of our stakeholders.

Russell Priddy, President

Denise Vidal, Executive Vice President and Chief Executive Officer



POWER

The power button is typically a round or square button, and it turns an electronic device on and off. Nearly all equipment that operates with electricity has a power button or power switch.

RELIABLE POWER

Access to electricity every time it is desired has become a common way of life. Aside from the benefits it brings to personal lives, power is critical to providing essential services such as healthcare, education, fire protection, law enforcement, government, data centers, commerce, and defense through millions of electronic devices. LCEC is committed to maintaining a reliable electric system so customers have the quality of life they have come to expect when they push the power button. Designing, constructing, upgrading, operating, and maintaining the system take a great deal of planning. A dedicated workforce works around the clock, day in and day out, even in challenging circumstances. Inclement weather, a pandemic, labor and material shortages, regulatory requirements, and other external factors are addressed, and customer needs always remain in the forefront.



Vegetation management on **976 miles** of single-phase line
529 miles of three-phase line cleared of vegetation



Average time a customer was without power = **77.7 minutes**



Inspected **21,700 poles**



OUTAGE REPORTING

Power outages do occur from time to time, and LCEC is committed to responding as quickly and safely as possible. During 2021, outages were reduced as a result of an aggressive maintenance schedule, vegetation management, and a good response rate. Customers were without power for the least amount of time in the past eight years. When a rare outage does occur, LCEC provides an additional communication channel to report outages quickly and conveniently.

EMERGENCY RESPONSE

Fortunately, in 2021, the storm season was mild. Even so, customers were without power for an average of nearly 15 minutes as a result of seasonal storms. Although Southwest Florida was not in the path of a major storm, LCEC remained poised and ready if a hurricane came our way. Year-round strengthening and maintenance of the electric system along with consistent, cycled tree care are critical to the plan for maintaining our vital service. A well-developed and proven restoration plan includes every LCEC employee. The plan is communicated prior to hurricane season, allowing for time to prepare and practice before it is needed. During the pandemic, additional measures were put in place to keep employees, customers, contractors, vendors, and suppliers safe and healthy. LCEC powered on.

2.66% improvement in average restoration time

28% of outages caused by storm
21% by trees in easement



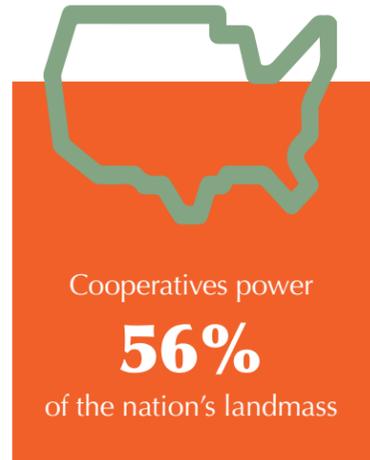


HOME

The home button or key is typically round or square and it is primarily used to return to the beginning or starting point.

COOPERATIVE VALUES

Cooperatives are in business solely to serve member needs. LCEC is guided by the Seven Cooperative Principles of voluntary membership, democratic control, member participation, autonomy, education and information, cooperation among cooperatives, and concern for community. LCEC demonstrates commitment to the cooperative values and principles and is grounded with specific corporate values identified and demonstrated by employees in their daily work. Backed by a strong strategic plan, the values ensure that work practices and behaviors are in the best interest of all stakeholders.



CULTURE SURVEY

In 2021, LCEC conducted a workplace culture survey to gain valuable insight into the way employees see the workplace. After nearly two years of adapting to a work environment impacted by a pandemic, it was important to gauge the current and desired workplace. Overall, 83 percent of employees responding to the survey scored the LCEC culture as favorable. Since the last employee survey, the greatest gains were in the areas of communicating effectively with employees, ongoing performance feedback, responsiveness to ideas and suggestions for improvement, freedom to share ideas and opinions, and feeling challenged and stretched resulting in growth. Also notable in the survey are the above-average scores for employees fully committed to remaining with the organization.

8% higher overall rating than all responders nationwide



LCEC CORPORATE VALUES

- LCEC values safety as everyone's responsibility.
- LCEC values providing quality external and internal customer service.
- LCEC values commitment to integrity, diversity, and respect.
- LCEC values employees working together to make success happen.
- LCEC values accountability for results.
- LCEC values our responsibility to energize the community.



CUSTOMER EXPERIENCE

For decades, LCEC has been measuring customer satisfaction. Knowing that satisfaction is the culmination of a series of customer experiences, LCEC utilized multiple sources of customer feedback to measure success. LCEC conducts after-call surveys, online surveys, J.D. Power surveys, and random mailed surveys. Receiving feedback through multiple channels ensures the voice of the customer is captured whether they have direct or indirect contact with LCEC. Although utilities in Florida are assigned service territories and customers don't have options for providers, LCEC operates as if customers do have a choice. Providing reliable power, quality service, and competitive rates is the LCEC mission.



225,201 calls serviced by agents

931,816 calls to the automated phone system

2.6 million bills sent to customers





INFO

The info button comes in all shapes and sizes and usually reveals big-picture information. At times, information can be accessed by hovering over the icon.

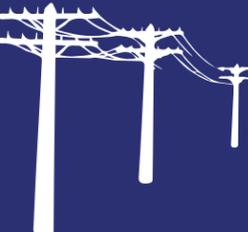
FINANCIAL STRENGTH

LCEC maintained a strong financial position and successfully managed through a difficult economic downturn. Lender requirements remained optimal due to the diligence of employees and an internal finance team with proven processes in place. One of the LCEC strengths as a not-for-profit cooperative is that we operate for the benefit of our members, who have a financial interest in the success of the organization. A solid power supply contract with a diverse fuel mix allowed LCEC to go another year without a power cost adjustment or a base rate increase. The base rate is the portion of the bill that LCEC is able to control. The year 2021 marked the 13th consecutive year without an increase.



More than
8,553
new customer services added

\$11.5 million
in equity was returned to members

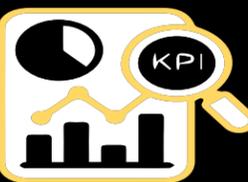
\$52.8 million
invested in the transmission and distribution system to maintain and improve reliability and meet capacity needs



KEY PERFORMANCE INDICATORS

Each year, LCEC sets targets for a set of quantifiable measures that help to gauge the organization's performance. Each employee plays a vital role in reaching the targets. The LCEC Key Performance Indicators (KPIs) are part of the strategic plan and tied to key result areas.

2021 KPIs MET
100%



Customer Experience – 15 index points higher than the target	Reliability – more than 4 minutes below the target
Operating and Maintenance expenses per 1,000 kWh – below the target of \$15.25	Safety – all four ethics and safety awareness training courses completed by 100% of employees

EQUITY

Equity equates to financial strength for LCEC members. It allows for improvements in the delivery of power and service through capital projects without incurring costly loans. LCEC is proud of the financial strength that has allowed the return of equity to customers. It is one of the benefits of belonging to a financially stable electric cooperative. In 2021, the LCEC Board of Trustees approved a second-quarter retirement of \$11.5 million in equity to current and inactive customers. LCEC is proud to have returned more than \$303 million in equity to members over the years. The Board evaluates the equity management program annually for possible future enhancements.



PLAY

The play button allows the user to play or watch a media file. The play button indicates forward direction.

TALENT MANAGEMENT

Understanding that people are one of the most important assets of the organization, LCEC continually works to recruit, retain, and develop a high-performing workforce. LCEC has been working to refine the talent-management strategy. Finding the right talent, acclimating them to the workplace, engaging and motivating the team, filling crucial positions, and providing development opportunities are just a few of the focus areas within the strategy. In addition, a comprehensive compensation study ensured that LCEC remains competitive in a challenging workforce market. Positions were evaluated and compared to local and industry markets and adjusted where needed. This effort rounded out a competitive compensation and benefits program to support a strong workforce.

35 employees transferred to new positions



41
employees promoted from within

24
employees certified to become continuous improvement experts

A new leadership development program was launched



SOCIAL MEDIA

LCEC continued to grow its online community and increase engagement across all social media platforms. A focus on people, power, and possibilities gave way to interesting content that engaged audiences. Daily posts and consistent stories resulted in growth across LinkedIn, Facebook, Instagram, and YouTube. Expanding the options for a quality customer experience includes providing two-way communication channels that encourage conversation, feedback, information sharing, connections, and relationship building. Sharing behind-the-scenes snapshots, careers at LCEC, community partnerships, energy and safety tips, and future innovations are some of the ways social networking tools are utilized at LCEC. Listening is just as important. Customers are encouraged to utilize these channels for service or questions since they are available around the clock.

1.4 million social media impressions across all platforms



8 social media channels



21,017 new followers on social media

Community reach
642,996

PROCESS IMPROVEMENT

Continuous improvement has been part of the LCEC business model for more than a decade. Each division of the organization has processes designed to meet customer needs, and the opportunities for improvements are endless. In 2021, LCEC reinforced the customer-centric focus by identifying improvements along value streams such as request for new service, outage management, vegetation management, trustee elections, and the overall customer experience. Constant evaluation and improvement of these processes along with standard work ensures LCEC remains efficient, effective, and agile.



7 impactful improvements to the new-service process



REPLAY

The replay button is a way to view a sequence of digital audio or video, sometimes in slow motion.



ENERGIZING THE COMMUNITY

LCEC provides reliable power and quality service at competitive rates. Our vision is to also empower our customers to improve the quality of their lives through economic development and revitalization projects, job creation, assistance in wellness and education initiatives, and giving back through funding and talent. LCEC is one of the top contributors to the United Way and also supports many other organizations, programs, and agencies within the community. Employees also lend their leadership and mentoring skills to help sustain the strengths of our region and build a better future.

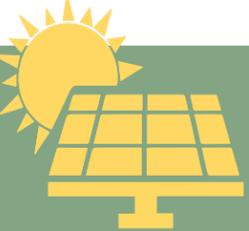
ENVIRONMENTAL FUNDING

Protecting and preserving cherished resources, including majestic landscapes and animals, is an endeavor that LCEC understands. LCEC partners with local experts and customers to help balance the need for electricity with the needs of the environment. Funds are awarded twice a year to organizations serving LCEC customers and meeting environmental program criteria. LCEC has awarded more than \$186,000 locally for a variety of initiatives focused on protecting our precious environment. In 2021, funding was provided to the Audubon Western Everglades, Future Forestry Corporation, Marco Island Nature Preserve & Bird Sanctuary, ArtFest Recycling, Cape Coral Wildlife Trust, Cape Coral Friends of Wildlife, Monofilament Busters, Cypress Cove Landkeepers, Audubon of Southwest Florida, and Audubon's Corkscrew Swamp Sanctuary. We are proud to partner with experts who are passionate about Southwest Florida's unique resources.



SOLAR POWER

LCEC does not generate power. A diverse fuel mix from our power supplier includes the largest fleet of solar generation capacity in Florida. LCEC is proud to deliver the power generated from renewable energy to our customers in all parts of our region. LCEC also offers a Net Metering program allowing customers to offset all or part of their energy use through installation of a photovoltaic system at their location. Excess energy is sent to the grid as "reserves" to offset future energy use.



More than **3,000** customers enrolled in the LCEC net-metering program.



Higher education scholarship endowments and internships support a sustainable workforce

2,446 customers enrolled in Power to Share by Rounding Up



Hundreds of hours

of valuable time and experience were committed mentoring students, serving in leadership roles, and supporting volunteerism



\$200,000 raised for 96 United Way partner agencies and 260 programs



\$37,698 awarded to local environmental programs in 2021



PAUSE AND REWIND

The pause button allows you to temporarily stop, delay, or interrupt action. The rewind button is used to wind back toward the beginning or to an earlier part of a digital piece.

RISK MANAGEMENT

In 2021, LCEC worked to formalize a risk register to collectively identify and track potential risks and mitigation plans. Once developed, risks were prioritized and action plans were developed. An emphasis on safety training and increasing awareness of possible risks was enhanced. A stringent performance target was set. One hundred percent of employees completed the training. LCEC also made enhancements to crisis-management plans including storm restoration, cyber incident response, and infectious disease emergency response, to name a few. A focus on proactive management of risk helped reduce the possibility of occurrences and impact to business operations. This was even more important during the continuing threat of the pandemic.



Risk Register

a tool used as a repository for all identified potential risks and mitigation measures.



Safety protocols maintained throughout the entire year

100% of employees completed safety classes



\$175,000 saved in legal fees as a result of enhancements

RETURN-TO-THE-WORKPLACE PLAN

As the pandemic continued to impact the world, LCEC constantly evaluated business continuity plans and efforts to keep all stakeholders safe and healthy. Early on, with more than half of employees working remotely, a phased approach for returning to the workplace was developed. The plan was reviewed weekly to ensure new COVID developments, stakeholder needs, CDC guidelines, vaccine availability, and OSHA regulations were taken into consideration. The plan called for at least 30 days between phases and covered factors such as regional case data, social-distancing and face-covering requirements, on-site building capacity, in-person meetings, and travel. Plans for up to 100 percent of employees returning to the workplace were dialed back midyear when cases spiked. Employees adapted to the changing work model, never losing focus of the mission to meet customer needs.

FUTURE WORKPLACE

When faced with the pandemic, LCEC implemented technologies and adjusted work practices, as needed. Employees stepped up to do whatever was needed to keep everyone safe and healthy. As the threat of COVID subsided, a revised work model was considered. LCEC is exploring options for the future and evaluating the perfect balance of flexibility, efficiency, and meeting customer needs. In the meantime, a great deal of research about best practices and facilities planning will take place. At the same time, LCEC continues to initiate conversations and take measures to enhance diversity, equity, and inclusion in the workplace. LCEC has a strong reputation for being a good place to work, and persistent development of the corporate culture. The protection of existing strengths will help to ensure the future workplace embodies the corporate values, mission, and vision.



50 new employees hired and onboarded virtually

Phased Return to the Workplace Plan was developed and maintained based on ever-changing pandemic developments





MUTE

The mute button is used to silence the audio on a device. Participants can also use the button to turn off the microphone on a video conference.

“YOU’RE ON MUTE”

A limited percentage of LCEC workers never had a need for videoconferencing until remote work became a necessity. Every employee experienced at least one Zoom meeting during 2021. The Zoom technology worked from home offices, the cab of a work truck, or a cubicle. Videoconferencing and chat tools connected employees to share information, catch a glimpse of each other, and keep teams engaged. The pandemic also brought new commonly used phrases to the workplace, such as “unprecedented times” and “new normal,” but no phrase was used more in 2021 than “I think you’re on mute.”

MEETING TECHNOLOGY NEEDS

During a time when even the most well-established work practices were disrupted, LCEC was forced to look for new ways to conduct business. The crisis became an opportunity to increase adoption of and leverage technologies, improve processes, and allow for new ways of working. Customer Care agents were able to take customer calls at remote locations to enhance safe LCEC working conditions. More and more customers turned to online or social media channels for assistance. LCEC implemented workable solutions across the organization. Along with technological advantages came the increased threat of data security incidents and the challenges of supporting the remote use of technology while also limiting personal contact. The LCEC technology team developed new processes and procedures to continue serving internal and external customers, which included a no-visitor policy, rotational shifts, and ongoing enforcement of social distancing while adhering to CDC guidelines. Even with fast-tracked technology implementation, the team was able to successfully complete several large projects slated for the year.

The IT team helped support the remote workforce with improved system patching and videoconferencing solutions



Information security remained high on the priority list



SMARTHUB

More LCEC customers adopted SmartHub to conduct business and manage their electric accounts and usage. New features, such as “Text an Outage,” were added in 2021. While many customers remained locked down, it was beneficial for them to be able to utilize SmartHub to enroll in paperless billing, pay bills, view payment history and set up reminders, request a payment extension, set usage alerts, monitor their daily energy usage, and report an outage. LCEC continues to adopt new SmartHub features to offer more convenience and self-service to customers. SmartHub technology can be accessed from a computer or on mobile devices any time of the day or night.



Zoom video conferencing traffic rose **535%** in 2020 (Guardian, Backlinko)

62,118 customers use paperless billing



111,390 customers enrolled in SmartHub



FORWARD

The forward button is used to advance toward a future place, sometimes at an increased speed.

ENGINEERING AND OPERATIONS 10 YEAR PLAN

Planning for the future while also operating and maintaining the electric system requires a long-term strategy. The LCEC 10 year distribution and transmission plan entails forecasting growth within the service territory, evaluating demand and maintenance needs, and developing an investment plan for new facilities. Providing a safe, secure, and reliable electric system is the reason LCEC was established in 1940 and continues to operate today. Comprehensive planning helps identify the best options for affordable and reliable power now and for the future. An innovative system-planning approach and working the plan as designed ensure customers' needs are met.



2 new
power
transformers
energized



6 counties served
by LCEC

8,730 miles of
electric system facilities operated
and maintained

5 LCEC
data centers

\$4.3 million
in customer lighting installed

TECHNOLOGY ROAD MAP

Long-term planning for technology is also important for supporting the success of the business. Mapping out the technology solutions needed to support stakeholders includes internal-and external-facing technologies. Building in redundancies and security measures, adoption of new technology, system upgrades, and meeting capacity needs are all included in the LCEC plan. Just as important is the prioritization of resources, expense, risk, and communication. The LCEC road map is constantly updated with input from stakeholders and alignment with the Integrated Business Plan. In 2021, LCEC completed a new state-of-the-art backup data center and migrated all systems and networks to the new site with minimal impact to stakeholders. Replacement of the LCEC telecommunications platform, SCADA system, data analytics solution, and three major enterprise software upgrades were also completed as part of the road map.

LONG-TERM FACILITIES PLAN

Work began on a long-term facilities plan to prepare for alternate work solutions, workforce growth, and emerging workplace requirements. Development of the plan entailed gathering feedback from stakeholders, evaluating current facilities and properties, and exploring best practices. While much of the LCEC workforce was working remotely, improvements were made to existing facilities, keeping in mind the objectives of the long-term plan. Construction on a new fleet-services building began in 2021 and will be incorporated into the long-term plan. The plan is also aimed at consideration of remote service centers that will help to enhance response time and create additional efficiencies for reducing travel time and staging inventory. The plan will be completed and implementation will begin in 2021.

Guide

GUIDE

The guide button is used to display the device menu and direct the motion or options available.

STRATEGIC-PLANNING

LCEC continued to mature the strategic-planning process and build upon the foundation that had been laid over the past decade. The LCEC Strategic Plan aligns goals across the organization and helps in the decision-making processes for allocating critical resources, funding, and efforts to meet customers' needs. A solid plan has helped unify the business and connect resources, operations, and performance from end-to-end across the organization. Leaders and employees identified strategic themes and objectives while working throughout the year to focus energy on results.

BALANCED SCORECARD

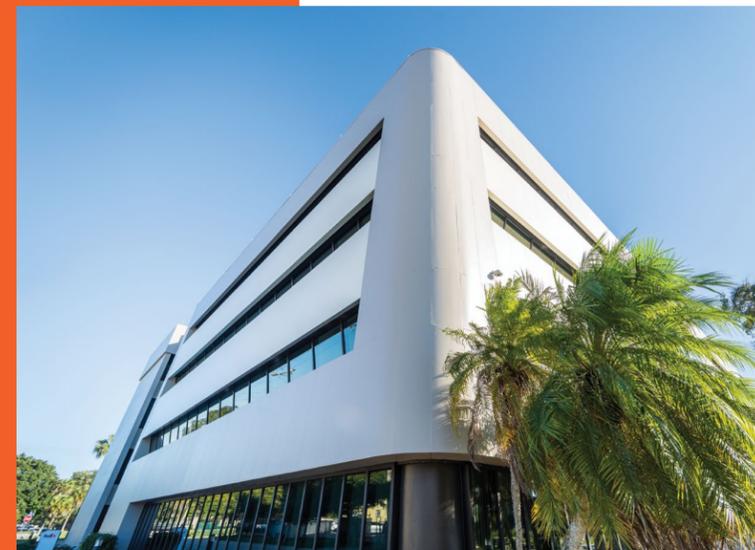
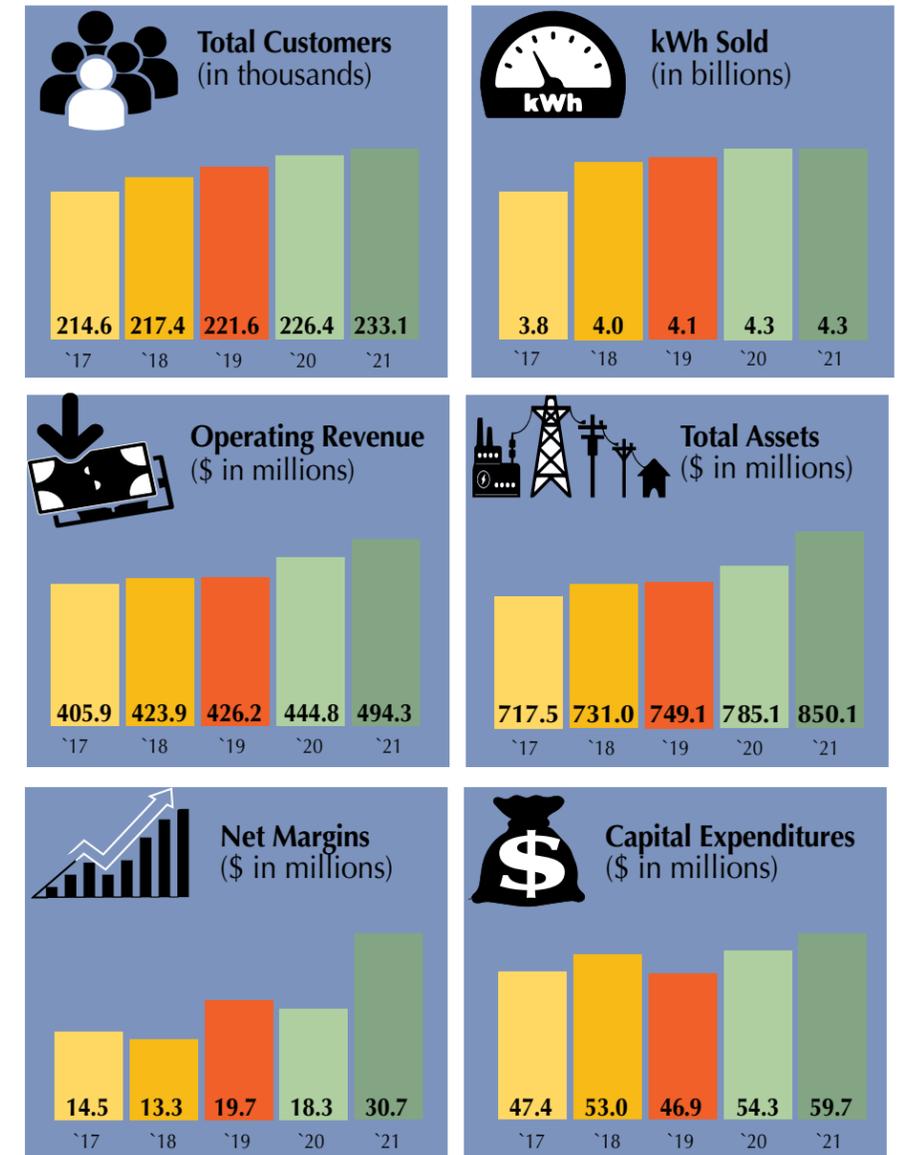
The LCEC Balanced Scorecard connects planning strategy with execution. A formalized framework helped leaders and employees manage the strategic plan by bringing the objectives, measures, targets, and initiatives together and balancing financial strength with performance. Employees were able to gain a comprehensive view of how their work is tied to the strategic plan. Compiling all of the important operational metrics such as Key Performance Indicators and objective measures helps with critical decision-making throughout the year. Periodic review of performance identified successes, opportunities for improvement, and the need for midcourse corrections, and helped to ensure the organization was on track to accomplish future goals.

GOVERNANCE

The LCEC Board of Trustees is comprised of individuals with a wealth of business experience, community leadership, integrity, and the ability to make significant contributions and decisions in the best interest of customers and employees.

While the Board has oversight responsibility for LCEC, its primary function is to set policy and strategy that will position LCEC to be competitive in the changing utility industry. Working closely with the leadership team and employees, the Board is aimed at understanding the advantages and impact of industry issues, external factors, and monitoring the LCEC operating and financial position.

FINANCIAL HIGHLIGHTS



	2021	2020
Operating Revenue	\$ 494,325,737	\$ 444,735,924
Operating Expense	\$ 452,378,259	\$ 414,678,253
Interest Expense	\$ 13,935,180	\$ 14,237,446
Net Margins	\$ 30,768,738	\$ 18,344,785
Net Plant	\$ 637,580,804	\$ 612,917,270
Total Assets	\$ 850,449,864	\$ 785,170,912
Total Customers	233,150	226,437
kWh Purchased	4,440,785,661	4,427,219,530
kWh Sold	4,308,256,708	4,279,635,034
Miles of Energized Line	8,730	8,564
Avg Monthly Residential kWh Used	1,222	1,251
Equity Retirement	\$ 12,020,622	\$ 12,002,008
Capital Expenditures	\$ 59,712,838	\$ 54,396,499
Customers per Employee	581	564



UP/DOWN

The up/down button or keys allow the user to advance through digital channels or move vertically on a device to enable options and choices.

TREEWISE

LCEC values the important role trees play in our natural and landscaped environments. In 2021, LCEC launched an awareness campaign, TreeWISE, aimed at prevention of contact with power lines when caring for trees. Tree care near power lines is dangerous; one wrong move can result in serious injury or fatality. Electrocutation is one of the leading causes of death in the tree care industry. The campaign focused on warning tree care professionals not to prune vegetation or remove branches that are touching power lines, and to contact LCEC before performing work near electric lines to schedule safe clearing in advance of tree care. Trees are also among the leading causes of power outages. Customers are encouraged to maintain property so trees and other vegetation do not spread or grow to a height that impacts power lines.



SURGESENSE

In Southwest Florida, thunderstorms can create an increased risk for larger transient surges to attempt entry into a home. LCEC installs lightning arresters throughout the distribution system to reduce surges. Arresters cannot completely eliminate the risk of damage. LCEC offers surgeSENSE, a surge-protection program designed to protect major appliances from harmful surges. A special meter-based surge protector is installed directly behind the electric meter and serves as the first line of defense. This product can only be purchased through LCEC and installed by an LCEC technician.



GENERLINK

LCEC also offers a safer and more reliable alternative for a safe generator connection. GenerLink eliminates the use of extension cords and other hazardous connections by providing a safe connection from the electric meter directly to the generator. Power outages may happen, and whereas it is convenient to use a portable generator, they can create hazardous conditions for both the people within the home and electric crews working in the area. GenerLink detects a generator is operating and automatically disconnects from the utility grid, eliminating dangerous back feed. GenerLink is safely installed by certified LCEC technicians and allows customers to run any appliances up to the capacity of the generator.





UP/DOWN

The up/down button or keys also allow the user to increase or decrease the volume on a device.

FRONT PORCH FORUMS

LCEC partnered with *Cooperative Research Forum* to host three Front Porch Forums in 2021. The purpose of the two-way communication forums was to gather insights and feedback from LCEC customers in order to provide the best service and experience. Randomly selected participants were asked to contribute their thoughts on various topics related to LCEC operations and initiatives through survey questions and discussion boards. LCEC employees participated in the forum, actively responding to comments and questions. LCEC will continue these forums in 2021 as a means of openly communicating with customers and putting suggestions into action.



POWER TO SHARE BY ROUNDING UP

The LCEC Power to Share program was created in 2009 to assist qualifying customers in the LCEC service territory with their electric bill payments. In 2021 LCEC expanded on the existing program and created Power to Share by Rounding Up. Customers have the opportunity to “round up” the electric bill payment to the next dollar and donate the additional change to someone in need. One hundred percent of the donated funds are allocated to the Power to Share Program and administered by United Way to help pay the electric bill of someone in need. LCEC is proud to continue the partnership between LCEC and the United Way.



by Rounding Up!
An LCEC Community Partnership

TEXT OUTAGE

Mobile devices have changed the way people work, socialize, and organize themselves, making life more convenient. LCEC strives to keep up with technological advances to enable more benefits for customers and employees. In 2021, LCEC introduced a new SmartHub feature to make reporting an outage quicker and easier. Customers enrolled in SmartHub can report an outage simply by texting OUT. Text Outage reporting is a free 24/7 service that eliminates traffic to LCEC phone lines during power outages. With various ways to report an outage, LCEC customers can rest assured crews will be ready to restore power as quickly and safely as possible.

SmartHub



BOARD OF TRUSTEES

TARIK AYASUN

Trustee at Large

CRAIG WOODWARD

District 1 – Marco Island, Goodland, and Everglades City

DR. GARY JACKSON

District 2, Seat 1 – Cape Coral

ELEANOR FLANNERY

District 2, Seat 2 – Cape Coral

MICHAEL POWELL

District 2, Seat 3 – Cape Coral

GEOFFREY W. ROEPSTORFF

District 3 – Sanibel, Captiva, and Pine Island

RICHARD “BO” TURBEVILLE

District 4 – Lehigh Acres

RICHARD H. PRITCHETT III

District 5, Seat 1 – North Fort Myers

RICK JOYCE

District 5, Seat 2 – North Fort Myers

RUSSELL PRIDY

District 6 – Immokalee, Ave Maria

CHIEF EXECUTIVE OFFICER

DENISE VIDAL

Executive Vice President and Chief Executive Officer

DIRECTORS

GARY AVIN

Customer Care Operations

SARAH BULLOCK

Finance & Accounting and Chief Financial Officer

CLARK HAWKINS

Electric Operations

INGE KOCHER

Business Alignment and Governance

ED NAGY

Information Technology and Chief Information Officer

KAREN RYAN

Public Relations

ERIC SCOTT

Administrative Services and Chief Administration Officer

SANDY THOMPSON

Human Resources

MANAGERS

PAUL ACKERMAN

IT Operations and Information Security Officer

RAY BOSS

Facilities and Security

SUSAN CRISAFULLI

Finance and Accounting

STACY HARRINGTON

Strategy/Excellence

SKYE HONAS

Customer Billing & Field Services

TOM HORNBY

IT Security

BRIAN KLEPPER

IT Infrastructure

MYRON MARTIN

Procurement and Supply Chain

ELLEN NICHOLS

Risk Manager

BILL PILAND

Design & Engineering

BIANCA PRESTON

Member Programs

DEIDRA PROCTOR

Audit, Internal Control, and Investigations

ROB PUCHACZ

Construction & Maintenance (Contractors)

TOM QUIGLEY

Substation, Communication, and Meter Services

GARY RICHARDSON

System Operations

ALLAN RUTH

Operations Business Support

FRANK SHERKUS

Construction & Maintenance (LCEC)

AMANDA SMELKER

Continuous Improvement

BEN STROHMAN

Enterprise Risk and Compliance

SUSAN SUMERALL

Customer Care Center

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