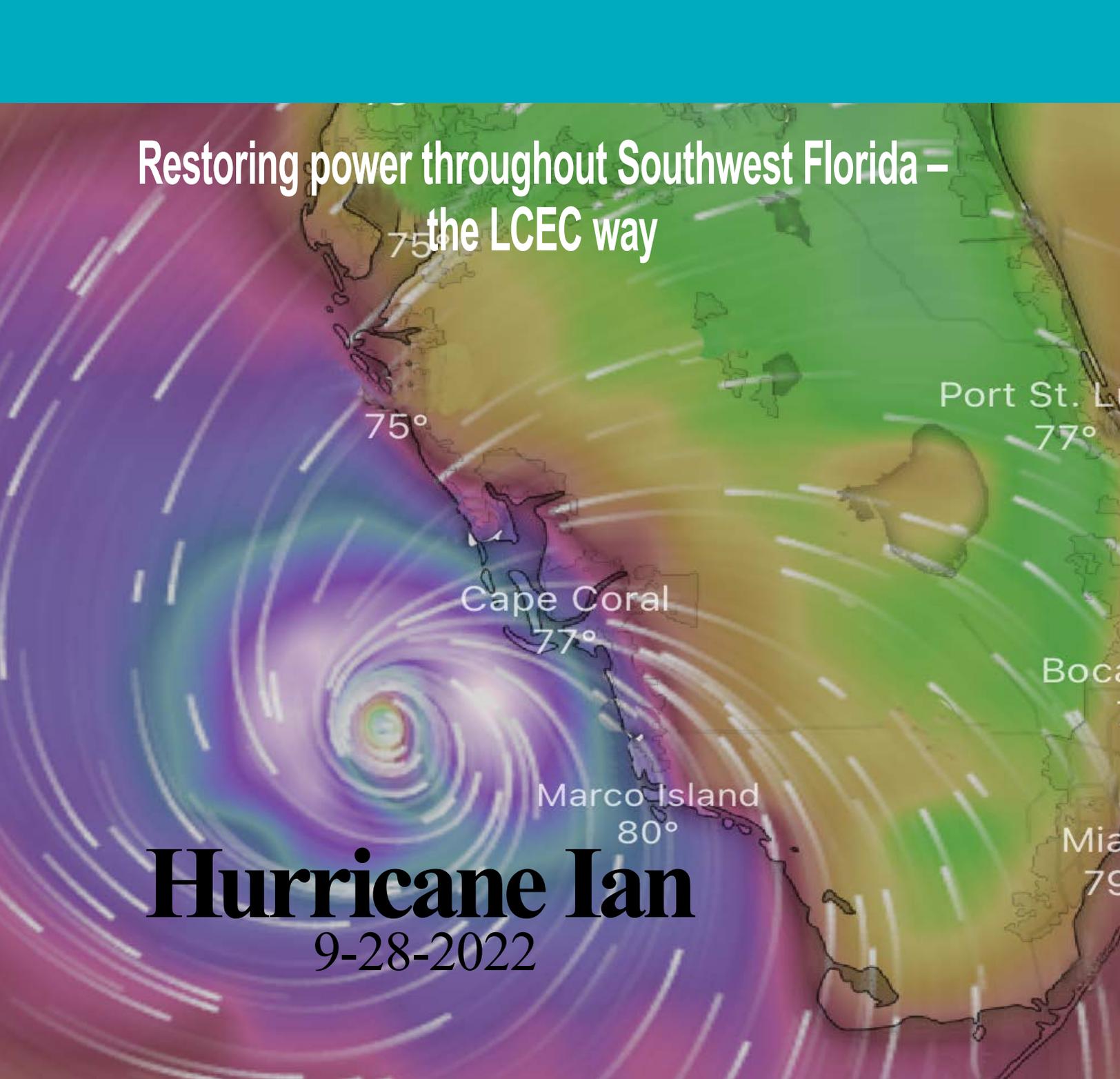


Restoring power throughout Southwest Florida –  
the LCEC way

A map of Southwest Florida showing the path of Hurricane Ian. The hurricane is depicted as a large, swirling storm system with a central eye, moving from the southwest towards the coast. The map includes labels for several locations: Cape Coral, Marco Island, Port St. Lucie, Boca Raton, and Miami. Wind speed indicators are shown as white arrows of varying lengths, radiating from the center of the storm. Temperature markers (75°, 77°, 80°) are also present along the coast. The background of the map is a color gradient from purple to green.

# Hurricane Ian

9-28-2022

2022 ANNUAL REPORT





PRESIDENT & CEO message

**A message from the Executive Vice President/Chief Executive Officer**

This year definitely left its mark as a whole on LCEC and its customers. We started 2022 off with strong initiatives, goals, and challenges that pushed our employees to raise the bar. We were prepared for the challenges that we faced, even the unexpected. Supply chain disruptions across the nation and rising natural gas prices impacted our customers; and we adjusted business practices to prevent long-term strains. Creative solutions to supply chain shortages allowed service requests to be met with minimal delays. Three Power Cost Adjustments helped to close the gap on under-recovered expenses related to power generation. In the third quarter, one of the worst storms in history struck our coast and ravaged all parts of the LCEC service territory. The LCEC team was put to the test, and thanks to planning, preparedness, skill, knowledge, and a great deal of commitment, we remained strong and served our members well.

I cannot be prouder to be the leader of a company where the employees demonstrated such tremendous dedication to their work during the year and with an astonishing hurricane season. Hurricane Ian's tragic level of widespread and long-lasting devastation to our region's people, homes, businesses, and way of life is unparalleled in Florida's modern history. Together, employees were able to put their own situations aside and address the needs of our customers.

Resiliency is the word I've heard used most often to describe our experience. Resiliency is the capacity to withstand or to recover quickly from difficulties. I saw resiliency displayed in endless ways. My heart goes out to every individual that suffered a loss of any kind due to Hurricane Ian or struggled to adjust to rising prices and material shortages for all goods and services in 2022.

In addition to thanking team LCEC, I also want to thank our local communities and businesses, customers, first responders, and the thousands of workers who assisted us in restoration efforts. We all joined together to help the community rebuild.

Here at LCEC, our vision is to energize the communities we serve. The mission is to deliver reliable electricity and quality service at a competitive price. In 2022, LCEC faced unpredictable and volatile circumstances while at the same time making great strides in strengthening our infrastructure and foundation.

I look forward to a bright 2023 and assure you that LCEC is confident in our position to manage the future effectively, remain readily prepared, continue to strengthen and enhance the electric system, and develop and build our workforce.

*Denise Vidal*  
Executive Vice President and Chief Executive Officer

**A message from the President**

At LCEC, we pride ourselves in our commitment to providing safe, reliable, and quality electric service at a competitive price to our territories in Southwest Florida. This year put our mission to the test with an almost Category 5 storm, supply chain disruptions, and a necessary PCA increase.

Hurricane Ian came ashore on September 28 with maximum sustained winds of 150 mph, tying the record for the fifth strongest hurricane to strike the United States. Ian's hurricane-force winds and storm surge damaged three of our substations that provided power to Sanibel, Southwest and Northwest Cape Coral. The catastrophic destruction to our surroundings, lives, homes, neighborhoods, and communities left everyone in shock.

The LCEC team restored power to 90% of customers who could receive power in just 11 days!

I could not be prouder of LCEC employees, the team of workers throughout Florida, and those across the nation who helped restore power according to plan with remarkable speed. We recognize and appreciate the effort put forth collectively, as well as the individual sacrifices and contributions made by each employee and their families.

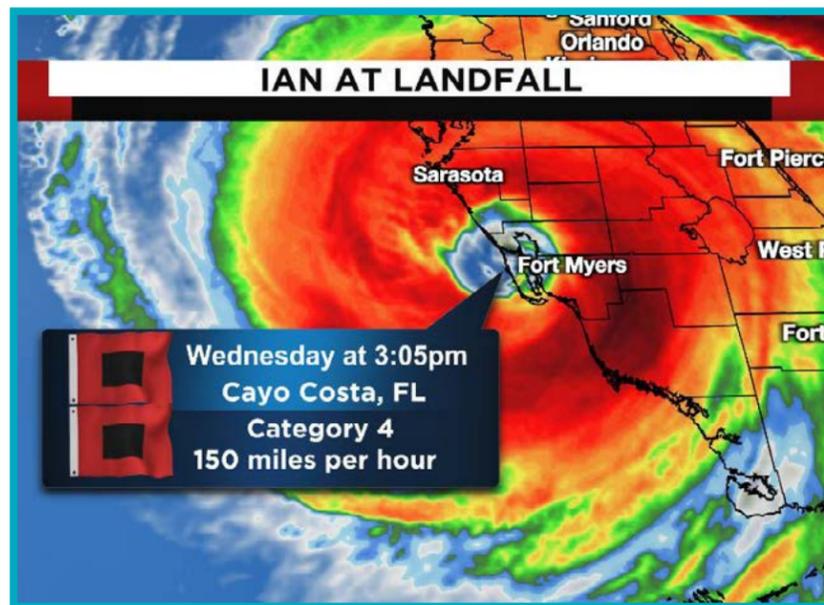
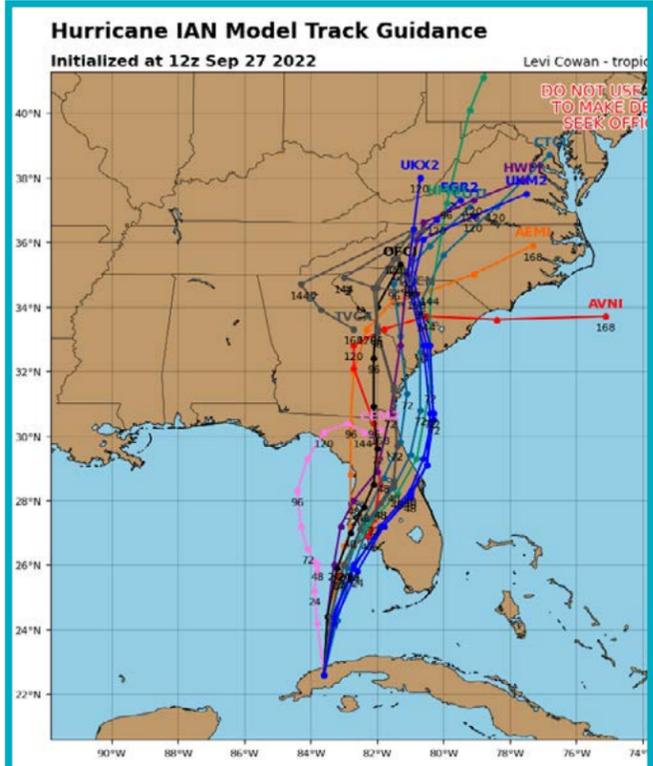
The LCEC vision is to energize the community. The mission is to deliver reliable electricity and quality service at a competitive price. In 2022, LCEC and employees embodied both as they acted to safely restore and maintain electricity in an environment that was unprecedented, unpredictable, and volatile. LCEC made great strides in strengthening our infrastructure and foundation, which is a part of our long-term goals through planning and continuous improvement.

I am more than impressed by the employees at LCEC that worked as a team and came together to get the job done during a time of uncertainty. We are confident in our position to manage the future effectively for all our stakeholders.

*Russell Priddy*  
President, Board of Trustees

# THE track

On September 28, 2022, Hurricane Ian hit Fort Myers as a Category 5 storm with winds of 155 miles per hour. Although the devastation to the entire state of Florida was legendary, Southwest Florida was incomparably impacted. The destruction was catastrophic, with barrier islands completely cut off from the mainland, roads destroyed or flooded, and the power infrastructure severely damaged. In the days following the storm, LCEC led a Herculean effort to mobilize the resources necessary to restore power to customers. Employees were committed to restoring electric service as safely and quickly as possible in spite of challenging conditions.



The track of the storm was uncertain until just before landfall, when it became evident that this would be a catastrophic event.

THE quotes



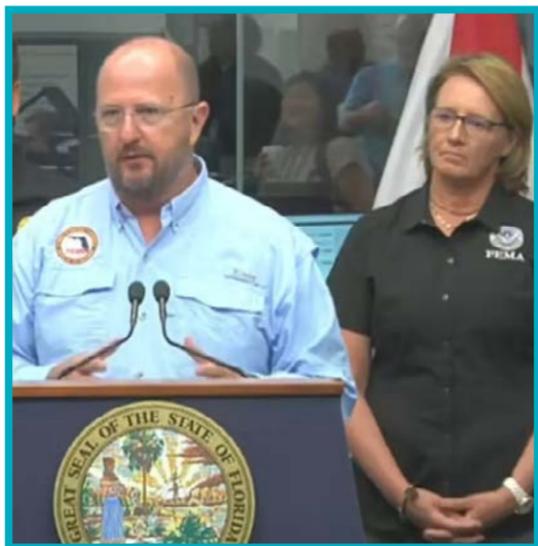
*"In Lee and Charlotte Counties 85 percent are without power. While more power will be restored in the relatively near future, some infrastructure will have to be entirely rebuilt. Utility companies, which are already on the scene, are prepared to undertake these efforts. First responders put themselves out there in harm's way, but it does take a toll."*

Governor Ron DeSantis



*"Our community has been, in some respects, decimated. There is tremendous damage, and this is going to be a very difficult, trying time for the next couple of months."*

Roger Desjarlais, Lee County Manager



*"The priorities right now are search, secure, and stabilize. Over 700 rescues have been conducted, and over 3,000 contacts have been made in the field. The State is ahead of where they were on day two after Hurricane Michael."*

Kevin Guthrie, Director of the Florida Division of Emergency Management



*"Decades-long investments in Florida's infrastructure has allowed power companies like FPL and LCEC to restore power faster than they were able to in response to Hurricane Charley, for example, which impacted similar areas 18 years ago."*

Bryan Koon, Vice President of Homeland Security and Emergency Management at IEM



*Cantore, Jim  
"#ian now at 155mph trying its best to become a cat5! This will be one of the strongest hurricanes in Southwest Florida history."*

6:52 a.m. 9/28/22 tweet



*"This could be the deadliest hurricane in Florida's history," a somber President Biden said at FEMA headquarters.*



*"I know citizens want their power turned back on, and an army of people are working hard to do just that. It is a much more intense process than flipping a switch, especially with the extensive damage we've suffered. It is much more than just straightening poles and reconnecting lines."*

Rick Locastro, Collier County Commissioner



*"Hurricane Ian devastated Southwest Florida and wrecked entire communities. Florida is an incredibly resilient state, and now is the time that we come together and help those who have lost everything. I'm grateful for the hard work of the National Guard, Coast Guard, sheriff, law enforcement, and all first responders conducting search and rescue, clearing roads, restoring power, and bringing fuel, food, and water to communities impacted by Ian."*

Senator Rick Scott

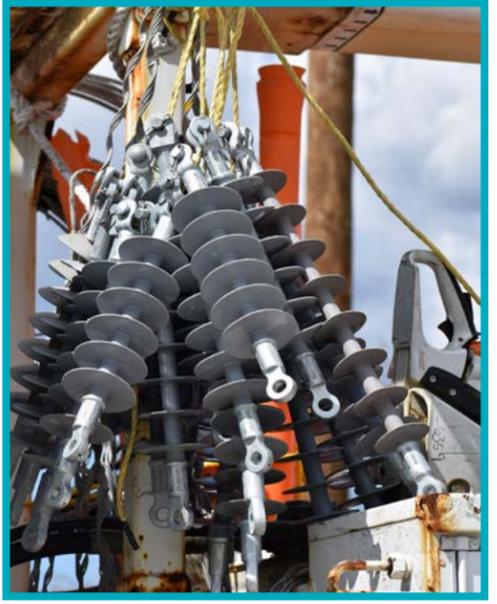
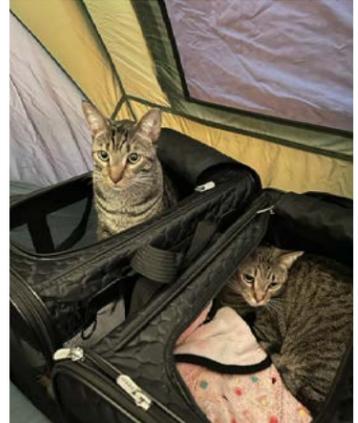
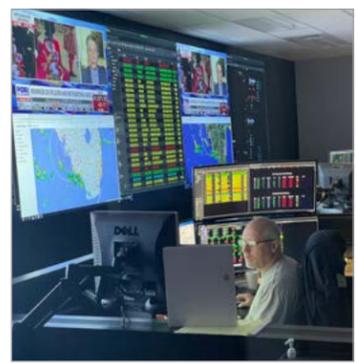


# THE preparation

**Before the storm hit**, LCEC began executing the Emergency Restoration Plan, shifting into restoration mode more than a week before landfall. LCEC employees took an all-hands-on-deck approach while the organization began securing restoration resources. This included deploying additional line workers and tree trimming crews to a Southwest Florida staging area. While no one could predict just how devastating the impact of Hurricane Ian would be, LCEC relied on lessons learned from hurricanes in years past to bolster its preparedness and be ready to put boots on the ground as soon as the storm passed.

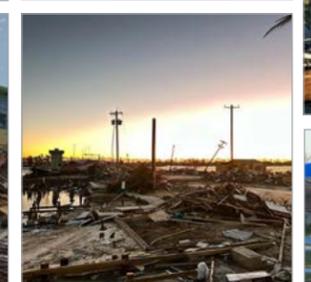
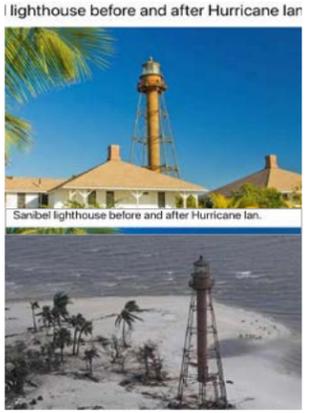
**As the storm approached**, LCEC had line workers, tree trimmers, and 400 employees ready to take action once the storm passed.

**After the storm hit**, restoration efforts began immediately. Crews were out in full force assessing the damage and planning how best to proceed, considering specific challenges unique to this storm. For example, some local government officials requested that power lines not be reenergized until search and rescue first responders could safely navigate those areas to find survivors. Overall, assessment was challenging due to storm surge, flooding, and access limitations. In some cases, LCEC took to the skies with aerial assessments by helicopter.



# Hurricane Ian – a storm like no other

# THE damage



SEPTEMBER

THE  
timeline

<p><b>Sept 21 –</b> LCEC shifts into restoration mode. All employee leave is canceled. All-hands-on-deck. LCEC begins securing resources.</p>	<p><b>Sept 24 –</b> Additional line worker and tree trimming crews are deployed to Southwest Florida.</p>	<p><b>Sept 25 –</b> Governor DeSantis issues State of Emergency.</p>
<p><b>Sept 26 –</b> The National Hurricane Center projects a Category 2 or 3 storm to hit the Tampa area. LCEC plans for a Category 4 storm with a north / south impact.</p>	<p><b>Sept 27 –</b> Lee County issues mandatory evacuation for Zones A and B.</p>	<p><b>Sept 28 –</b> Hurricane Ian hits Cayo Costa and the surrounding areas of Sanibel, Pine Island, Cape Coral, and North Fort Myers. Employees and contract line crews and tree trimmers shelter during the storm.</p>
<p><b>Sept 29 –</b> Source transmission lost in the north system and Marco Island; nearly all circuits are out of service. Damage assessment begins throughout six counties.</p>	<p><b>Sept 30 –</b> Source transmission service is restored; <b>22 of 25 substations are energized.</b> Power is restored to 13,000 customers. Aerial assessment of Pine Island, Sanibel, and Captiva are performed.</p>	



OCTOBER

<p><b>Oct 1 –</b> Restoration resources number over 1,000 from throughout Florida, Alabama, Arkansas, Georgia, Missouri, North Carolina, New Jersey, New York, Tennessee, and Texas.</p>	<p><b>Oct 2 –</b> <b>Power is restored to 24 percent of customers;</b> Base Camp is set up at Lee County Civic Center. Aerial inspection of Sanibel Island is completed; LCEC initiates mutual aid agreements with FPL and Duke Energy.</p>	<p><b>Oct 3 –</b> LCEC announces estimated restoration times, FPL commits additional contractors and material resources. Florida Electric Cooperatives Association (FECA) and Duke Energy add linemen. <b>Marco 95 percent restored.</b></p>
<p><b>Oct 4 –</b> Just over <b>41 percent of customers have power restored.</b></p>	<p><b>Oct 5 –</b> <b>700 additional line workers and tree trimmers</b> are added to restoration efforts.</p>	<p><b>Oct 6 –</b> More than <b>2,300 line and vegetation personnel are working</b> to restore LCEC customers; temporary access to Pine Island is established, and inspection is completed. Materials airdropped from Chinook helicopters.</p>
<p><b>Oct 7 –</b> Duke Energy arrives to restore power in Cape Coral and Pine Island, FPL prepares to deploy restoration workers to aid with Sanibel Island, 14 trucks are delivered to Sanibel by barge, and 300 poles are delivered to Pine Island.</p>	<p><b>Oct 8 –</b> <b>72 percent of customers have power restored,</b> Close to 2,500 crews continue to support LCEC restoration efforts, LCEC establishes internet and cell service communications to barrier islands for restoration teams, 15 additional trucks are delivered by barge to Sanibel.</p>	<p><b>Oct 9 –</b> <b>91 percent power restored to customers able to receive power in North Fort Myers, and Cape Coral.</b></p>
<p><b>Oct 11 –</b> <b>Fewer than 5 percent of customers remain without power;</b> Governor announces temporary repairs to the Sanibel Causeway to allow one-time convoy of power restoration equipment, supplies, and crews (200 bucket trucks, 150 line and pickup trucks towing 50 trailers and 2 tractor trailers, along with first responders).</p>	<p><b>Oct 12 –</b> LCEC CEO joins Governor and other officials for Sanibel restoration press conference, power is restored to one section of Pine Island fire stations, reverse osmosis plant, town center and elementary school are energized, <b>one day ahead of schedule.</b></p>	<p><b>Oct 14 –</b> Sanibel transmission line is energized.</p>
<p><b>Oct 15 –</b> All customers on Pine Island able to receive power have been restored.</p>	<p><b>Oct 16 –</b> Specialized underground service crews deployed to Cabbage Key, Galt Island and Useppa Island. North Captiva underground system assessment and repairs are underway.</p>	<p><b>Oct 17 –</b> Service is restored to Galt Island, and Useppa Island.</p>
<p><b>Oct 18 –</b> Sanibel Causeway open to traffic. LCEC partners with the City of Sanibel to create a process for safe restoration as customers make repairs to their homes and businesses.</p>	<p><b>Oct 19 –</b> LCEC hosts food/supply distribution for customers at the North Fort Myers headquarters.</p>	<p><b>Oct 21 –</b> Cabbage Key energized. Field assessment determines underground facilities on Sanibel are substantially damaged and will require extensive rebuilding/replacement. Temporary overhead services are utilized to expedite restoration.</p>
<p><b>Oct 22 –</b> <b>Upper Captiva energized,</b> weeks ahead of estimated restoration date.</p>	<p><b>Oct 27 –</b> Sanibel, Captiva and Upper Captiva restored</p>	<p><b>Oct 30 –</b> Concrete poles replace temporary wood poles on Sanibel. Specialized underground crews continue to rebuild infrastructure.</p>



THE **timeline**

**NOVEMBER**

<p><b>Nov 11 –</b> Restoration crews remain on Sanibel to continue reconnecting customers ready to receive power. Work to repair and replace underground facilities continues.</p>	<p><b>Nov 24 –</b> Thanksgiving Day. For many LCEC employees and restoration contractors, this is the first full day of rest since Monday, September 19th.</p>
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**DECEMBER**



<p><b>Dec 1 –</b> Final Sanibel Island sweeps begin, to ensure all infrastructure is energized to the point customers can receive service.</p>	<p><b>Dec 21 –</b> Restoration crews leave Sanibel Island with work activities transitioned to business as usual.</p>
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Within two days, the number of people working to restore power to LCEC customers swelled past 1,000. After four days, nearly twenty-five percent of affected customers had their power restored. Restoration Operations continued to grow, including a base camp with all-inclusive accommodations for workers. More than 2,300 people were working on power restoration just over a week after landfall, with crews from more than 10 states on the ground.

Complicating matters was the isolation of the barrier islands, including Pine Island and Sanibel, whose access roads and causeway to the mainland had been substantially damaged. Reaching those customers would be no small feat.

Within two weeks, service had effectively been restored to all areas of the LCEC service territory with the exception of the barrier islands of Pine Island, Sanibel, Captiva, and Upper Captiva. Access to Pine Island was restored eight days after the storm had passed through. Only ten days after beginning restoration efforts on Pine Island, services that were capable of receiving power were effectively restored. Similarly, access to Sanibel, Captiva, and Upper Captiva was restored 20 days after the storm had passed. By October 27, just one month into restoration, LCEC had restored electric infrastructure to customers capable of receiving service. This swift and well-coordinated response, especially in the face of such widespread and unprecedented devastation, will likely be considered a model for mutual aid responses in future emergencies.

LCEC continues to invest in the electric system year after year. Significant improvements through construction, maintenance, and technology adoption has resulted in a stronger and smarter system. No power grid is hurricane-proof, but assessment of the LCEC system following Hurricane Ian indicated a more storm-resilient grid overall. LCEC transmission and substation infrastructure withstood the harsh winds and storm surge Ian delivered. Smart grid technology helped restore power to distribution and underground systems not ravaged by the storm.

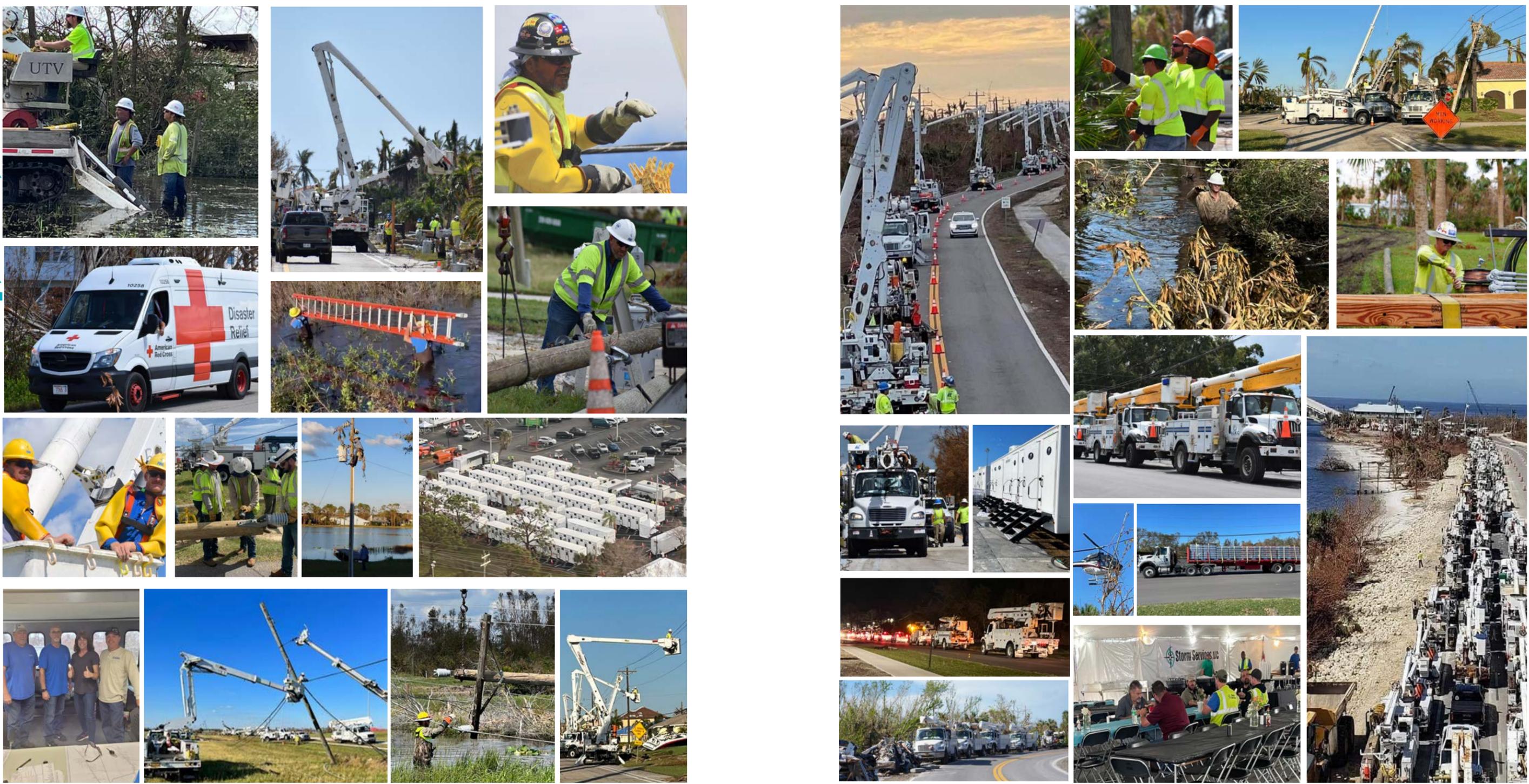
LCEC continues to make long-term investments toward sustainability of the system, leveraging available funding programs and a comprehensive construction and maintenance plan.

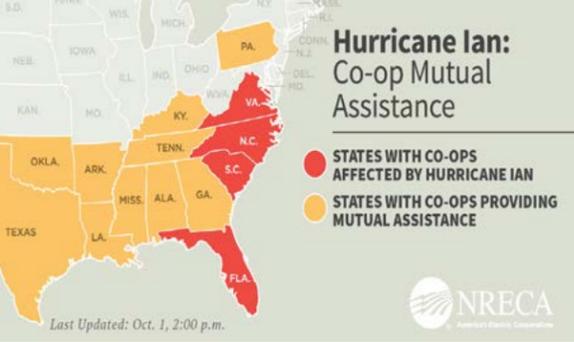


THE **resilient electric system**



THE restoration





THE mutual aid

LCEC thanks the crews who helped restore the LCEC territory in a time of need. These hardworking men and women braved severe weather, life-threatening situations, and unique challenges to ensure our community came back stronger.

Prior to Hurricane Ian making landfall, LCEC partnered with contractors, other cooperatives, investor-owned and municipal utilities, State and local agencies, vendors, suppliers, and media. At the peak of restoration, more than 2,500 crews were working to re-energize the community. Crews came from all over the nation and worked shoulder to shoulder with LCEC employees.

Mutual aid included FPL, Duke Energy, and over 50 cooperatives from Alabama, Arkansas, Georgia, Kansas, Louisiana, Mississippi, Oklahoma, Pennsylvania, Tennessee, and Texas.

LCEC is extremely thankful for the sacrifices made, the hours traveled, and the dedication given by all of the mutual-aid workers and suppliers. Their support, the patience of customers, and the strength of SWFL has been remarkable.



THE boots on the ground



THE employees



One of the strengths of the LCEC Restoration Plan is employee involvement. The plan calls for every employee reporting to work as soon as it is safe following the storm. After Hurricane Ian, nearly every employee was impacted in some way. Their commitment to restoring power and putting their personal challenges aside are not always stories in the headlines. Following are a few thoughts shared by employees.

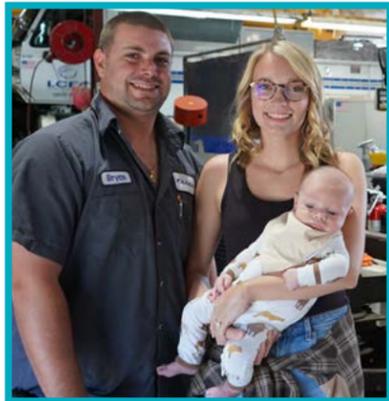
### Liz Davis, Technician V, IT

*"The proudest moment for me is when I received the daily updates and seeing that we were close to restoring all the customers that could receive power, seeing all the linemen, including all the contractors, come together from all over to help, and how kind and caring they all were. At every turn, there was a cause to celebrate."*



### Bryce Griffin, Mechanic

*"Hurricane Ian impacted my family and work in more ways than I thought possible. My wife, Hailey, was 41 weeks pregnant with our first child when I started to work 10-hour days, 4 days prior to Ian hitting. Little did we know, on September 25, my son would make his debut into the world. Trying to transition our home life to include a newborn and, at the same time, having to lift as many things off the ground to prepare for flooding was almost beyond belief until the flooding became a reality. Our home was destroyed by the surge. Despite losing everything, I still needed to report for work and begin restoration efforts. I worked 16-hour days for 24 days in a row. Leaving my wife to handle an unimaginable situation and not being with my newborn son was the ultimate sacrifice and dedication to LCEC, in my eyes. We realized what you do not need in life. Finding the blessings in this disaster has strengthened our new family."*



### Denise Vidal, EVP and CEO

*"In my 20+ years working for LCEC I never imagined a hurricane that could have caused such devastation. It was an unprecedented event that nobody has experienced before. The magnitude of loss for employees, customers, and all of Southwest Florida was unimaginable. I'm still amazed at how quickly so much history and memories were washed away. My heart is heavy and goes out to all who lost loved ones and everything they owned. Every single minute, of every single day, Team LCEC gave it their all and did everything they could to restore power as quickly and safely as possible. Our team truly worked miracles, making me the proudest CEO ever!"*



### Paul Steed, Supervisor, Customer Care Center

*"Ian impacted my family in a way I never thought possible. While we were home riding out the storm, water started to come into our home. Within 30 minutes, we knew we needed to quickly leave and escape the flooding. After two and a half feet of water, not only was our home ruined but we needed to figure out where to stay and how I could get in to work to start restoration efforts. Worrying about clothes, food, and where to sleep while being at work for 12 hours a day was the ultimate challenge. We found out how strong we could be."*



### Rusty Snider, Manager, Construction and Maintenance

*"Hurricane Ian not only disrupted my life but it changed the way I was living it for month after. I was living on Sanibel and feeling like I was worlds away at times. The devastation, although gruesome, had an allure to see why things happened the way they did. Out on Sanibel our crew went the extra mile, being in chest-deep water, extreme heat, and among hordes of insects for extended hours. Some took on roles they never thought to be possible or even remotely imagined in their career path. It was tough and hard work and we came together over the holidays, celebrating in the best way possible."*



### Allan Ruth, Manager, Operations Business Support

*"I went from a skeptic to a believer after Ian. The storm surge was a major shock, and seeing the team work together to serve our members and support each other was astounding! We had over 2,300 contractors and employees working long hours, under difficult conditions, staying 100% focused on our goal and all without one lost time accident. It was nothing short of remarkable."*



### Paul Ackerman, Manager, IT Operations and ISO

*"My home was flooded during the storm, and I personally witnessed the LCEC leadership team embrace the core value of "working together to make success happen," by displaying compassion and empathy for employees who were impacted by the storm so they, in turn, could refocus on getting our members' power back on as quickly and safely as possible."*



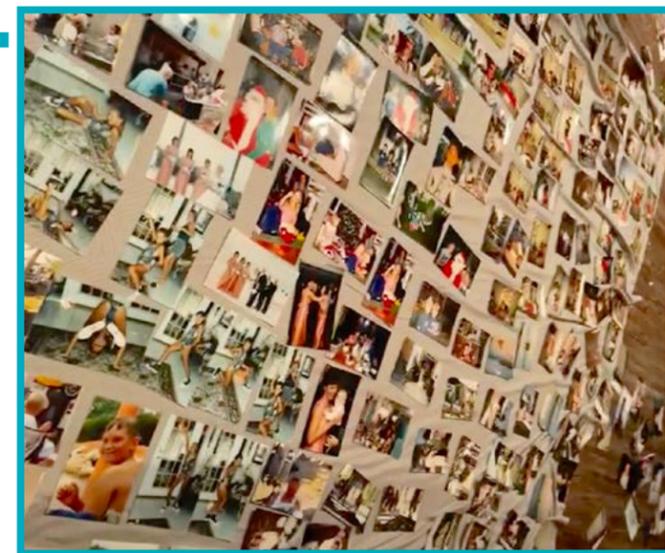
Three members of the finance group (Kim LaBounty, Melissa Thompson, Val Cavazos) trekked 4 hours to Sanford, Florida to pick up two new Chevy trucks.

Val trekked over to the Red Bull distribution center in Fort Myers. After asking four businesses in the park, he found the location. It was deserted, and he wrote a note with Ray's contact info and stuck it under their door to try and get our crews some Red Bull.

THE employee stories

**Melissa Horstman, AMP Analyst**

*"Since I have worked at LCEC, I have been through some bad hurricanes, including the eye of Charley back in 2004, and quite a few after that one. I was able to report to work after each one. So I knew what to expect for both home and work when Ian was on the horizon. I never dreamed how terrifying being home alone would be. As Hurricane Ian ripped apart our house and barn and launched objects through the walls like a cannon and exploded glass windows, the dogs and I hid in one room after another. I had no idea if the horses were being impaled by sheets of metal being torn off the roof. I have never felt that type of fear and uncertainty! Late that night I was rescued after being trapped for more than four hours. The following day my husband and I were reunited at the office since he was working in System Operations during the entire storm. We began to understand the state of destruction in the LCEC community. Both of us have worked at LCEC many years and know our customers count on us after the storm. We consciously decided to focus on the restoration and help get the lights on as quickly and safely as possible. We knew how to help, so we did."*



**Karen Ryan, Director, PR**

*"When I found out my home was essentially gone, there really wasn't time to think about what that meant. We had an important job to do, and there were so many in the same situation. I never felt alone. It was surreal. My work and personal family and friends were there in every respect. They took my belongings to the curb so the house could be gutted and dried out. They even tried to salvage a few photos. Staying strong and persevering was the way many of us coped."*

**Christie Fields, Customer Support Professional**

*"After returning to work from the hurricane after losing my home and everything I owned on Sanibel, a coworker that I've never met before, opened up her home to me, a complete stranger, and my family. The gesture meant more than words can express. The kindness experienced by my fellow co-workers has been such a blessing. Even though we are still trying to get assistance through FEMA or Unite Florida for a home that is big enough for our family, we are blessed to be able to have a roof over our heads due to the kindness of a friend letting us use their toy hauler for shelter until we can get a home big enough for our family. This experience has made me grateful for everything that I have, especially the people I have in my life that I can call friends and family."*



**Gary Richardson, Manager, Substation, Communication and Meter Services**

*"By the time we realized the storm track had changed, it was too late for my wife to evacuate off the island where we live. I was working at LCEC throughout the storm, and eventually we lost phone contact. For 24 hours I didn't know if she was okay or not. When I learned vehicle access to the island was cut off, I knew I had to find a way to make sure she was safe. A friend got me to the island by boat, and I can't explain the feeling when I found her scared, but safe. She was covered from head to toe in storm sludge, but to me, she never looked more beautiful. We left our home in shambles and under water and headed back to LCEC to get back to restoration work, grateful to be safe."*



**Donna Duda, Operations Scheduler**

*"Witnessing my fellow schedulers working hard, nose to the grindstone for weeks, without power at home, really portrayed their resilience and commitment to restoration efforts. They never complained."*

This 96-year-old customer just got her power restored. She cried, the lineman cried. It's been an emotional couple of days. We are working. We are out there. And we will get our community back!



THE customer gratitude

Love it! Please keep sharing these. Our VA hearts and prayers are with Sanibel Island, Captiva and all Floridians. We want to help. Stay strong!

For all you linemen out there who not only have restored power, you have helped to restore the lives of the people you have served. A job so very well done. You know you are thanked for all you have done. God bless each and every one of you for doing what you do.

I remember after 17 days without power after Andrew in 1992, I cried when the power came on. My husband went out and shook the lineman's hand. We were only in our 30s at the time. Linemen rock!

Thank you LCEC!! I was without power for two nights and I am so grateful that when I came home from work on Friday to have power. Thank you all for all your hard work!! God Bless

Thank you to all the heroes who are working tirelessly around the clock to try to bring back some normalcy to life for everyone affected by this horrific storm! You are all AMAZING!

Thank all the people that turned out to help Florida get back in their homes and the businesses. God bless you.

You guys are doing amazing and we appreciate all your doing. I may not have power but there are so many poles down and you guys are working nonstop in the sun and heat. Thank you for trying to fix the mess from the hurricane. Thank you so much!



The HEROES that keep on giving! Thanks for your service and dedication to our hometown!

Thank you to all who are working so hard to restore power! My power was restored last night! Feeling blessed! Work was sooner than I expected! Please stay safe out there!

Met some of these guys today. So kind and lighthearted... working their booties off. Smiling all the way. Cleared Aqualinda for traffic both ways. So thankful.

To EVERY Emergency Response person who has helped me and my state head back to 'normal' THANK YOU, THANK YOU, THANK YOU!!!! I had one man tell me "it's my job." Sir, to us it is so much more than that. Thank you for doing your job.

God Bless all the men and women helping to restore some semblance of normalcy to our beautiful state of Florida. Thank you! Thank you!

Thanks to all these brave linemen that are getting power back to all these hurricane hit communities in Florida! God bless all and keep you safe. Thanks to their families that are without them during this time!

Now I'm crying! Again! I thought after Charley I wouldn't be so emotional! Wrong! God bless the men and women who have come to SWFL's rescue!

Thank you for all y'all are doing! Please God keep your loving arms around these linemen as they work nonstop to get our communities back on the grid. SWFLSTRONG!

To my son and nephews and all those linemen out there: You are the best! Work safe and come home to your families each day.

My neighbors and I were all outside yesterday talking when the linemen drove in and walked our properties to evaluate the nature of damage - and then, Glory Be! Restored the power!

Linemen are the miracle workers of hurricanes -- along with cleanup volunteers and the wonderful restaurants and food service folks who have been feeding thousands.

We may have been unlucky to have Ian visit, but we are so very lucky and blessed to be recipients of the kindness and generosity of so many people who are coming from all over to help. Heartfelt thanks to our miracle workers.

You all are amazing!! Thank you for all your hard work!

We can't begin to imagine the devastation, destruction and debris you are working around to try to restore energy to our area.

Thank you guys! I teared up today driving and seeing all of the work you have already gotten done. God Bless you all!

God Bless you all! Thank you just isn't enough for everything you all are doing for all of us in Florida! Thank you to your families that are sacrificing as well.

Thank you for your Service with long hours, so many days before an off day and without seeing your families for long stretches!



THE numbers



Sept 28 - **132 of 137** circuits WERE OUT

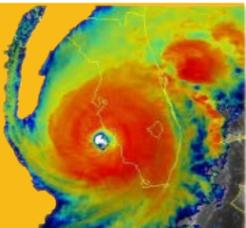


Sept 30 - **22 of 25** SUBSTATIONS energized

**12-18 FEET** OF STORM SURGE



**1,000** LIGHTNING STRIKES IN EYEWALL



**2962** POLES REPLACED



**6.1 MILLION** FACEBOOK REACH FROM OUTBOUND MESSAGES



**180,000** WORKER MEALS SERVED



**0** LOST TIME ACCIDENTS



**1,263** ITEMS DONATED TO EMPLOYEE RESOURCE CENTER



**29,309** CALLS TAKEN IN CONTACT CENTER IN OCTOBER



**1,950** TRANSFORMERS REPLACED



**1,388** CROSSARMS REPLACED



**84,250** FEET OR **16** MILES UNDERGROUND CABLES



**31,073** INSULATORS REPLACED



**252** MEDIA INTERVIEWS



**188,000** POUNDS OF CRUSHED STONE



**822,361** FEET OR **156** MILES OF CONDUCTOR



**15,585** FUSE LINKS REPLACED



**9,750** MAPS PROVIDED TO CREWS



**60,000** LINE SPLICES

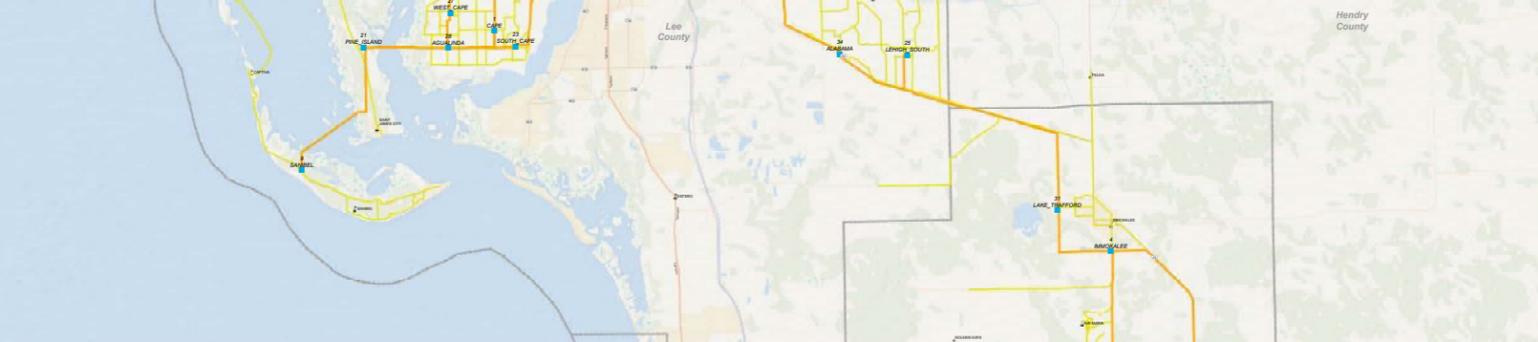


**22,000** LOADS OF WORKER LAUNDRY



**750,000** BOTTLES OF WATER





**THE**  
**board of trustees**

- TARIK AYASUN**  
Trustee at Large
- CRAIG WOODWARD**  
District 1 – Marco Island, Goodland, and Everglades City
- DAVID BEAM**  
District 2, Seat 1 – Cape Coral
- ELEANOR FLANNERY**  
District 2, Seat 2 – Cape Coral
- MICHAEL POWELL**  
District 2, Seat 3 – Cape Coral
- GEOFFREY ROEPSTORFF**  
District 3 – Sanibel, Captiva, and Pine Island
- RICHARD “BO” TURBEVILLE**  
District 4 – Lehigh Acres
- RICHARD PRITCHETT III**  
District 5, Seat 1 – North Fort Myers
- RICK JOYCE**  
District 5, Seat 2 – North Fort Myers
- RUSSELL PRIDDY**  
District 6 – Immokalee, Ave Maria



**THE**  
**leaders**

**CHIEF EXECUTIVE OFFICER**

**DENISE VIDAL**  
Executive Vice President and Chief Executive Officer

**DIRECTORS**

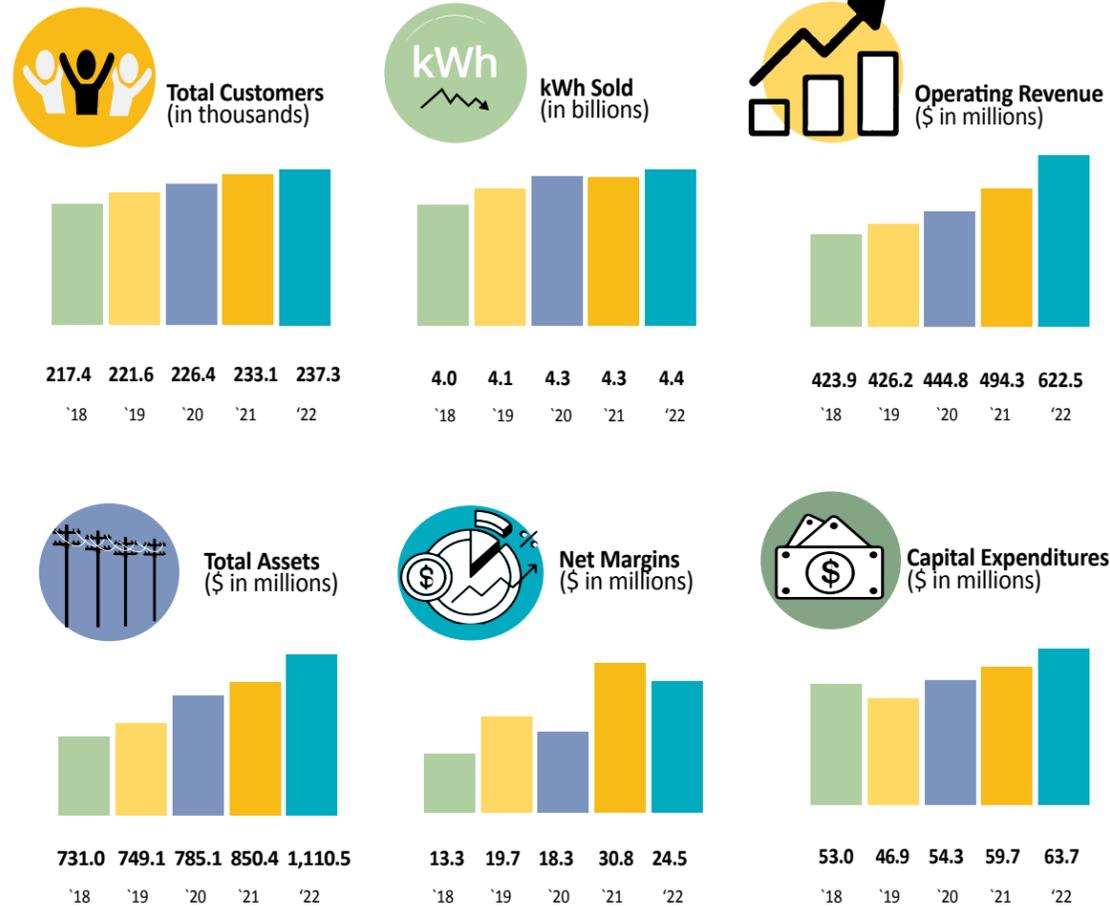
- GARY AVIN**  
Customer Care Operations
- SARAH BULLOCK**  
Finance and Accounting and Chief Financial Officer
- CLARK HAWKINS**  
Electric Operations
- ED NAGY**  
Information Technology and Chief Information Officer
- KAREN RYAN**  
Public Relations
- AMANDA SMELKER**  
Administrative Services and Chief Administrative Officer (Interim)
- SANDY THOMPSON**  
Human Resources

**MANAGERS**

- PAUL ACKERMAN**  
IT Operations and Information Security Officer
- RAY BOSS**  
Facilities and Security
- SUSAN CRISAFULLI**  
Finance and Accounting
- SKYE HONAS**  
Customer Billing and Field Services
- TOM HORNBY**  
IT Security
- BRIAN KLEPPER**  
IT Infrastructure
- MYRON MARTIN**  
Procurement and Supply Chain
- ELLEN NICHOLS**  
Risk Manager
- BILL PILAND**  
Design and Engineering
- BIANCA PRESTON**  
Member Programs
- GARY RICHARDSON**  
Substation, Communication, and Meter Services
- ALLAN RUTH**  
Operations Business Support
- FRANK SHERKUS**  
Construction and Maintenance (LCEC)
- RUSTY SNIDER**  
Construction and Maintenance (Contractors)
- BEN STROHMAN**  
Enterprise Risk and Compliance
- MATT VALENTINE**  
Customer Care Center



# THE financial highlights



	2022	2021
Operating Revenue	\$ 622,469,041	\$ 494,325,737
Operating Expense	\$ 583,633,439	\$ 452,378,259
Interest Expense	\$ 17,669,857	\$ 13,935,180
Net Margins	\$ 24,543,124	\$ 30,768,738
Net Plant	\$ 859,246,669	\$ 637,580,804
Total Assets	\$ 1,110,507,384	\$ 850,449,864
Total Customers	237,333	233,150
kWh Purchased	4,498,742,748	4,440,785,661
kWh Sold	4,419,070,926	4,308,256,708
Miles of Energized Line	8,853	8,730
Avg Monthly Residential kWh Used	1,226	1,222
Equity Retirement	\$ 12,018,601	\$ 12,020,622
Capital Expenditures	\$ 63,707,174	\$ 59,712,838
Customers per Employee	608	581

# CORPORATE information

**Corporate Headquarters**  
 North Fort Myers, FL 33917  
 (239) 656-2300  
 1-800-599-2356

<b>Customer Care Center</b> 239-656-2300 800-599-2356 Monday-Friday 8 a.m. – 5 p.m.	<b>Immokalee Payment Center</b> 433 North 15th St. Immokalee, FL 34142-3445 Monday-Friday 8 a.m. – 4:30 p.m.
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**Mail a Payment**  
 Post Office Box 31477  
 Tampa, FL 33631-3477

**General Counsel**  
 Henderson, Franklin, Starnes & Holt  
 Post Office Box 280  
 Fort Myers, FL 33902

**Independent Auditors**  
 McNair, McLemore, Middlebrooks & Co., LLP

[www.lcec.net](http://www.lcec.net)

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