



## LCEC customers without power for fewer minutes

Last year, LCEC set a company record for reliability. Statistics show that the average customer was without power for an average of 6.5 minutes per month in 2013. Performance is on target for 2014 with an average of just under 3 minutes per month.

On occasion, customers may experience a higher-than-usual number of outages due to complex construction projects in their area. Although LCEC does not welcome the inconvenience of an outage, these projects are aimed at enhancing reliability in the long term.

LCEC will continue to focus on improving reliability and providing quality service to customers. Following are a few of the initiatives that will help:

- Maintaining rapid response**
- Maintenance of electrical facilities**
- Vegetation management**
- Capital improvements**
- Use of sophisticated technology**
- Infrared and physical inspections**

## KUDOS



*Mr. K called to comment on the excellent customer service provided by every person at LCEC every time he calls or requests service. He mentioned a late night when a crew assisted him with power issues. He said they were very professional and stayed until they were sure his service was restored. He wanted to make sure he expressed HOW HAPPY HE IS THAT LCEC is his electric company!*

Marco customer

*A customer who lives in Wisconsin and owns a home in Cape Coral wrote in to congratulate employees who contributed to the efforts that led to exceeding the reliability target and reducing electric rates. He serves on a water utility board and understands the importance of delivery of a high-quality utility at a fair price.*

Cape Coral customer

*A customer called in to say that an LCEC energy advisor was wonderful, helpful and on the ball. He was impressed with the service provided when he was having an issue with his water heater and thought it was due to LCEC equipment. The employee solved the issue quickly by pushing the reset switch on the water heater!*

North Fort Myers customer

**Electricity** is a good buy!

The average LCEC customer pays approximately \$3.76 per day\* to power their entire home. That breaks down to approximately two-tenths of a cent per minute. There aren't too many other services you can get that inexpensively.

**Think about how much value you receive for only \$3.76 per day:**

- an inside temperature set to your preference—either cooler or warmer than the outside air
- the ability to store food in a refrigerator or freezer
- entertainment provided by TVs, DVRs, video games, computers, tablets and stereos
- appliances to make your life easier, like dishwashers, washing machines and microwave ovens
- lights so you can read to your children
- the luxury of a clean, filtered swimming pool or spa to relax in

\*based on average monthly usage of 1,000 kwh

## Lee County Commissioners vote to approve a franchise fee

Customers in unincorporated Lee County will notice a new charge on their electric bill beginning April 1, 2014, due to a new franchise fee imposed by Lee County Government. The franchise fee is a means for collecting additional operational funds for Lee County Government and grants LCEC the right to use rights-of-way for electric facilities.

The fee will be assessed to all LCEC customers receiving electricity in North Fort Myers, Lehigh Acres, Pine Island and other unincorporated areas of Lee County. Customers can identify the fee on their bill as a separate line item. All monies collected by LCEC will be remitted to Lee County Government; no funds will be retained by LCEC.

LCEC works hard to manage the costs that we can control. We maintain the electric system, improve processes, create efficiencies and leverage technology so that electric rates remain competitive. LCEC has not raised rates in five years! In fact, LCEC decreased rates in January!

# BE ON THE LOOKOUT FOR POSSIBLE SCAMS

Several LCEC customers have reported being contacted by fraudulent people claiming to represent LCEC. These companies claim to offer large energy savings or tell you a payment is due immediately.

LCEC does not solicit over the telephone or in person. LCEC does provide FREE energy surveys by trained, certified LCEC energy advisors at the customer's request. We also make friendly reminder phone calls for past-due bills but do not request payment information over the phone.

Here are a few things to consider if approached by dishonest people trying to get inside your home or steal your personal information:

- Beware of over-the-top claims of savings, guarantees and warranties.
- Ask for names of local satisfied customers you can talk with.
- Check references from other customers.
- Examine the qualifications of the company calling.
- Do not give personal information over the phone unless you initiated the call.
- Hang up and call LCEC directly to see if the call is legitimate.



## LCEC CAREER OPPORTUNITIES

LCEC is an organization that is unique in many ways. From the cooperative's origins to today's modern values, we have grown. At the same time, we are proud to maintain a family atmosphere. Choose a career where you can find opportunity, challenge and endless possibilities. People are one of our strongest assets.

Visit [www.lcec.net/about-lcec/career-opportunities](http://www.lcec.net/about-lcec/career-opportunities)

In an effort to support the overall health and wellness of employees, LCEC ceased hiring tobacco users effective January 1, 2014.

## View and Pay your LCEC bill online

### Benefits to You:

1. Free of charge
2. Allows you to access your LCEC bill anytime from anywhere
3. Frees you from the hassle of writing checks and saves on postage
4. Ensures your payment will be made on time
5. Archives statements, builds a 13-month history, AND displays electrical usage history in graphical form

Sign up today!  
[www.lcec.net](http://www.lcec.net)

### Benefits to LCEC

1. Saves money on paper, postage and envelopes—conserving these resources is environmentally friendly
2. Processing electronic payments is less costly and more efficient than processing checks or money orders

# Energizing the community



LCEC was proud to sponsor the School District's education booths at the Southwest Florida and Lee County Fair. Schools carried out the theme of the Fair with their artistic and informative booths. Winners received a check from LCEC that can be put back into the classrooms for much-needed resources.



Dozens of employees and family members helped honor Thomas Alva Edison at the Southeast's largest night parade, The Edison Festival of Light. The LCEC balloon has become a crowd favorite, and a good time was had by all.



LCEC employees lent their expertise to judge a recent Odyssey of the Mind regional tournament in problem-solving involving students from kindergarten through high school. LCEC supports the program in an effort to help provide students with an opportunity to apply their knowledge to real-world situations and problems.

### BOARD MEETINGS

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). Monthly meeting agendas are available online two days prior to the meeting. Call 239-656-2300 for more information.



**CUSTOMER SURVEY WINNER** If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. February's winner was Daniel Callahan from Marco Island.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 202,000 customers. LCEC News is published monthly for customers by the Public Relations Department, P.O. Box 3455, N. Ft. Myers, FL 33918-3455 (800) 599-2356 or 239-656-2300 • [www.lcec.net](http://www.lcec.net)



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