

Your equity — the basics

This year, LCEC will return more than \$12 million to current and inactive customers. LCEC is proud to have returned more than \$220 million in equity to members over the years. You should see a credit on your bill or receive a check in June or July.

LCEC customers/members own LCEC and are responsible for providing a portion of the capital necessary to operate the organization. A portion of the operating budget is provided through electric rates.

Business expenses involved in operating LCEC include paying the principal and interest on debt, purchasing equipment, paying wages, building substations, purchasing poles and electric lines, and providing electrical services.

Without equity from customers, LCEC would need to borrow more money from outside sources in order to operate. The result of borrowing additional money is increased expenses due to a rise in debt and interest payments. To meet the increased expenses, electric rates would have to be increased.

Once all the operating expenses are paid from funds collected from customers, the amount left at year-end is the net margin. Each year that LCEC earns a positive net margin, a percentage of what customers pay for electricity is credited to them as equity. Since LCEC is a not-for-profit organization, these margins are allocated (credited) to the customers' equity accounts based on the amount of electricity they purchased throughout the year.



Register now if you think you may require a Special Needs Shelter during a storm

With storm season about to begin, residents should have a plan and know what to do if a hurricane threatens Southwest Florida. If you must evacuate, staying with family or friends should be your first option. However, if you have no place to go, your area Emergency Management Operations center has shelters available. Special Needs Shelters provide services to residents during a tropical storm or hurricane. To prepare adequately, pre-registration is required. You can find Special Needs Shelter applications on the following websites.

- Lee County** – [www.LeeEOC.com/Shelter Evacuation/Pages/Special Needs.aspx](http://www.LeeEOC.com/Shelter%20Evacuation/Pages/Special%20Needs.aspx)
- Collier County** – www.colliergov.net/index.aspx?page=1844
- Charlotte County** – www.charlottecountyfl.com/Emergency/PDFs/SpNS-resident-handout.pdf
- Hendry County** – Contact Emergency Management for an application
- Sanibel/Captiva** – www.mysanibel.com/Departments/Police-including-Emergency-Management/Emergency-Management/General-Disaster-Information-including-Special-Needs/People-with-Special-Needs



AFTER THE STORM: How you can help bring back the power

LCEC has a comprehensive emergency restoration plan following hurricanes or severe storms, but experience has shown that cooperation from customers is critical to the success of the plan.

You can help restore power more quickly by following a few safety precautions.

- Stay clear of downed power lines. They may be energized and dangerous.
- Help keep telephone lines clear for emergency calls. Only call LCEC to report downed power lines or if your power is still out after your neighbors' has been restored.
- Don't attempt to trim trees or remove debris from around downed lines.
- Inspect the "weather head" on your roof and your electric meter for damage. Also, inspect your home for water in the ceiling or walls, and contact an electrician to repair the damage.

Finally, please be patient and be assured that LCEC crews will be working around the clock to restore your power. Keep in mind, stopping LCEC crews to ask them how long restoration will take prolongs the restoration process.

If you would like more information visit <https://www.lcec.net/reliability/storm-center>



Our goal is to deliver reliable electricity

The LCEC mission is to deliver reliable electricity at a competitive price. This year began with an electric rate decrease following five consecutive years without an increase. Systemwide reliability performance for the five-county service territory was at an all-time high also.

Power outages that have affected specific areas can be attributed predominantly to external causes beyond the control of LCEC. These include disturbances such as animals/birds, trees and storms.

LCEC understands the inconvenience that power outages present, and we are taking action to improve reliability for all customers by:

- Actively patrolling electric facilities to discourage nesting on power poles.
- Adding more protective devices to isolate problem areas so fewer customers are affected.
- Installing supplementary remote-controlled switches with fault indicators. These will help to more quickly identify problems and enable remote switching.
- Proactively inspecting facilities to identify potential issues. Equipment is repaired or replaced quickly.
- Rebuilding and upgrading facilities throughout the service territory.



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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

Energy-efficient landscaping

In most Southwest Florida homes, about 47 percent of the energy expended is used for cooling and eight percent is used for heating. This could mean that more than half of your utility bill is spent to create an indoor environment that is cooler or warmer than the weather outside.

Planting trees and plants in the proper places around your home can create a buffer zone between your home and the environment. This buffer zone can reduce your heating and cooling costs by 20 to 30 percent.

Trees and shrubs planted in your yard can be energy efficient in three ways:

- Provide a canopy of shade in the summer. The tree's leaves absorb or reflect sunshine that would otherwise hit your home.
- Cool the air around the home in the summer. Through evapotranspiration, the leaves absorb heat and cool the surrounding air by as much as nine degrees.
- Prevent wind from entering your home in winter. Plant "wind breaks" across the areas of your yard where the wind might otherwise blow directly onto your home and make it colder indoors.



Be sure to always look up and consider the mature height of your tree so that it doesn't contact power lines. And call 811 before you dig.

Pick the payment option THAT IS BEST FOR YOU

AUTO PAY - Automatic payment through your bank account.

PAY ONLINE OR BY PHONE - Pay your electric bill at www.lcec.net or through the automated phone system.

- Phone check payments are FREE and post immediately to your LCEC account!
- Online check payments are FREE and can post immediately to your account or be scheduled for a later date!
- All credit/debit card payments before 4 p.m. post within 6 hours; after 4 p.m. post the next day. Third-party service fee applies for credit/debit card payments.

AUTHORIZED WALK-IN PAY STATIONS - Your cash, check, or money order payment is posted within 40 minutes to your LCEC account. Call 239-656-2300 or visit www.lcec.net to locate the nearest pay station.

MAIL - LCEC, P.O. Box 31477, Tampa, FL 33631-3477.

Keep your pool pump from sending your money down the drain



A swimming pool is a great amenity, but the average pool pump costs about \$390 a year to operate. Don't worry, though. There ways you can enjoy your pool and still use electricity wisely.

Save money by running your pool pump just long enough to keep the pool clean. Most pool pumps will do a complete job in four to six hours with the proper balance of chemicals. Reducing pump time from eight to four hours a day will save you about \$194 a year.

Also, research shows that running your pump for several short intervals rather than one long interval per day is more effective. You might consider installing a timer to automatically turn the pump on and off.

Finally, keep your pool pump clean. Debris can clog it and cause it to use more energy. Reduce debris by using a pool cover.

Just a few adjustments on your part can make enjoying your pool easier on your pocketbook. For more information, call LCEC's energy experts at 239-997-SAVE or 1-800-201-SAVE.

helping those who need it most



LCEC employees climbed great heights to raise funds for the American Lung Association in April. The team climbed 30 stories and helped meet their own fitness goals at the same time!

Celebrating Arbor Day with elementary school children was the beginning of a great partnership to help with a community garden.

Produce from the garden is donated to local food pantries and also helps to teach the value of giving back.



LCEC held its 18th annual fishing tournament for United Way in April. With more than 100 raffle prizes and cash to the top anglers, it was another big year. The event raised more than \$45,000 that will go a long way toward helping local agencies with programs that matter.

What's your number?



When LCEC has your correct phone number, it helps efforts to restore power during an outage. If an outage occurs and you call our Interactive Voice Response system, the automated LCEC system can identify the location of your outage if your phone number is accurately recorded with your account.

You can update your account information by calling 239-656-2300 or 800-599-2356.

www.lcec.net

Visit www.lcec.net to:
 Pay your bill
 Change your billing address
 Connect or disconnect service
 Request a security or streetlight repair
 Request a free energy survey
 Get free money-saving tips

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. April's winner was Cecilio Martinez from Lehigh Acres.