

The value of being a cooperative member

Imagine a private, democratic, not-for-profit utility that works for you; a utility that returns equity, putting money in your pocket. Take it a step further and envision an electric utility that provides at-cost service. You won't find these qualities at many electric utilities. However, you will find them all in the value of your LCEC membership.

Electric cooperatives serve 42 million people in 47 states. President Franklin Roosevelt, the catalyst for getting electricity to rural America in the 1930s, may have said it best:

“Competition has been shown to be useful up to a certain point and no further, but cooperation, which is the thing we must strive for today, begins where competition leaves off.”

Electric cooperatives like LCEC buy wholesale power and are able to distribute it to homes and businesses at a reasonable price because of their relationships with power suppliers and their focus on serving the best interests of members. Cooperatives are also very involved in the communities they serve, helping schools and the

arts, sponsoring agencies and programs, investing in health and wellness, and trying to expand and attract business to the area.

Among other cooperative qualities, LCEC is especially helpful to home and business owners by holding down electric rates and delivering equity. LCEC has not raised rates in six years and was able to decrease rates earlier this year. In addition, LCEC is a leader among the 900 electric cooperatives nationwide in distributing equity: more than \$220 million over the years.



Nearly everyone likes trees and the beauty they bring, but if not properly maintained, trees near power lines can cause problems for both you and LCEC.

Tree limbs that touch or fall on electric facilities can cause power outages, property damage and fire. Outages can also affect traffic light controls, residents on life-support systems and other vital public infrastructure.

Be especially attentive when selecting trees to plant near power lines. Make sure that the height and spread of the trees will remain away from power lines at maturity.



In addition, plant trees at least six feet away from underground electrical facilities. To find out where these facilities are located, call Sunshine State One Call two days before you dig, at 1-800-432-4770.

Never attempt to prune trees near power lines yourself. Only licensed tree contractors are qualified to work near power lines.



Key Account Executive Tricia Dorn delivers an equity check to Arthrex Director of Operations David Bumpous.

Equity grows with the relationship

Arthrex has been in Collier County for a few years now. It intends to continue growing its campus and contributing to the local economy. As the business expands, its reliance on electricity continues and its LCEC equity matures. This year, Arthrex received its first equity check representing a portion of its investment in LCEC.

Be alert for scams

In today's world electricity is an essential. Where would we be without our electronic gadgets, air conditioning and appliances? Con artists know this, and energy customers are one of their favorite targets.

Currently, one of the most popular scams across the nation is the Green Dot scam. A fraudulent caller may demand quick payment to avoid disconnection. The customer is advised to purchase a Green Dot credit card at a convenience store and call a toll-free phone number to pay their bill with the card. Many scammers are targeting Spanish-speaking and foreign-language populations.

In recent cases, restaurants and businesses have been contacted during their busy hours. In rare cases the scammer has the customer's account number and address.

Watch out for email scams also. A fake email message may appear to be from LCEC and have links for online bill payment, but it really connects to malware that collects banking information and passwords. Scams are getting more sophisticated, but customers can defend themselves using old-school methods:

1. Trust your instincts. If something seems suspicious, check it out before paying.
2. When in doubt, hang up and call your utility directly. Don't use the phone number the caller provides but note it so that you can report the incident.
3. Know that LCEC does not require purchase of a prepaid card to pay a bill.
4. Don't provide personal information when someone calls or emails you.

If approached by a scam artist, contact local law enforcement. Your report could prevent others from becoming a victim.

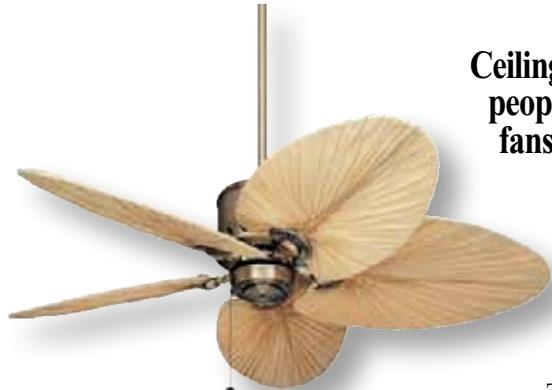


LCEC PROCEDURE FOR REPORTING AN inoperative or malfunctioning streetlight

Well-lit areas and functioning streetlights are important for safety. LCEC has a simple procedure for customers to report a streetlight or area light that is out or malfunctioning. Simply complete a secure online form at www.lcec.net. You may also call our Customer Care Center at 1-800-599-2356 or 239-656-2300. Please provide the following information to ensure a speedy repair:

1. A description of the problem.
2. Description of the location or the number located on the pole. The number should have alphabetic characters before and/or after it. Example: S9999XX
3. Your contact information including account number, address or phone number.

Ceiling fans are very common in Southwest Florida homes. Most people use them. But depending on how you use them, your ceiling fans can be friends or foes.



The myth about
ceiling fans

You're wasting valuable energy dollars if you leave your ceiling fans running when you're not in the room or not home.

Here's why.

The primary function of a ceiling fan is to move air around so you feel cooler and more comfortable. However, ceiling fans do not produce cool air like an air conditioner. They simply create a "wind chill effect" on your skin, making you feel cooler.

Ideally, ceiling fans should be used in conjunction with your air conditioner. If you use them both, you can set your thermostat one to two degrees warmer without sacrificing any comfort. For each degree you raise the thermostat, you will save about eight percent on your cooling costs.

If you would like more information about how ceiling fans can save you money, call LCEC at 997-SAVE or 1-800-201-SAVE.

Keep peace of mind

Do you have a surgeSENSE meter base surge protector or a GenerLink safe generator connection device? If so, when was the last time you checked your device for proper operation? Following are tips to ensure you are receiving the benefit of your investment:

surgeSENSE – LCEC recommends you check the indicator light on the right side of your meter base surge protector periodically throughout the year to confirm proper operation.

Light on – protection is good

Light out – call LCEC for service

GenerLink – LCEC recommends you test GenerLink with your generator for proper operation at least once a year, preferably before storm season. Also check the operational lights on the bottom of the Generlink unit. Refer to your owner's manual for location and operation status.



LCEC is governed by a board of trustees. LCEC Board members are customers who represent the interests of the customer base as a whole. Elected by the customers they represent, they take great responsibility in setting policy and procedures and maintaining financial strength while supporting employees who run the day-to-day operations of a multi-million dollar not-for-profit utility.

Qualified members are elected by the entire membership to represent the geographical area in which they reside. Ballots are mailed in March, and votes are tabulated prior to the Annual Meeting, typically held in April. Members serve three-year terms, which are staggered in order to provide continuity on the board.

Board Members

District 1 – Marco Island and Goodland

Curtis W. Bostick

District 2, Seat 1 – Cape Coral

Dr. Gary Jackson

District 2, Seat 2 – Cape Coral

Dr. Darlene Andert

District 2, Seat 3 – Cape Coral

David C. Scott

District 3 – Sanibel, Captiva, and Pine Island

Geoffrey W. Roepstorff

District 4 – Lehigh Acres

Larry Turbeville

District 5, Seat 1 – North Fort Myers

Richard H. Pritchett III

District 5, Seat 2 – North Fort Myers

Kenneth Kelly

District 6 – Immokalee, Everglades City

Russell Priddy

Trustee At Large

Carlos Cavenago

DELIVERING COMMUNITY POWER!

LCEC delivers more than electricity throughout the community. Supporting events, programs, agencies and causes is important to LCEC because we are part of the fabric that keeps our community strong. We do our part by participating, volunteering, teaching, leading, funding and

fundraising. We are 400 employees strong, and our focus is on delivering reliable, safe, cost-competitive electricity and energizing our community in many other ways too!



A recent tour for the students of Leadership Lee's Jr. Leadership class of 2014.



LCEC supported July 4 celebrations on Sanibel and Marco Islands and the City of Cape Coral's Red, White and Boom event.



www.facebook.com/LCEC1

CUSTOMER SURVEY WINNER If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. June's winner was Winifred Thomas from Chokoloskee.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 204,000 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