

PAST DUE reminder calls



LCEC makes automated reminder phone calls on occasions when a customer bill becomes past due. It is an extra effort we take to help avoid disconnection for non-payment. However, recent legislation prohibits automated reminder calls to cell phone numbers. The good news is that LCEC will continue to make calls to land lines or send an automated email if we have an accurate email address. If you would like to update your account information, visit www.lcec.net and go to Account Access.



**NATIONAL PREPAREATHON! DAY
SEPTEMBER 30**
**BE SMART, TAKE PART, PREPARE, AND JOIN
AMERICA'S MOVEMENT TO STAY SAFE DURING DISASTERS.**

LCEC prepares all year long, and we encourage customers to safeguard their families, friends and neighbors by staying informed about disasters, making a plan and building a kit. You can register for the PrepareAthon and empower yourself and others to learn more about how to be ready. Visit <http://www.community.fema.gov/connect.tl/AmericasPrepareathon> to learn more!

Government fees and taxes on your electric bill

You may notice separate governmental fees or taxes on your electric bill. Although LCEC collects these funds, we do not retain any portion.

Franchise Fee:

Areas such as Cape Coral, Sanibel, Marco Island, Everglades City and unincorporated Lee County are subject to a franchise agreement. The agreement allows LCEC to locate utility equipment in the rights of ways, and the government has the authority to impose a franchise fee that is collected from customers by LCEC and remitted to the government.

Public Service Tax:

Customers in Cape Coral and Everglades City pay a service tax imposed by the City to generate additional revenue. LCEC is required to collect the tax from customers, and it is paid to the City.

Gross Receipts Tax:

The state of Florida imposes a tax on the sale and delivery of electricity. LCEC collects the tax from customers and remits all funds to the State.

State Sales Tax:

Non-exempt customers must pay tax on the purchase of electricity, and the leasing of tangible property, such as poles and light fixtures.



When the weather has cleared...

LCEC prepares for storm season and we are ready when bad weather impacts the area. Following are tips for staying safe after the storm passes:

- Stay away from downed power lines. They may be energized and dangerous.
- Keep LCEC phone lines open for emergencies. If your neighbor's power has been restored and yours is still out, please call to report.
- If operating a generator, keep it in an open area. Follow all safety instructions.
- Damage to your electric system requires repair from an electrician and an inspection before power can be restored.



If you suspect water in your walls or ceiling, stay away from electrical outlets and contact an electrician to repair the damage.



COOPERATIVES protect your interests

One of the benefits of belonging to an electric cooperative is that an elected Board of Trustees, members themselves, is continually watching out for the interest of all cooperative members. Working closely with LCEC leaders and employees, the Board ensures power is reliable, service is good, rates are reasonable and the rights of members are protected.



THE RIGHT TO SERVE: As an electric cooperative, the PSC has awarded LCEC the right to serve customers within the borders of a specific service territory. There is a value to this right and it belongs to all customer/members.



THE RIGHT TO SHARE IN EARNINGS: LCEC operates at cost. After expenses, any revenue that remains is allocated to the members in the form of equity. Keeping costs low and operating the business efficiently mean more equity for members.



THE RIGHT TO SAFE AND ADEQUATE SERVICE: LCEC is obligated to provide electric service to all who apply and serve all on an equal basis. A focus on reliability and safety is always at the forefront.



Don't fall for utility scams

Old scams resurface and new ones show up daily across the nation, according to the Consumer Affairs Office. Demanding payment over the phone is a tip-off that the call is a scam. Most utilities don't demand payment by credit card or a debit card purchased at a convenience store. Often the caller identification may show a utility name, but don't be fooled, fraudulent callers can "spoof" numbers to make the call appear legitimate. When in doubt, hang up and contact your utility directly, using the phone number or email address from your utility's website.

GIVE YOUR AIR CONDITIONER A TUNE-UP AND SAVE MONEY

If you haven't given your air conditioner its annual tune-up, it's not too late. There are plenty of warm-weather months ahead.

Without regular maintenance, an air conditioner loses about five percent of its efficiency for each year of operation. Studies show that regular tune-ups will allow a unit to maintain up to 95 percent of its original efficiency.

Hire a reputable air conditioning company to perform the tune-up for you. The cost is quickly recovered in savings on monthly electric bills.

Just a small commitment on your part will keep your air conditioner running efficiently!



Making music for the community

LCEC employees have been spending countless hours in their free time to rehearse for upcoming charity performances to help those in our community who need it most!

LCEC Killa-Watts will perform with country star Lee Greenwood at the Veteran's Country Jam Concert on October 25th! Proceeds benefit local vets! Visit www.lceecivcenter.com for ticket information.



Tunes & Taste Buds, November 8th. LCEC employees' musical talents will amaze you! Bring the family and enjoy dinner, tunes, and dancing. Advance tickets are only \$15. Proceeds benefit United Way. Visit www.uw.lcec.net to find out more!



Safe tree trimming

When a swaying tree branch makes contact with a power line, electricity can flow through the tree and into the ground. As a result, electric facilities could be damaged, a power outage could occur, or worse, you could be injured.

Trimming trees can be a dangerous task. Before you begin to trim, review these safety tips from LCEC:

- Know the location of overhead power lines and stay clear when you trim.
- Use power tools safely. Be sure they're in proper working condition.
- Remove branches with care, using ropes when necessary.
- Treat all electrical wires, even cable and phone, as if they are energized.
- Remove entire branches that are growing toward the lines.
- **Please hire a licensed tree trimmer for trimming near power lines.**



LIGHTNING SAFETY

If you hear thunder, lightning is close enough to strike you.

- Seek shelter in a building or a metal-topped vehicle.
- Stay off corded phones, computers or anything electric.
- If outside, never lie flat on the ground or seek shelter under a tree.
- Keep moving toward a safe shelter.

FUN ON FUNDRAISING

LCEC employees coordinated an exciting evening of BINGO that raised more than \$1,000 for United Way. Employees also shared their gently used goodies for a Puttin' on the Glitz jewelry and accessory sale, which garnered just over \$1,300 that will go to local agencies and help those in need.



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. July's winner was Claudia Beltran from Cape Coral.

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