

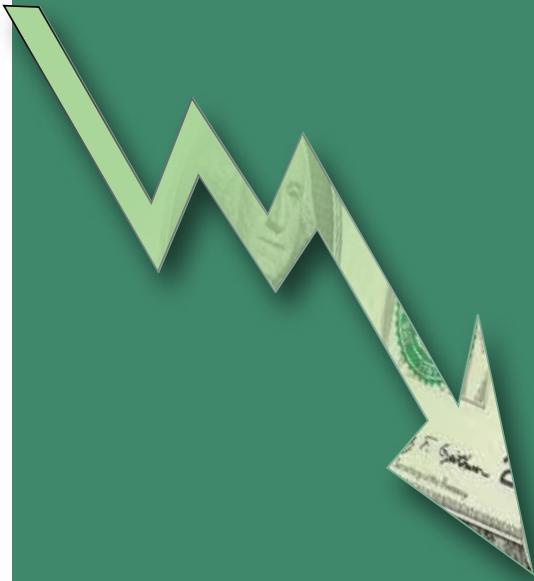


LCEC RATE DECREASE

While many utilities are increasing electric rates, **LCEC is reducing rates for the second year in a row. 2015 begins the seventh year LCEC has not raised electric rates, and we continue to work hard to keep rates competitive.**

LCEC will decrease the power cost adjustment (PCA) beginning January 1, 2015. Natural gas prices recently reached a historic low, allowing power suppliers with diverse fuel mixes to take advantage of reduced fuel costs. As usual, LCEC shares these savings with customers. The LCEC Board of Trustees approved a decrease in the PCA from \$16.65 per 1,000 kWh to \$14.60 per 1,000 kWh.

The cost of materials, labor and purchased power has risen over the past few years, and LCEC has been focused on managing the business to keep rates stable. A calculated business strategy, process improvements, proactive maintenance, constant budget oversight, the use of technology and the diligence of employees have all contributed to holding the line on LCEC electric rates.



LCEC earns Center of Excellence Certification again!

For the second year in a row, the LCEC Customer Care Center was certified as a Center of Excellence by BenchmarkPortal. LCEC is the only electric cooperative to meet the stringent certification requirements. The Center of Excellence recognition is one of the most prestigious awards in the customer service and support industry.

The LCEC Customer Care Center continues to utilize performance metrics to ensure the best possible service for electric customers. Customer experience is also continually gauged through daily surveys and a corporate scorecard. Metrics are aligned with the corporate goals and are carried through to the individual level. Team members know that everything they do impacts the organization as a whole.

Contact centers achieve the Center of Excellence distinction based on best-practice metrics drawn from the world's largest database of objective and quantitative data, which is audited and validated by researchers from BenchmarkPortal.

Giving back is what we do!

For LCEC, giving goes beyond making financial donations. Employees and family members make contributions in the community through volunteerism and taking an interest in the success of their neighborhoods. LCEC also cares for the environment through recycling efforts, wildlife protection initiatives and hiring employees from the community.

When it comes to efforts such as mentoring a student, supporting medical research and encouraging wellness, leading a team or helping someone in need, we know that what we do matters. Delivering reliable electricity is our mission 365 days a year and so is our commitment to giving back to the community.



PEOPLE HELPING PEOPLE

Local United Way President Cliff Smith attended a recent LCEC Board meeting. Smith reported that the Power to Share program has served more than 1,300 families. The program relies on contributions from employees, customers and sponsors such as Publix and CoBank.

Top safety tips for

KIDS

The holidays are full of new gadgets and gizmos that require electricity. Make sure your loved ones have the gift of safety to go with all their new toys!

- Never plug too many power cords into an extension cord or power outlet!
- Make sure the cords and wires aren't a trip hazard!
- Pull cords out of the outlet by the connector, never by the wire.
- Always keep electronics far away from water!



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

Although storm season has ended, residents should have a plan and know what to do if severe weather 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, preregistration is required. You can find Special Needs Shelter applications on the following websites. It's never too early to plan.



- 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
- Henry 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



Key Performance Indicators on target

Each year LCEC sets Key Performance Indicators to guide the business and ensure that priorities are being met. In 2014, targets were set for Safety, Reliability, Cost Management, and Customer Experience. Throughout the year, performance is measured and analyzed to be sure we operate in the best interest of customers and employees. Results are in and they look great! All targets were met, and records were set in the areas of Safety and Reliability.

Board of Trustees election just around the corner

Plan to exercise your right to vote in March! When you cast your vote online or by phone instead of mailing your ballot, you help to keep rates low! The Trustee positions in Cape Coral, Marco Island, Immokalee, and Sanibel/Pine Island are up for election this year. The Nominating Committee, comprised of LCEC customers from throughout the service territory, will be interviewing candidates in January. Committee members will recommend candidates who they feel have the ability to represent the total

membership on an impartial and equitable basis. In addition, they look for characteristics related to financial oversight and compliance, risk management, business ethics, problem solving, independent thinking, cohesiveness, integrity, awareness of local issues, and ability to study data and information related to the utility industry.

Watch for your ballot in March!

Providing value to our members

As a member of a cooperative, you invest in the success of the organization. Managing costs, working efficiently and utilizing technology are just a few of the ways we provide value. We also work hard

to give you access to tools that help you save! Our website and monthly newsletters are full of information to reduce your electric bill. Following are additional no-cost ways to help keep money in your pocket.

- Manage your thermostat – no lower than 78 degrees in summer; no higher than 68 degrees in winter
- Use ceiling fans only when you are in the room
- Turn off lights when you aren't in the room
- Clean fridge coils regularly
- Only run dishwasher/clothes washer when they are full
- Use microwave, toaster oven, Crock-Pot more often

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 204,800 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



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. November's winner was Richard Ream of Sanibel.