



SEVEN YEARS WITH NO RATE INCREASE



LCEC continues to take measures to ensure electric rates will not increase for customers. In fact, over the past 30 years, LCEC raised rates only twice. Slight increases were seen during the economic downturn, but other than that, even with increasing costs in labor, materials and technology, we have been able to hold the line on expenses. We are also proud that we have been able to return more than \$231 million in equity to customers. We will continue to work hard to keep money in your pocket!



DO WE HAVE YOUR NUMBER?

If an outage occurs and you call us, 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 by calling 239-656-2300.



Register now if you require a special needs shelter



Have a plan if you need to evacuate during an emergency. Staying with family or friends is always the first option, but if a Special Needs Shelter is your best option, register early!

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

Storm ready!

LCEC prepares well ahead of hurricane season. Employees use lessons learned and review a detailed plan so they are ready if a storm impacts our area. LCEC ensures materials, equipment, and vendor services are in place if they are needed. As soon as the storm passes, LCEC teams begin to assess damage, and restoration of essential services. Crews then begin to restore power in areas that have an impact on the largest number of customers, and they continue to work until the very last service is restored. The goal of the LCEC plan is to restore power safely and as quickly as possible.

Many Ways TO PAY

Life is busy! Make it a bit simpler by utilizing one of LCEC's convenient payment options:

Auto Pay is a time-saving option that will automatically deduct your payment from your bank account the day before the due date of the bill.



Pay by Phone is an easy way to pay your bill over the phone: 239-656-2300 or 800-599-2356.



Pay online with PowerPay when you log in to Account Access on www.lcec.net.



Authorized walk-in stations are conveniently located throughout our service territory.



Mail in your payment in the envelope enclosed with your bill.

Visit www.lcec.net for details on each of these payment options.

Electrical Safety: Think Outside the Home

Electrical hazards are not only present indoors, but can also occur outside. Follow this guide to help prevent common outdoor electrical hazards.

POWER LINES

Before planting trees near a power line, conduct research or speak with a professional to ensure there's enough space for it to grow. If you suspect that a tree is too close to power lines, report it to your local utility.

Always keep yourself and equipment at least **10 Ft.** away from power lines. Electricity can jump to nearby objects!

Power lines are also underground. Call **811** before you dig.

OUTDOOR OUTLETS

Have **Ground Fault Circuit Interrupters (GFCIs)** installed, which automatically cut power when a plugged in item comes in contact with water or begins to "leak" electricity.



Install **weatherproof** boxes or covers on outdoor outlets.

GENERATORS

Between 1999 and 2012, **79%** of the **931 carbon monoxide (CO) fatalities** were associated with generators.



24% of CO fatalities involving generators occurred when used inside an attached **garage or shed**.



Make sure your home is properly equipped with carbon monoxide alarms and **test them monthly**.



When in use, position generators outside and **away from doors, windows and vents**.

Do not plug generators directly into a home outlet without a transfer switch to **prevent backfeed** which could harm utility line workers making repairs.

Make sure your generator is **properly grounded**.

EXTENSION CORDS

Extension cords provide a **temporary solution** and should not be used long-term or permanently.

Never use an indoor extension cord outdoors. Outdoor cords will be labeled **"For Outdoor Use"** and are often orange.



Never attempt to extend the length of an extension cord by connecting it to another extension cord.

Be sure the **amperage rating** for the extension cord is higher than amperage of the electrical product being used.

Only use extension cords that have the mark of a **nationally recognized testing laboratory** such as UL, Intertek or CSA.



NATIONAL ELECTRIC SAFETY MONTH 2015-ESFLORG

Don't let money go down the drain

Owning a swimming pool in Florida is great, but the average pool pump costs about \$480 a year to operate. Don't worry, though. You can enjoy your pool and still manage energy usage.

Run your pool pump just long enough to keep the pool clean. Most pumps can do the whole job in four to six hours with the proper balance of chemicals. Reducing pump time from eight to four hours a day will save about \$240 a year.

Research shows that running your pump for several short intervals rather than one long interval per day is more effective. Install 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.

LCEC's 19th Annual LCEC United Way Fishing Tournament raised \$51,000 for the United Way!

For more details on this year's successful tournament, visit www.uw.lcec.net/fish.html. Consider being part of next year's milestone tournament!



ARBOR DAY

LCEC and the City of Cape Coral partnered to celebrate Arbor Day at Trafalgar Middle School. With support from the community, students have been able to plant fruit trees and a garden that have produced an estimated 2,700 pounds of produce for local soup kitchens.



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 206,665 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



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THIS MONTH'S CUSTOMER SURVEY WINNER
If you receive an LCEC customer survey in the mail, return it for a chance to win \$50. The winner was Elena Colon of North Fort Myers.