

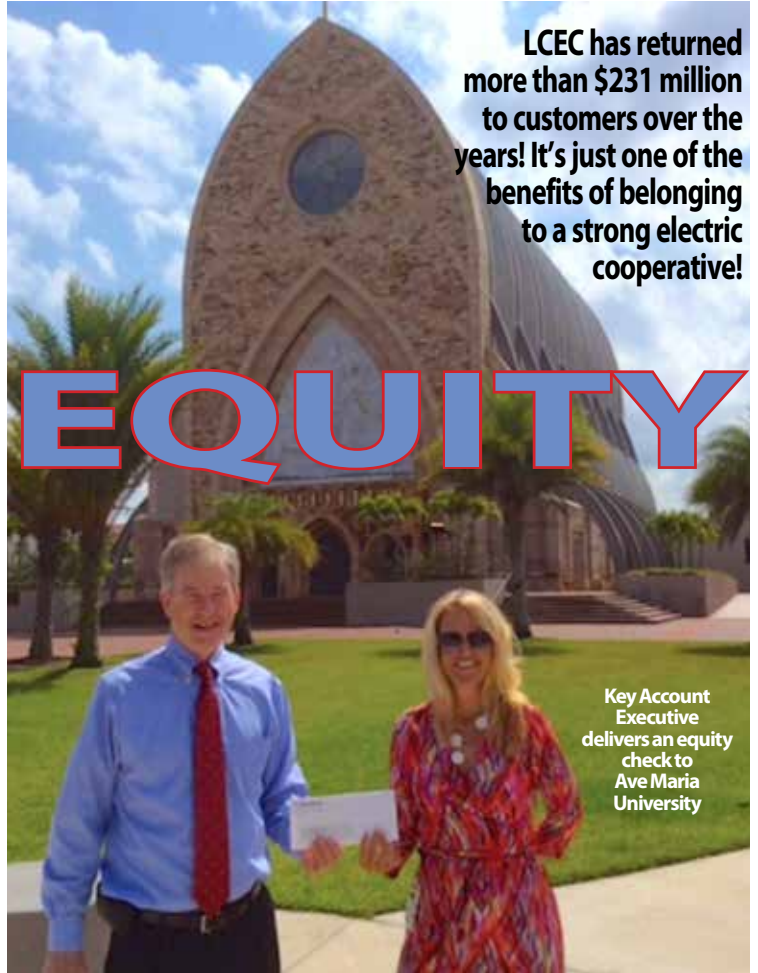


# LCEC reduces rates for the second time this year!

During the summer, electric costs can sometimes rise due to high temperatures and increased use of air conditioning. But for the second time this year, LCEC customers will see their bills going down thanks to a rate decrease that will go into effect July 1. LCEC is passing on savings from a reduction in the cost of power, resulting in a 2.1 percent rate decrease for residential customers. LCEC rates are the lowest among electric cooperatives in Florida. LCEC rates fall 11.6 percent below the state average of all utilities.



This is LCEC's third rate reduction in the past 18 months. Last year, customers saw a reduction and earlier this year rates were reduced again. LCEC has not raised rates in the last seven years. We are committed to providing excellent service and continuing to maintain and upgrade the electric system while managing costs.



LCEC has returned more than \$231 million to customers over the years! It's just one of the benefits of belonging to a strong electric cooperative!

Key Account Executive delivers an equity check to Ave Maria University

## Electric cooperatives lead the way in CUSTOMER SATISFACTION

**ACSI** The American Customer Satisfaction Index (ACSI) scores for the first quarter 2015 indicate that electric cooperatives earned an overall score of 80. Investor-owned utilities scored a 74, and municipal-run energy utilities came in the lowest at 73.

Electric cooperatives also topped the list for consumer loyalty (80) and outage restoration (84). Also impressive was the low level of consumer complaints, according to the study.

ACSI is a national cross-industry measure of customer satisfaction in the United States. The national ACSI score is updated quarterly on a rolling basis, factoring in data from 10 economic sectors and 43 industries. The ACSI conducts more than 70,000 interviews annually.



LCEC supports advances in clean and renewable energy generation and currently has an optional energy rate for customers who desire to generate and consume electricity through rooftop solar installations on their homes and businesses. Customers are able to carry surplus kilowatts generated in a given month to their next monthly bill. If there is any excess remaining at the end of the year, LCEC purchases the remaining kilowatts from the customers at the average wholesale rate. As you know, LCEC does not generate power and we purchase our power from FPL. Both FPL and its parent company NextERA have one of the most diverse energy portfolios in the country.

## WAITING FOR A LATE PAYMENT REMINDER?

**S**ave money and stress by paying your bill on time. For those rare times the due date slips by you, LCEC may try to make an automated reminder call before disconnection of power. HOWEVER, recent legislation prohibits companies from making automated calls to cell phone numbers. If you no longer have a land line, we are unable to provide a courtesy reminder call. Consider enrolling in AutoPay and avoid late fees or potential disconnection of service by visiting [www.lcec.net](http://www.lcec.net).

# HVAC Maintenance: Get Your Ducts in a Row

HVAC = Heating, Ventilation and Air Conditioning

## Don't Get Burned

### WARNING SIGNS OF POTENTIAL PROBLEMS

Take note if your **ENERGY BILL** goes up without increased use.



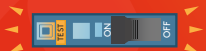
**CLANG**

Clunking, knocking or other sounds.



The air in the home is too **humid** or too **dry**.

Certain areas of the home are **HOTTER** OR **COOLER** than others.



HVAC breaker keeps tripping.

## Keep Your Cool

### UPKEEP AND MAINTENANCE



Make sure all **FUEL-BURNING** heating equipment is vented to the outside without **OBSTRUCTION**.

Replace the HVAC air filter at least every **90 DAYS**.



Keep intake and output vents clean and **CLEAR OF DEBRIS AND DUST**.



Have your heating and air conditioning systems **INSPECTED** by a qualified service professional at least **ONCE A YEAR** to make sure they are running at optimal efficiency and to diagnose any potential problems.

Source: ESFL.ORG



## CHECKING and BALANCING

Nearly a dozen LCEC employees served on United Way allocations teams this year. Teams are tasked with visiting more than 60 agencies and checking funding applications to determine that campaign funds are balanced in the best way. Many agencies offer several programs, and the teams ensure that there is a need, services are not being duplicated, and funding is utilized in the best possible way. LCEC and its employees raise more than \$200,000, so it is important to see first hand where the funds go. Each team member can testify that 90 cents of every donated dollar goes to the agencies and those who need help. As the teams wrapped up this year's allocation process, the new campaign goal was set for \$9.3 million dollars. LCEC is already planning events to raise funds to do our part!



Visit [uw.lcec.net](http://uw.lcec.net) to see upcoming events.

## Electric Safety for LCEC's Youngest Customers

Not only will the following 10 tips help to keep you and your family safe, it will make you an energy expert like Mom and Dad!



1. Don't plug too many things into one outlet or extension cord. Doing this can damage the electric system in your home or cause a fire!
2. Never climb the fence around an LCEC substation. Electric substations are no place for youngsters! If your ball happens to bounce over the fence at a substation, ask a grown-up to call LCEC so we can get your ball for you!
3. Don't fly your kite near power lines or substations. Your kite and/or the string could conduct electricity, which would go through YOU to reach the ground!
4. Don't tug an electrical cord from an outlet. Yanking on a cord could damage the appliance or outlet, which could upset Mommy and Daddy AND potentially harm you!
5. Keep your electrical cords tidy. Keeping the cords to your television, computer or other electrical device organized will prevent your pet from chewing the cords and your parents and siblings from tripping over the cords!
6. Grown-ups are there to help. Always ask for help when using something that conducts electricity.
7. Look for power lines before climbing a tree. Electricity can go through a tree branch into YOU!
8. Ask a grown-up to cover unused electric outlets. Safety caps on electrical outlets aren't only meant to protect your baby brother or sister. Covering outlets can save energy by preventing drafts.
9. Keep electrical things away from water. Water + electrical things = danger!
10. Remind Mom and Dad to be careful around power lines. When your parents do yard work, remind them to watch out for power lines!

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](http://www.lcec.net)



[www.facebook.com/LCEC1](http://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. Last month's winner was Stephen Lombardo of Cape Coral.