



Restoring POWER efficiently

LCEC works hard to build and maintain a power system that our customers can rely on. Summer storms in Southwest Florida wreak havoc on the system, and sometimes outages cannot be avoided. However, LCEC is committed to responding quickly and efficiently to minimize the impact on customers. Employees do their part and technology plays an important role.

An outage management system allows LCEC to address outage calls, locate field devices, dispatch crews, and gather data for analysis. LCEC utilizes technology such as a geographic information system, mobile computers, and automated devices to optimize power restoration and maximize outage prevention.

In addition to implementation of technology and constant system maintenance, LCEC conducts annual inspections and vegetation management to help reduce the potential for outages. Although we know that we cannot prevent every outage, our goal is to do whatever we can to improve reliability.



LCEC Board members represent you

LCEC is governed by a ten-member Board of Trustees. Each Trustee is also a customer/member of LCEC and represents your best interest. This type of governance is one of the benefits of belonging to an electric cooperative. Trustees are elected by the members of the cooperative, and each geographic area of the service territory is represented on the Board. There is also an at-large Trustee representing minorities.

Typically, Trustees are not involved in day-to-day business, but they do set the policies that guide how business is conducted. In addition, Trustees oversee the financial operation of the cooperative.

DEBUNKING electric myths

There are a lot of myths about electricity. Whereas most myths are harmless, myths about electricity can prove to be dangerous...even life-threatening! LCEC would like to dispel some of the more common myths about electricity, including:

MYTH: Only high voltage can cause death.
The human body is 70 percent water, making it a great conductor of electricity. It is important to know that *any* voltage can cause serious issues. An average home has from 100 to 200 amps running through it, so it's just as important to protect yourself at home as it is outdoors.

MYTH: Wood cannot conduct electricity.
Wood isn't the best conductor, but it can still conduct electricity...especially when it is wet.

MYTH: I only need to worry about hitting power lines if I am digging deep holes.
Anytime you dig, it is essential to call 811. Hitting underground lines can be dangerous and even cause death.

MYTH: Once a line is down, it is no longer dangerous.
Never, ever touch a power line, even when it's down and appears harmless. Call LCEC at 239-656-2300 to report a downed line.

MYTH: Household rubber gloves or rubber soled shoes insulate.
Household gloves and shoes are not made completely of rubber. Often, to make these items more resilient, additives are used. This makes them conductors of electricity.

There are many more myths about electricity. Visit www.lcec.net for all sort of facts, tips and tools to use electricity safely and efficiently.



Don't be a victim of scammers

Scammers are relentless in their attempts to defraud utility customers. Even if you are confident that you'd be able to spot a scammer, it is essential for you to remember the following:

- If your electric account is past-due, LCEC may send courtesy letters, automated phone calls and emails to remind you your payment is due. These reminders are sent days (not minutes) in advance of disconnection.
- LCEC will never ask or insist that you purchase a prepaid debit card to pay your electric bill.
- LCEC will never use pressure tactics.
- You can always call LCEC at 239-656-2300 to verify the status of your account. This phone number is listed on our website and in the phone book.

If you are approached by a scam artist, note the phone number or email address they provide, and report the incident at either or both of these numbers:

- Florida Department of Agriculture and Consumer Services, 800-HELP-FLA
- The Lee County Sheriff's Office fraud line, 239-258-3292
- The Collier County Sheriff's Office, 239-793-9300

After reporting the incident, you are encouraged to call LCEC so a scam alert can be posted via social media.



Let us know if you see a



STREETLIGHT OUT

Send us the ID number listed on the streetlight's pole or the exact location and we will repair it quickly. Use our convenient online reporting form at

<https://www.lcec.net/my-home/products-and-services/security-lighting/report-streetlight-outage>

anytime or call

239-656-2300 or 800-599-2356

during business hours.

The Issue

WHAT IS A "POWER SURGE"?

A power surge, or transient voltage, is a **sudden and unwanted increase in voltage that can damage, degrade or destroy** the sensitive electronic equipment in your home or business.



CAUSES

The National Electrical Manufacturers Association (NEMA) estimates that **60-80% of surges are created within a facility**, such as when large appliances, like air conditioners, turn on and off. Surges can also originate from the **electric utility company during power grid switching**. Lastly, the most powerful surges can be caused by **lightning**.



IMPACT

A spike in voltage can be **harmful to electrical devices** in your home if the increase is above the device's intended operating voltage. This excess voltage can cause an arc of electrical current resulting in **heat that damages** the electrical components. Repeated small-scale surges may slowly **damage your electronic equipment** and **shorten the life** of appliances and electronics involved.



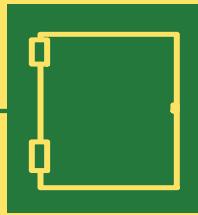
The Solutions

POINT-OF-USE SURGE PROTECTION DEVICES



Protect only the items that are **directly plugged into the device** from most electrical surges. It does not suppress or arrest a surge but **diverts the surge to ground**. Use point-of-use surge protectors that have an indicating light and/or audible alarm that alert when it needs replacement.

SERVICE ENTRANCE SURGE PROTECTION DEVICES



Mounted in or on your main electrical panel or at the base of the electric meter, this device provides **protection for your entire electrical system**.

This device covers components that cannot be connected to a point-of-use device, such as outlets and light switches.

REMINDERS

- ! No surge protection device can handle a **direct lightning strike**. The best surge protection is to **unplug devices from the wall** if you suspect a surge might be coming.
- ! Power strips **do NOT provide surge protection**. Be sure you are relying on the appropriate device for protection.
- ! Power strips and surge suppressors **don't provide more power to a location**, only more access to the same limited capacity of the circuit into which it is connected.

NATIONAL ELECTRIC SAFETY MONTH 2015- ESFI.ORG



Lending a Helping Hand

LCEC employees recently donated to the Lee County Homeless Coalition "Summer Bags" program. The agency works to assemble and distribute valuable and basic goods to the homeless of Lee County. These bags include a variety of protective essentials such as rain ponchos, sunscreen and bug spray. Toiletries, toothbrushes and other basics were also kindly added. With summer storms rolling through Southwest Florida, these donations are a great comfort in the daily lives of the homeless.

Thanks come in all sizes

A happy young customer and possible future utility worker thanked an LCEC lineman for working on the power lines in his neighborhood. LCEC crews perform routine maintenance year-round to ensure the system is reliable.



CAPE CORAL FRANCHISE AGREEMENT UPDATE

The 30-year franchise agreement between LCEC and the City of Cape Coral expires in 2016. Understandably, City leaders are conducting their due diligence to explore options. This includes the potential for a City purchase of the LCEC utility system within the City and creation of a municipal electric utility. The City's consultants have estimated the cost to be approximately \$425 million. LCEC strongly believes that a renewed franchise agreement, assuring continued electric service from LCEC, is in the best interest of the City and customers.

If you have questions or would like additional information, visit www.lcec.net/cape-coral-franchise-agreement-update

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 207,298 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. Last month's winner was Helen Ashwood of Lehigh Acres.