



The benefits of belonging to a strong electric cooperative



1. COMPETITIVE RATES – LCEC has the lowest rates of all electric cooperatives in Florida. In fact, LCEC rates are among the ten lowest of the 56 utilities in the state. Due to efficient work practices and aggressive cost management, LCEC has not had a rate increase in seven years and has reduced rates four times just over the past two years.



2. RELIABILITY – LCEC was formed to deliver electricity to customers no other utility would serve. Members invest in building and maintaining a strong infrastructure. Employees work hard to do their part to make sure the electric system is the best it can be while also providing low rates.



3. SERVICE & SAFETY – Delivering power is at the core of the LCEC business. It begins with hiring and training the right people to serve members' needs. We are breaking records when it comes to providing quality service and safety. We continue to look for ways to improve even further.



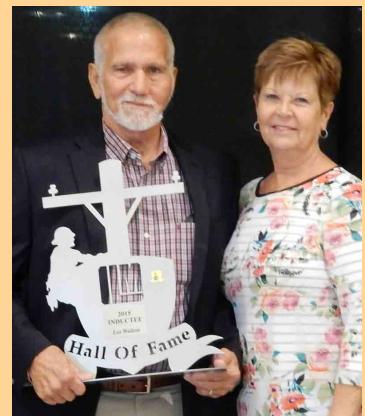
4. COMMUNITY – LCEC is part of the communities we serve. We live here, work here, and play here. We know that it is our duty to give back. Our vision is to energize neighborhoods not only by providing reliable, cost-competitive electricity but also by contributing funds and skills to economic, charitable, educational, social, and health initiatives and programs.

ELECTION ★ 2016 ★ RESULTS

The LCEC Annual Meeting was held last month at the LCEC headquarters. President Larry Turbeville and Chief Executive Officer Dennie Hamilton presented information related to the state of LCEC. The 2016 election results were also announced, confirming the election of Cape Coral Trustees Dr. Gary Jackson and David Scott and Immokalee Trustee Russell Priddy. Trustees are LCEC members elected by the entire membership to represent customers' best interests for a three-year term. Terms are staggered to provide Board continuity.

Hall of Fame inducts Les Walton

In April, at the Public Power Lineworkers Rodeo in Minnesota, the International Lineman's Museum inducted the latest Hall of Fame recipients. Among the honored few was LCEC lineman Les Walton. He began his LCEC career in 1969 and served customers until he retired with 45 years of service. In front of a crowd of more than 1,200 lineworkers, Walton was recognized for his dedication to the trade. "In the early days, most of the work on the lines was completed by climbing the pole. We only had one bucket truck," Walton said. He helped construct and maintain much of LCEC's 8,000 miles of line and earned a reputation for only stopping for a few minutes during the day to grab a quick bite before going back to work. Walton experienced many of the changes in the industry over the years. He said, "It takes different types of people to make a utility work, and I appreciate the mechanics that fixed my trucks, IT experts who introduced technology into my world, and all of the administrators that made it possible for us to do our work in the field efficiently." Other inductees include notables such as Edison, Tesla, Westinghouse, and many who have contributed to the utility industry. LCEC is proud that one of our very own is joining the list!



Les Walton with his wife Jan at the induction ceremony

LCEC automated meters help keep rates low and service high



With more than 208,000 customers throughout five counties, reading meters can be a daunting task. A decade ago, LCEC implemented an automated meter program utilizing two-way communication over the power lines to streamline the meter-reading process. Once implemented, there was no need to physically visit each meter, and read accuracy improved to 99.99 percent.

Meters can be read remotely, and many can be connected and disconnected from LCEC headquarters. Meter data also provides customers with more

information about how to manage their energy usage, helping to keep bills lower. Quicker outage restoration and quicker response time are results of the complex automated meter technology as well. LCEC system operators can pinpoint issues, dispatch crews, and coordinate restoration much more efficiently.

Automated meters have proven very effective in detecting tampered or malfunctioning meters, which keeps costs low. Reports identify potential cases, and field crews can quickly investigate. Meter replacements can be made or restitution can be collected from those trying to bypass the billing system.



Leaving your home for the summer?

If you're leaving your home for the summer, there are some very important tasks you should consider to keep your home in tip-top shape while you're gone.



- Enroll in LCEC kiloWATCH so you can be alerted of unusual electricity usage. Sign up at www.lcec.net.
- Avoid mildew damage by installing a timer on the air conditioner to cycle the air for two hours per day. Or install a humidistat and set it to cycle when indoor humidity exceeds 65 percent.
- Unplug the water heater.
- Leave all interior doors open to promote airflow. Space out clothing, shoes, and other stored materials for the same reason.
- Fill jugs of tap water to put inside the refrigerator/freezer—a full unit will use less power than an empty one. Finally, have a neighbor, friend, or professional house sitter check your home periodically during your absence.

MAY IS NATIONAL ELECTRIC SAFETY MONTH

Many electrocutions and home fires can be prevented simply by understanding basic electrical safety principles and adhering to safe practices. According to the U.S. Consumer Product Safety Commission, there are nearly 400 electrocutions in the United States each year. Approximately 15 percent of electrocutions are related to consumer products. Nine percent of consumer-product-related electrocutions each year are caused by accidents involving the use of lawn and garden equipment and ladders that come into contact with overhead power lines.



Whether you are a homeowner or a renter, electric safety awareness is the key to reducing the staggering number of electrically-related home fires, injuries, and deaths that occur every year.

- Learn about your home electrical system so that you can safely navigate and maintain it.
- Never attempt a project that is beyond your skill level. Knowing when to call a professional may help prevent electrical fires, injuries, and fatalities.
- Always turn off the power to the circuit you plan to work on by switching off the circuit breaker in the main service panel.
- Be sure to unplug any lamp or appliance before working on it.
- Test the wires before you touch them to make sure the power has been turned off.
- Make sure safeguards on outdoor electric tools are always in place.
- Invest in the safety goggles, hearing protection, dust masks, gloves, and other safety gear as recommended for each tool.



Customer Insights



A Cape Coral customer took the time to contact us about LCEC field representatives. *"The technicians who turned off my service last month were wonderful. They went out of their way, and I could tell they really cared about my situation. They were kind, and provided a lot of good information about using the payment system."*

A contractor working on a local wastewater treatment facility took the time to tell us, *"I am sure you know that when you get the order for a service, it is typically needed yesterday. We needed power at our drilling rig, and LCEC was quick and efficient. They provided service right when we needed it, and the job was conducted with a smile!"*

We work hard to WOW our customers, so it was nice to hear a member in Lehigh Acres say, *"Wow, you have done it again! You responded to my outage last month in record time. Yesterday, I watched your tree-trimmers spend hours working to trim vegetation away from the power lines. Just like you, I could tell they cared about their work, and it showed."*

Getting your ducts in a row

Studies covering both new and old homes show that duct leaks account for 20 to 60 percent of all air exchange in homes. When conditioned air escapes through duct leaks, homeowners lose conditioned air and unconditioned air is drawn into the home.

Some HVAC contractors offer blower-door testing for free or at a nominal price. Most duct leaks can be detected by

visual inspection. Leaks typically occur within 10 feet of the air handler, where there are high levels of vibration, pressure, humidity, and temperature difference.

DUCT REPAIR

- Most duct leaks can be repaired using metal foil duct tape.
- Mastic adhesive is a more permanent method of duct repair.



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 208,000 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

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 Seeta Ramanand of North Fort Myers.