



Contribution in Aid of Construction Policy Changes

LCEC made recent changes to the Contribution in Aid of Construction (CIAC) policy. The changes bring the LCEC policy more in line with the Florida Administrative Code and policies of investor-owned utilities.

The LCEC policy provides the customer with a credit for the estimated non-fuel revenue for four years. This credit is subtracted from the total job cost of extending facilities to serve the customer. When a customer applies for service requiring a line extension, a non-binding ballpark cost estimate is provided. Once a customer accepts the ballpark estimate, formal design work is completed and the actual CIAC fees are provided. Construction of the line begins upon payment of the CIAC fees.

Following are policy additions that were recently approved by the LCEC Board of Trustees and the Florida Public Service Commission:

- An applicant may request a review of the paid CIAC amount within 12 months following the in-service date of the line extension. LCEC will true up the CIAC to reflect the actual construction costs and a revised estimate of base revenues. If the true-up results are different, LCEC will issue either a refund or an invoice for the difference. Once requested, the true-up result is binding.
- The CIAC will be prorated and the original applicant credited if additional applicants are expected to be served by the new facilities within a three-year period following the in-service date. LCEC will collect a pro rata share of the CIAC from additional applicants until the three-year period has expired or until the number of applicants equals the number originally expected to be served by the new facilities, whichever comes first.

A GREAT LOSS



LCEC Board of Trustees member Kenneth Kelly passed away on June 12, 2016. Mr. Kelly served as a member of the LCEC Board of Trustees from April 17, 2014, to June 12, 2016. His extensive business and military experience helped provide invaluable assistance in directing LCEC's policies and actions. Mr. Kelly was also a generous supporter of improving employee health and was instrumental in providing exercise stations along the fitness path on the LCEC campus. In honor of his contributions, the LCEC main campus fitness path will be named the Kenneth Kelly Path to Wellness. Our deepest condolences and sincere sympathy go to Mr. Kelly's wife, Julie, and the Kelly family.

COOPERATIVE MEMBERSHIP has it privileges

The Island Water Association (IWA) was thrilled to receive their annual equity retirement check. General Manager Don DuBrasky said, "Like LCEC, IWA is member-owned and also not motivated by profit. We pass on power savings to our members. Partners like LCEC allow us to keep our system up to date, and we have only raised our rates once since 1992. We can also say our rates are among the lowest in the area, in part due to lower energy costs from LCEC."



IWA Administrative Manager, Karen Warrick, LCEC Key Account Executive Tricia Dorn, and IWA General Manager Don DuBrasky.

HOW TO REPORT AN inoperative or malfunctioning streetlight

LCEC works hard to ensure streetlights are functional. We have a simple procedure for reporting inoperative or malfunctioning lights. Simply complete a secure online form at www.lcec.net. You may also call our Customer Care Center at 800-599-2356 or 239-656-2300.

PLEASE PROVIDE THIS INFORMATION

1. A description of the problem.
2. Description of the location or the number located on the pole. The number should have alphabetic characters before and/or after it. Example: S9999XX
3. Your contact information, including account number, address, and phone number.

This message brought to you to ensure speedy service and in compliance with Florida statute 768.1382



SAFETY MATTERS

Electrical Safety Tips

1. NEVER PUT FINGERS OR OBJECTS INTO AN OUTLET



2. NEVER USE ANYTHING WITH A PLUG OR CORD AROUND WATER



3. NEVER FLY KITES NEAR POWER POLES



4. NEVER CLIMB TREES THAT ARE NEAR POWER LINES

5. DON'T PUT ANYTHING ON TOP OF LIGHT BULBS. THEY GET HOT!



6. DON'T OVERCROWD OUTLETS



7. TURN OFF ALL ELECTRIC GAMES AND EQUIPMENT BEFORE LEAVING A ROOM



8. TUCK AWAY ELECTRIC CORDS SAFELY

9. DO NOT PLAY NEAR ELECTRIC FENCES OR FALLEN POWER LINES



10. ALWAYS ASK AN ADULT FOR HELP IF NEEDED

HELP



Let the sun shine in while keeping high energy costs out

In sunny Southwest Florida, summertime isn't the only time to think about how windows in your house affect your electric bill. During the summertime, 30 percent of your cooling costs are attributed to glass and windows. LCEC energy experts suggest the following tips to help keep your costs low while enjoying all the sunshine that our beautiful area has to offer:

CONSIDER TINT. Your AC unit and your wallet will thank you for blocking solar heat before it reaches the window by using heat-reflecting glass or glass coatings. Be sure that the reflective glass or coatings reflect at least 65 percent of solar heat, otherwise it may be ineffective here in Southwest Florida!

BLOCK IT. Awnings, storm shutters, shade trees, and porch/lanai roofs do a great job blocking solar heat. In order to be effective, do not allow direct sunlight to touch the window's surface. Pay special attention to east and west windows, which are the main culprit of invasive heat.

AVOID SKYLIGHTS. Skylights are beautiful but hot! They experience more hours of direct sunlight than normal vertical windows. Consider blocking, tinting, or covering them.

For more tips on glass and windows, visit the Energy Efficiency section of www.lcec.net.

Circle of Excellence

LCEC was recognized as a Circle of Excellence recipient by the United Way of Lee, Hendry, Glades, and Okeechobee. LCEC and employees were among the top four companies in terms of the amount of funds raised (\$212,396). Special thanks to our many campaign partners!



VOICE OF THE CUSTOMER

LCEC conducts daily, monthly, and quarterly surveys to make sure we know our customers. We continually receive positive calls, letters, and emails. Our customer service key performance indicator is aimed at ensuring the service is good. We are proud that scores continue to rise each year. Following are a few examples of what we hear.

"We had a power outage at our Cape Coral condo. I phoned from my cell phone. It was so easy, and the crew was there within minutes to restore power. I thank LCEC and your exceptional employees and service. Thank you, thank you!"

A 30-year customer called to say he hadn't had better partners than LCEC. LCEC was working to connect his newest business and said they would stay until all the work was done. The crew worked long hours until all was energized.

Barry from Pine Island Cove called a few months ago wondering if we would routinely trim some trees. Barry said he got excellent service and a job well done!

The three men that came to Lehigh Acres and fixed my electric were wonderful. They did an excellent job and were very professional. You should be proud to call them your employees.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 210,000 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



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 Charles Pierson of Ave Maria.