



System protection = RELIABLE POWER and low rates

Maintaining a reliable electric system means constant attention to detail and planning. Add the challenge of keeping rates competitive, and the LCEC team has their work cut out for them. Over the years, LCEC has been utilizing more and more technology to help maintain reasonable rates while ensuring the continual quality of life that electricity provides.



Automated protective devices are able to detect and isolate faults on the system and leave as much as possible of the power network operational until repairs can be made. Not only do these LCEC devices minimize the impact of or, when possible avoid an outage, they also help to preserve the integrity of the electric system by creating momentary blinks until the circuit is cleared. If whatever has contacted the line has not cleared after several brief operations, the line is de-energized to prevent damage to electric facilities. These devices also offer an added layer of safety for utility workers who may come in contact with power lines.



Who governs LCEC?

A Board of Trustees, elected by the members, is charged with governing LCEC to ensure quality service and reliable electricity at competitive rates. Board members are customers themselves and serve the membership as a whole while representing all geographic areas. They make decisions and set policies in the best interest of all members. At the same time, they must learn and understand industry trends and regulatory requirements. While day-to-day responsibility is delegated to the leadership team and employees, the Board provides oversight of the overarching business strategy.

LCEC Trustees have earned a reputation for championing strong values, dedication to the community, and diverse business experience. Applications for Board positions representing Lehigh Acres and North Fort Myers are being accepted through January 3, 2017. Contact pr@lcec.net if you would like more information.

LCEC Honored as CENTER OF EXCELLENCE for Fourth Year in a Row



LCEC been recognized as a Certified Center of Excellence for the **fourth consecutive year** by the industry leader in contact center benchmarking, certification, training, assessments, industry reports, and custom consulting, BenchmarkPortal (BMP). The Center of Excellence recognition is one of the most prestigious awards in the customer service and support industry. Among the 192 companies in BMP's utilities database, only five other energy utility companies are certified as a Center of Excellence, **with LCEC being the ONLY cooperative!!**

COOPERATIVES ARE DIFFERENT

LCEC was established in 1940 when no other utility would serve parts of Southwest Florida. The movement to energize the community began in North Fort Myers and Sanibel then spread to other areas such as Pine Island, Immokalee, Marco Island, and Everglades City. Eventually, LCEC was strong enough to energize



Cape Coral, Lehigh Acres, and most recently, Ave Maria.

The sole purpose of cooperatives is to meet the needs of members, not to make a profit. Every member has a vote, and margins are allocated and retired to members instead of shareholders.

See a streetlight that isn't functioning? Report it!

LCEC has a simple way for customers to report streetlight outages. Complete an online form at www.lcec.net or call our Customer Care Center at 239-656-2300 or 800-599-2356. Please provide a description of the problem, the location or number located on the pole (example: S9999XX), and your contact information.



BAILEY'S GENERAL STORE

300th net metering customer!



With one hand poised to flip the on switch and the other shaking hands with General Manager Richard Johnson, LCEC Key Account Executive Tricia Dorn congratulates the newest net metering customer at Bailey's General Store on Sanibel Island. Net metering customers generate their own power through a photovoltaic system. On sunny days, when they may generate more power than they use, they put power back on the electric grid and receive a credit from LCEC.

Heat up your water while cooling down your electric bill

Did you know that water heating can account for 14 to 25 percent of the energy consumed in your home, second to cooling and heating? A 40-gallon water heater in Florida consumes 150 to 200 kWh per month for a two-member household with standby heat loss when set at 120 degrees Fahrenheit, depending on efficiency. While there are other methods of water heating that are more energy efficient, it is important to consider what is most cost-effective for you, your family, and your home. Following are tips to keep in mind:

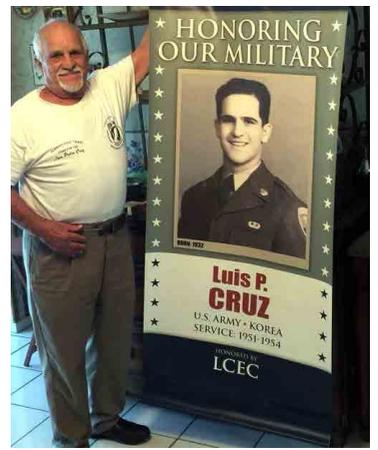


SOLAR WATER HEATING – A well-designed solar water-heating system can save up to 80 percent of the cost of heating water.

HEAT RECOVERY UNIT (HRU) – Uses wasted heat from the AC process to heat domestic hot water. This unit is most effective for large households that use air conditioning extensively.

HEAT PUMP WATER HEATERS – This electric storage-tank-type heater uses a heat pump to heat the water versus an electric element, using 62 percent less energy than a standard electric 50-gallon water heater.

Understanding your habits, learning how to conserve, and installing the most efficient water heater that best fits your needs will help you manage your water-heating costs. Check out the water-heating section of lcec.net for more information on these water-heating options.



Honoring our military

LCEC is a proud partner of the Military Tribute Banner project in Cape Coral. Luis Cruz is one of the many veterans featured on banners displayed along Cape Coral Parkway. LCEC also honors the many employees who served their country or who have family members who gave, and give, their all to America!

Kudos

A customer called LCEC on behalf of Bayshore Village in North Fort Myers to extend this compliment: "We truly appreciate the time and effort that went into repairing a streetlight on a very dark street in our community. We witnessed Pike and LCEC linemen working in unison for days due to an underground line. Thank you for being an essential piece of the puzzle!"

United Way FUNdraising



LCEC's 5th Annual Goblin Gallop 5K happened on October 29, 2016, in Cape Coral. The event raised nearly \$1,100 with 125 walkers/runners of all ages! A spooktacular time was had by all who volunteered, participated, and supported this event!



The 2016 LCEC United Way Golf Tournament raised an impressive \$47,000! Despite the threat of Hurricane Matthew, 95 golfers participated in the tournament, which was held in Fort Myers on October 8, 2016. This tournament has raised substantial funds

since its inception in 2002 thanks to the hard work of the LCEC employees who coordinate this event, the companies that support it, and the loyal golfers who return year after year.

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 Beatrice Marchant of Marco Island.



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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