



## MEMBERS FIRST

As a not-for-profit electric cooperative, LCEC delivers energy to customers at the cost of service. This business model is different from investor-owned utilities, which typically share profits with investors globally, or municipal utilities, which utilize revenues to fund other projects and programs. For more than 75 years we have been in business only to serve our members. *It's the cooperative way.*



LCEC employees and contractors, make the best of every piece of material needed to complete a job. Leftover wire, glass, metals, cardboard, and wood are recycled or repurposed. Last year, LCEC was able to recycle more than 1.5 million pounds of material. Twenty-two thousand pounds of paper were recycled, helping to recover cost and help save the environment.

## Constant IMPROVEMENT



LCEC works every day to ensure electricity is there when you need it. Our reliability metrics improve every year, but we know that's not enough. We are committed to finding ways to be even better. We are constantly improving our business processes and inspecting facilities including poles, wires, and other equipment related to the electric grid. We also use technology to identify potential issues early so we can prevent an outage from occurring.

When an outage occurs, we use modern technology and automation to quickly reroute power around the issue so the trouble is contained. Crews and support teams use sophisticated communication and mobile computing to locate the cause of the problem and get power restored quickly.

Our goal is to deliver reliable electricity and quality service to customers at a competitive price. We are committed to continually improving, strengthening our system, and working smarter.

## Report an Outage

Hopefully you won't be without power, but seasonal weather sometimes impacts LCEC customers. If you do experience a power interruption, please call 239-656-2300 or 800-599-2356. One of our representatives or the LCEC Interactive Voice Response system will provide you with as much information as possible.

During severe weather, when large outages are likely to occur, there is no need to report your outage. In the rare case of a widespread outage, LCEC is already aware of the interruption and is working as quickly and safely as possible to restore power. In order for LCEC to easily identify the location of your outage through our automated system, please make sure your contact information, including your telephone number, is accurate and up to date.



Be sure to check if your breakers are on before you call to report an outage. If you leave your home during an outage, please be sure appliances such as the oven, stove, or iron are not on. When power is restored, this could cause a dangerous situation.

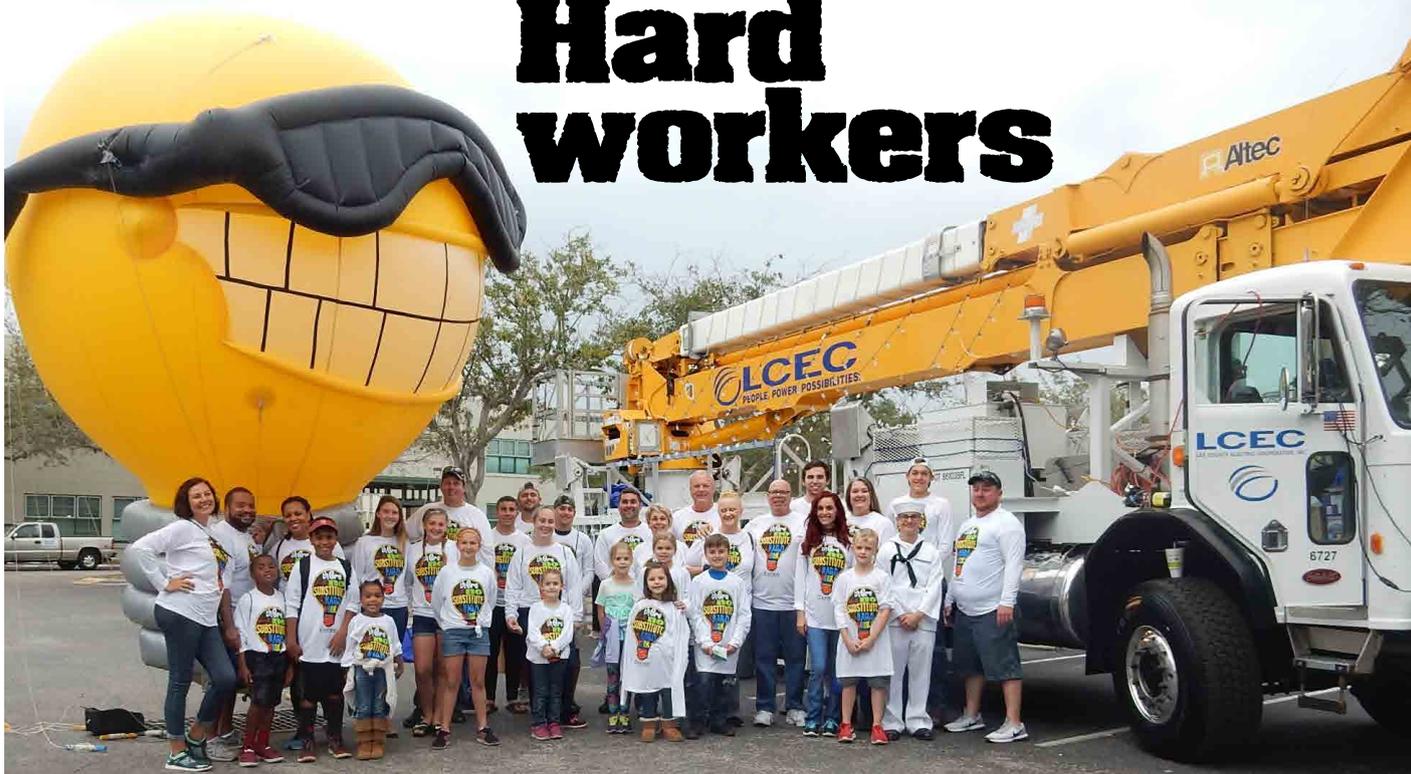
## THE VALUE OF ELECTRICITY : PRICELESS

Compare the costs of these everyday expenses from 1940 to now. LCEC membership pays off.

■ NEW HOUSE		THEN \$3,900	NOW \$245,000	62x INCREASE
■ POSTAGE STAMP		THEN \$0.03	NOW \$0.49	16x INCREASE
■ AUTOMOBILE		THEN \$860	NOW \$31,252	36x INCREASE
■ ELECTRICITY		THEN \$0.05/kwh	NOW \$0.11/kwh	2x INCREASE

\*Source: BLS, Reddit

# Hard workers



LCEC employees, friends, family, and students from FGCU Sigma Chi gathered to pay homage to Thomas Edison at the Edison Festival of Light Grand Parade. The LCEC balloon and transmission truck were cheered on by an estimated crowd of 200,000. Pre-parade, the LCEC Killa-Watts band rocked out for the crowd that gathered for the festivities.

## A pool of knowledge

As of spring 2015, over 21.08 million homes in the U.S. have a pool or spa. They can be fun, but there are electrical hazards to consider. Protect yourself and your family with the following safety tips.

- Keep electrical appliances at least five feet from water to reduce risk of shock.
- Electrical receptacles within 20 feet should have a ground fault circuit interrupter (GFCI) to detect dangerous electrical situations and cut power to avert shock.
- Pools and decks must be built at least five feet from underground electric lines, and at least 25 feet from overhead lines.
- Never, ever swim during a storm!
- Use battery-operated appliances (like radios) around pools.
- Never touch electrical appliances when you are wet!
- If someone is shocked while swimming, do not jump in to help. You could be electrocuted too! Turn off the power and use a fiberglass hook to pull the victim from the water.

Simple safety steps can reduce the chances of electrical shock or death. Now that you know how to stay safe, enjoy a dip!!



LCEC was proud to help support the Cape Coral Special Populations at the First Annual 5K Run and Snowman Shuffle last month. Special Populations offers programs for adults and children with intellectual disabilities. To volunteer or donate, call 239-574-0574.

## Use power tools RESPONSIBLY

Power tools are just that, powerful. Without proper use, power tools can cause injury or a fatality. According to the U.S. Consumer Product Safety Commission, 15 percent of electricity-related fatalities are due to improper use of tools such as power drills, sanders, and hedge trimmers. Following are tips for powering up responsibly:



- Read manufacturer's instructions before using tools.
- Never use a power tool with an extension cord longer than 100 feet.
- Never use tools near live electrical wires or water pipes.
- Be cautious if cutting or drilling into walls to avoid electrical wires or water pipes.
- If a tool trips a safety device, have it repaired at a manufacturer-authorized service center.
- Always wear appropriate personal safety gear.

With the proper mix of safety and power tools, no project is impossible! Happy building!

### 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 Robert Nelson of Cape Coral.



[www.facebook.com/LCEC1](http://www.facebook.com/LCEC1)

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 211,000 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](http://www.lcec.net)