



Nine years without a rate increase!

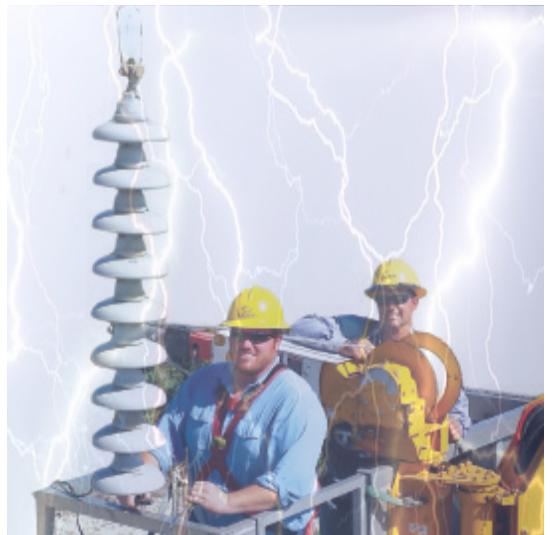
LCEC continues to focus on maintaining competitive electric rates for customers. In fact, over the past 30 years, LCEC has only raised base rates twice. Slight increases were seen during the economic downturn, but other than that, even with increasing costs in labor, materials, and technology, LCEC has been able to hold the line on expenses and find more efficient ways to conduct business. We are also proud that we have been able to return nearly a quarter of a million dollars in equity to customers.

LCEC BENEFITS FROM BELONGING TO A STRONG COOPERATIVE TOO!

LCEC has been on a journey to become one of the five lowest-cost electric utilities in the state. At the same time, we don't want to sacrifice service, reliability, or safety. Every part of the business is constantly evaluated to determine where efficiencies and cost savings can be gained. In 2015-2016, a project team was tasked with evaluating the many LCEC technology systems.

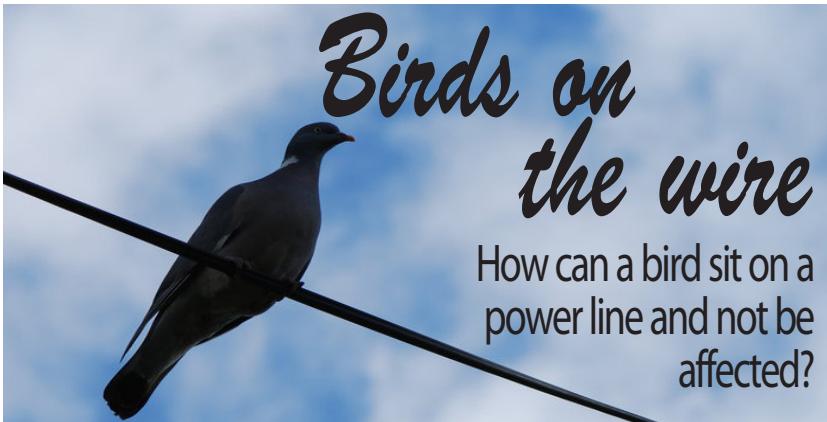
After an extensive evaluation process and exploration of potential options, it was determined that LCEC would undergo a transition to integrate all flagship software systems and join the National Information Solutions Cooperative (NISC) to create cost-savings, efficiencies, and streamline business processes while also improving customer service.

As a cooperative member, LCEC will reap the benefits of research and development without shouldering the entire burden of the cost and needed resources. NISC has more than 800 energy and telecommunications members in 49 states and Canada. Implementation is scheduled to be completed by year-end 2018.



Storm responders at your service

LCEC linemen work hard every day to make sure you aren't sitting in the dark without air conditioning or a television, computer, or cell phone. They are bravely weathering the storm and restoring power so that you can be safe and comfortable in your home. A customer from Cape Coral said it best: "The two LCEC workers who responded to an outage at my house early in the morning worked quickly to make sure I had AC. I appreciate their skill and focus on getting the job done, even on a holiday." We hope that you don't ever lose power, but if you do, our goal is to restore it safely and quickly!



The flow of electricity is a current of electrons flowing in a steady stream through a conductive material, such as a power line. The flow is always along the path of least resistance.

A bird is not a good conductor of electricity, so electricity passes right through and continues along the path of the power line. If the bird spreads its wings and contacts the ground or two power lines at once, electricity will travel through the bird to get from one line to another or to the ground, causing a shock to the bird.

Humans are good conductors of electricity, and when standing on the ground, they become part of the path of electricity and can be electrocuted.

How do LCEC employees repair live electrical wires without getting hurt? Protective materials such as insulated clothing, equipment, and bucket trucks are used for utility work. Electricity has a hard time flowing through insulating materials such as rubber. Electrons stay on the other side of special protective rubber gloves or utility tools instead of flowing through the worker. Even with specialized training, and critical safety procedures, and equipment, the power lineman's job is dangerous. Unless you are a trained professional or a bird, it's a wise idea to stay away from power lines.



Electric cooperatives are located in the communities they serve and operated by the members they serve. This means LCEC employees and the Board of Trustees are always watching out for the best interest of customers and focusing on their needs and local concerns. LCEC was created on the promise of delivering safe, reliable, and affordable power to customers. Our values, supported by the cooperative business model, set us apart from other types of utilities.

STEM @Sanibel School



LCEC participated in yet another amazing STEM night at the Sanibel School. Curious students in kindergarten through fifth grade explored various science, technology, engineering, and mathematics presentation stations in the school's courtyard and outdoor hallways. LCEC tested willing students' ability to pick up a penny with safety rubber work gloves to demonstrate how challenging it can be to work on the power lines. Both the children and parents loved learning more about how LCEC linemen do their job.

Strip your home of ENERGY DRAINERS



Did you know that electronics use electricity even when they are powered off? These energy drainers (computers, televisions, kitchen appliances) use an "idle electric current," which can tack on as much as \$100 more to your electric bills in just one year. Rather than unplugging and re-plugging your electronics before you leave your home, consider using power strips. This way, you unplug one thing when you leave your home. There are many types of power strips, including ones that include surge protection. They are sold everywhere, so finding one to fit your needs and budget should be a snap!

STRUTTING OUR STUFF



Members of the Institute of Management Accountants (IMA) made a visit to LCEC for a behind-the-scenes financial perspective of an electric cooperative. The group was eager to learn about the LCEC materials management process and the financial aspects of maintaining an electric system consisting of 8,000 miles of line across five counties prone to unpredictable environmental and weather impacts. The group also learned about LCEC technology and the ever-increasing focus on information security.

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 Brian Patrick of Everglades City.



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SUMMER SAFETY

Summer is here! With so many ways to cool off and enjoy the slow-paced season, it's important to be mindful of electrical hazards and keep your family safe. Following are a few safety reminders:

- All electrical wires and connection boxes should be at least five feet away from any water (this includes swimming pools, streams, or still ponds).
- Never swim during stormy weather conditions. Keep a distance from water before, during, and immediately after any storms. Lightning strikes are a very real danger and pose a more serious threat to swimmers or bystanders in close proximity to water.
- Avoid using electric lawn-care equipment near damp or wet areas. Check electric cords regularly to avoid injury due to frays or damages.



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 213,660 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