

# POWER you can count on

You depend on reliable electricity for health and welfare, communication, finance, transportation, food and water, cooling your home, lighting, computers and other technology, commerce, and entertainment. Power improves your life. At LCEC, our continual focus is on delivering reliable electricity and quality service at a competitive rate. This is a complex challenge, and it is the only reason we are in business.

## What we do to provide reliable electricity:

- Execute 10-year reliability plan
- Maintain a team of industry experts
- Conduct real-time assessments
- Control and coordinate the grid
- Continue maintenance and improve processes
- Cultivate strong partnerships



# LCEC NEWS

**LCEC**  
PEOPLE. POWER. POSSIBILITIES.

JANUARY 2018

## Electric rates are lower today than they were 10 years ago!

LCEC has decreased rates five times since 2014! A constant focus on controlling costs directly contributes to offering the lowest rates. At the same time, LCEC's mission is to provide reliable electricity and quality service.

## Coming to your mailbox in March — Trustee Election Ballot

As an electric cooperative member, you have the right to elect your Board of Trustees members each year. It is just one of the benefits that sets a cooperative apart from investor-owned or government-run municipal utilities. Board members are customers. The Trustee positions in Marco Island, Sanibel/Captiva/Pine Island, and Cape Coral are up for election this year. Seat elections are staggered to allow for continuity on the Board.

The Nominating Committee, comprised of LCEC customers from throughout the service territory, will be interviewing candidates in January. Committee members will recommend candidates on the ballot who they feel have the ability to represent the total membership on an impartial and equitable basis. In addition, they look for characteristics related to financial oversight and compliance, risk management, business ethics, problem solving, independent thinking, cohesiveness, integrity, awareness of local issues, and ability to study data and information related to the utility industry. Vote the green way! When you cast your vote online or by phone instead of mailing your ballot, you help to keep rates low.



## New technology arriving soon

Exciting changes are in the works. Before the end of the year, we will be introducing new features and tools that will make your interactions with LCEC even easier! Watch for details!

## NEVER OVERLOAD ELECTRICAL CIRCUITS.



Periodically check your outlets and switches to see if they are hot to the touch. If so, have a licensed electrician conduct a safety check on your entire electrical system. Worn wiring can cause electrical fires that start in the walls and burn for some time before they become obvious.

### CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Nixon Jolius of Lehigh Acres and Susan Davis of Cape Coral.



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

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 214,217 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)

## \$4 MILLION back in the pockets of members

LCEC is a not-for-profit electric cooperative. Each year, the Board of Trustees considers an equity retirement. In 2016, LCEC was able to maintain a sufficient financial position, and during the last quarter of 2017, a retirement of \$4 million in equity was made to current and inactive customers.

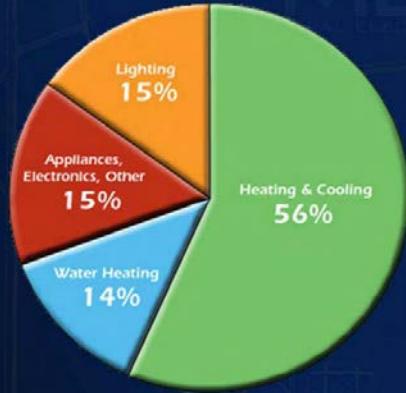
Active and inactive customers received a check or a credit on their account. Active customers receiving a retirement amount greater than \$250 received a check unless the electric account had a past-due balance. Inactive customers receiving a retirement amount of \$1 or greater and having no outstanding debt with LCEC also received a check.

During the first half of this year, LCEC will also retire equity accounts for inactive accounts that have been closed since 2009. Over the years, LCEC has retired more than \$248 million to active and inactive customers.

# Managing energy usage

Understanding the costs that drive your electric bill is a great start to managing those costs. LCEC has various tools available to help track your usage. You can view your daily usage, conduct a virtual energy audit, and set alerts when your usage reaches a threshold that you set for your household.

Find the tools at [www.lcec.net](http://www.lcec.net)



Household energy usage

We understand that, in today's society, people like to have options. LCEC offers multiple ways to pay your bill based on your preference. Start the new year right with one of LCEC's convenient payment options:

- ▶ **Auto Pay** is a time-saving option that will automatically deduct your payment from your bank account the day before the due date.
- ▶ **Pay by Phone** is an easy way to pay your bill over the phone: 239-656-2300 or 800-599-2356.
- ▶ **Pay online** when you log in to Account Access on [www.lcec.net](http://www.lcec.net).
- ▶ **Authorized walk-in stations** are conveniently located throughout our service territory.
- ▶ **Mail your payment** in the envelope enclosed with your bill.

Pay the way you want

Visit [www.lcec.net](http://www.lcec.net) for details on each of these payment options.

# Paying it forward



For LCEC, giving goes beyond making financial donations. Employees and family members make contributions to the community through volunteerism and taking an interest in the success of their neighborhoods. LCEC also cares for the environment through recycling efforts, wildlife protection initiatives, and hiring employees from the local community. When it comes to efforts such as mentoring a student, supporting medical research and encouraging wellness, leading a team, or helping someone in need, we know that what we do matters. Delivering reliable electricity at competitive prices is our mission, and energizing the community

