



Keeping seniors safe

There are no ifs, ands, or buts about it, electricity is dangerous. Electricity is especially dangerous in homes where children or the elderly reside. According to the National Fire Protection Association, adults ages 65 and older have the greatest risk of injury and/or death from fire and electrical accidents. Since the aging process affects things like hearing, eyesight, and reaction time, it is essential for the elderly and those who love and protect them to remember the following:

- Inspect cords, outlets, and appliances for signs of damage. Never use an electrical item that has exposed wiring, signs of burns, or any indications of issues.
- Contact a licensed electrician immediately if you notice electrical issues such as receptacles that feel warm or are making crackling or buzzing noises.
- Never run electrical cords under rugs or carpets.
- Extension cords are to be used on a temporary basis only, and never with major appliances like a washing machine.
- In areas near water sources, it is essential to install ground fault circuit interrupters (GFCIs).
- Consider replacing circuit breakers with arc fault circuit interrupters (AFCIs). AFCIs provide greater electrical fire protection by detecting hazardous arcing conditions that can be caused by issues such as damaged electrical wiring.
- Test home-safety devices on a monthly basis. Use the "test" buttons to check that GFCIs, AFCIs, and smoke alarms are working correctly.



Is your home equipped with GFCI outlets?

(Ground Fault Circuit Interrupter)

GFCI outlets near any areas that are close to water such as the kitchen, bathrooms, laundry room, the garage, or outdoor circuits can protect against shock or electrocution. A GFCI outlet will automatically disconnect power when an electric appliance comes in contact with water.

Dear LCEC,

Again, it is with great gratitude we thank you for your generosity to help five families during the holidays. This year, you helped two families that had substantial hurricane damage, a family with a very ill child, and two single moms struggling to make ends meet. The staff at the Head Start Center and the parents thank each and every one of you for helping supply gifts and clothing to all the children in these families.

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Luz Santiago of Cape Coral and Frank Jacoby of Cape Coral.



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LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 214,668 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

LCEC NEWS



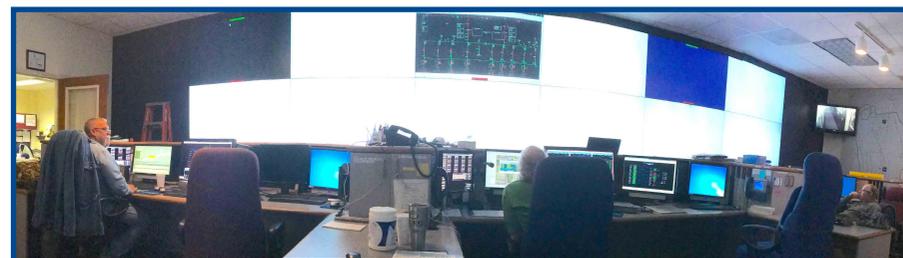
LCEC
PEOPLE. POWER. POSSIBILITIES.

MARCH 2018



The power that LCEC delivers to customers is generated through a mix of solar, clean-burning natural gas, emission-free nuclear, and very little coal. Although we don't generate power, we collaborate with one of the largest utilities in the state that is generating more and more

power through solar. We selected our power supplier to ensure the power we purchase captures the benefits of the sun along with a diverse mix of fuels. This helps to keep rates low and supply steady.



Reliability is our mission

LCEC goes to great lengths to deliver reliable electric service, competitive rates, and quality service. We monitor the LCEC electric grid every minute of every day through our Supervisory Control and Data Acquisition (SCADA) system. When an issue occurs, crews are ready to respond quickly and safely no matter what challenges the weather or environment might present. Regular equipment inspections help us identify and address situations before they cause an outage or expensive replacement. Protective devices also help identify a fault on the line and either clear it or de-energize it before extensive damage can occur. When disaster strikes, each employee is ready to respond and is focused only on power restoration. Delivering power was our reason for incorporation in 1940, and it remains the same today.



ANNUAL MEETING NOTICE
Members are invited to attend the Annual Meeting on Thursday, April 19, 2018, at 8:30 a.m., at the LCEC corporate office. Board President Russell Priddy and Chief Executive Officer Dennie Hamilton will review 2017 accomplishments, and the Trustee election results will be announced.

Interactive voice response – WE HEAR YOU



Love them or hate them, Interactive Voice Response (IVR) systems are a cost-effective way to improve the customer experience. Since implementing the LCEC IVR, first contact resolution has improved, costs have been reduced, call response time is quicker, productivity has increased, and there are fewer errors in getting to the right person. Recently, LCEC collaborated with IVR Doctors, IVR usability specialists, to evaluate the current usability and call flow, and learn about best design practices. We also solicited input from a random sample of our recent callers. They participated in role-play scenarios and went through the proposed new LCEC IVR system. Customers were asked to complete common tasks using the proposed new menus. IVR Doctors studied the interaction and provided recommendations for potential future system improvements.

Near the end of 2018, LCEC will be transitioning to a new customer care and billing platform that includes a telecom feature. The information gathered during the usability study will be utilized to make system changes this year and to develop a future roadmap for even more improved IVR menus.

Healthy hearts



LCEC employees showed their support for National Wear Red Day. Cardiovascular disease in the U.S. kills one woman approximately every 80 seconds. LCEC helps raise funds and awareness because 80 percent of cardiac events can be prevented with education and lifestyle changes. Over the past 10 years, Team LCEC has raised more than \$70,000 for the cause.



We depend on heat or cooling when the temperature falls or rises. When you use your system conservatively, it helps the environment and it helps keep your bill low. During the winter, you can dress warmer and refrain from turning the heater on. Keep the thermostat at 68 degrees or lower. As the summer months approach, try to set your thermostat no lower than 78 degrees. Use ceiling fans only when you are in the room, and keep the blinds or curtains closed to keep heat from the sun from entering your home or business.

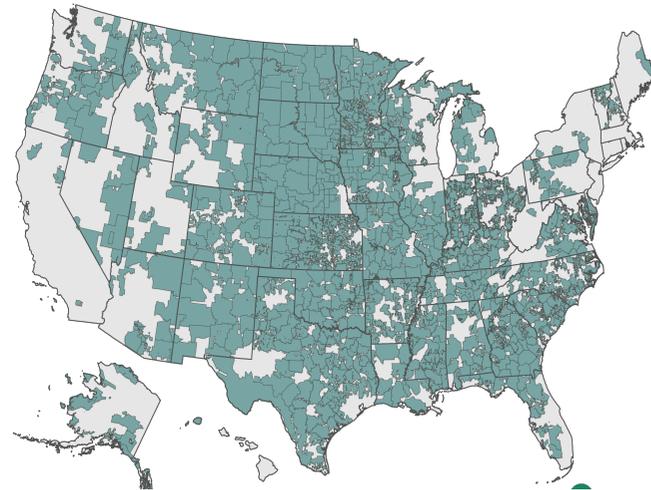


Certified Center of Excellence for five years running

LCEC has been recognized as a Certified Center of Excellence for the fifth 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.

Contact centers achieve the Center of Excellence distinction based on best-practice metrics drawn from the world's largest database of objective and quantitative data that is audited and validated by researchers from BMP. LCEC is honored to be recognized as a Center of Excellence alongside companies like MetLife, Mayo Clinic, New York Life, Samsung, and GE.

The electric cooperative grid is one of the largest in the nation



There are three types of electric utility providers in America. Investor-owned utilities operate to make a profit. Municipal utilities are operated by local governments and help generate revenue for the general budget. Cooperatives are not-for-profit and governed by members. There are more than 750 electric cooperatives located throughout 46 states, serving 75 percent of land mass in the nation. Power flows over two million miles of electric cooperative lines and is delivered to 32 million members.