

Odyssey of the Mind



LCEC employees joined to help judge the regional creative problem-solving program for students K-12 and college. In addition, teams have the opportunity to learn teamwork, brainstorming, self-reliance, and respect for individual strengths. Teams of five to seven students develop solutions to one of six long-term problems and a spontaneous problem. Judging is a key element to the tournament and requires training. This year's judges received an OMER Award, which is presented to those who serve as an extraordinary example or role model through their deeds and words.



Celebrating 80 years

February marked eight decades of celebrating of Thomas Alva Edison's accomplishments. For almost as long, LCEC has been part of the celebration through volunteerism, leadership, sponsorship, and participation in the largest night parade in the Southeast. The crowd loves the giant lightbulb helium balloon and the LCEC transmission truck adorned with lights and families. It's community history that has now become part of the LCEC tradition.

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were David Nelson of Cape Coral and Elizabeth Francher of Sanibel.



www.facebook.com/LCEC1



LCEC partners with Rotary Club of Cape Coral for annual regatta

Visit Four Freedoms Park on April 21 from 11 a.m. – 3 p.m. overlooking the Bimini Basin and you will find a fleet of cardboard boats. It's the most fun you can have on, off, or in the water. Schools, youth groups, friends, and nonprofit organizations craft boats in a team-building experience. The floating masterpieces are made from cardboard, glue, and paint and are judged in a multitude of categories including construction, team effort, and of course...the regatta! For more than 50 years the Rotary Club of Cape Coral has been raising funds and supporting local agencies, programs, and students. LCEC is proud to partner in their efforts.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 215,292 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.

APRIL 2018

More than \$7 million in equity retired

In February LCEC final retirements were made to more than 14,000 members who closed their LCEC account in 2009 or earlier. The process was completed after efforts to separate the generation and transmission equity earned from Seminole Electric Cooperative from the allocated LCEC equity. Although the Seminole Electric equity has been allocated to members for the time LCEC was a member, it has not been retired and remains a credit until their Board of Trustees approves retirement. Since it is not in the form of cash, it was separated from the LCEC equity that the LCEC Board of Trustees approved for retirement.

In March the LCEC Board of Trustees approved a general equity retirement to current and inactive members. It will be processed later this year along with another final retirement to members who closed their LCEC account in 2010.



We know you!

LCEC is governed by members driven by the goal of improving the quality of life through the delivery of reliable electricity and excellent service at the most reasonable price possible.

Business decisions are made in the best interest

of LCEC members/customers, not investors or government officials. Members have the opportunity to be considered for Board of Trustees positions. Each member also has the option to vote annually to elect Trustees. After all, who knows what is important to the membership more than the members themselves?

It is a business model that has proven to be successful for nearly two centuries. Cooperative businesses have lower failure rates than traditional corporations and small businesses within the first five years of business. The resilience of electric cooperatives has been witnessed over the past 75 years. There are more than 900 cooperatives in the United States delivering electricity to 42 million customers across 56 percent of the nation's landmass. The power of your membership is part of something big.

What is SmartHub

By the end of the year customers will have a new way to access their LCEC account. In fact, once registered in SmartHub, users will have access to all kinds of information that can help them manage their LCEC electric account, such as usage, payment history, outage reporting, and even online payment extensions. The new system is expected to be easy to navigate and can be accessed from mobile devices.

Customers should create a SmartHub account as soon as the system is available during the fourth quarter 2018. The goal is to put more information at the fingertips of customers any time of the day or night and provide convenient options to make life easier.

LCEC improves scores in J.D. Power survey for four consecutive rounds

The LCEC scores for the last round of the J.D. Power survey in 2017 were the second highest in recent years. Overall, LCEC improved 33 points, and Corporate Citizenship and Communications improved nearly 50 points for each category. The overall scores throughout the industry were mainly flat, and LCEC was very close to the industry average.

Lee County Electric Cooperative Overall Results



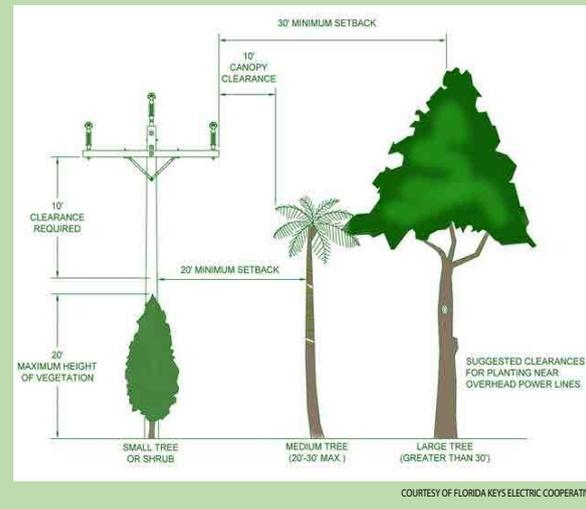
Protect cords from damage

Electric cords or extension cords should never be pinched by furniture, forced into small spaces, placed under rugs, located near heat sources, or attached by nails or staples. Never run a cord across doorways or across open spaces where it could cause a tripping hazard.

ELECTRICITY RELIABILITY improves with vegetation management

Many power outages are the result of trees interfering with power lines. During Hurricane Irma, downed trees and branches destroyed overhead and underground electric systems throughout the LCEC service territory. It is difficult to prevent damage to underground facilities caused by uprooted trees. However, right-of-way maintenance helps to reduce outages caused by tree branches contacting overhead power lines. LCEC invests millions in preventative maintenance circuit trimming, which is conducted on a cycle basis. Like most utilities, LCEC contractors follow American National Standard Institute (ANSI) directional pruning guidelines. This helps to ensure reliability, safety, and protect the health of the tree.

It's important for customers to maintain the trees on their property also. Only qualified tree contractors should trim trees growing near power lines. They can contact LCEC to request temporary interruption of power until work is complete.



COURTESY OF FLORIDA KEYS ELECTRIC COOPERATIVE



Save yourself from scammers

Scammers will do just about anything to trick unsuspecting people into sharing private information. To combat these would-be thieves, LCEC customers are reminded that:

LCEC WILL NOT:

- Come into your home without making arrangements ahead of time
- Solicit personal information over the phone, unless you initiate the call
- Threaten to close your account if you do not take the immediate action of providing personal information or a payment
- Visit your home offering cash refunds on deposits or electric charges. We either credit your account or mail a check to your electric service address

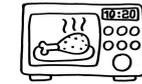
WHEN IN DOUBT, CHECK IT OUT AND USE CAUTION:

- If someone suspicious is on your property, ask to see photo identification or work request number
- Contact LCEC to inquire if representatives are in your area
- Do not allow anyone into your home if you feel uneasy
- Do not provide personal information such as bank account numbers, passwords, social security number, or credit/debit card numbers over the phone unless you initiated the call
- Ignore suspicious emails that urge immediate action or request personal information
- Do not trust contact information provided in suspicious emails

LCEC employees and contractors are frequently in neighborhoods to perform routine maintenance, energy services, and conduct tree trimming. All LCEC employees and contractors carry a photo identification badge and can provide work documents with corporate contact information. Ask to see proof and, if in doubt, call LCEC at 239-656-2300 to verify.

THE VALUE OF ELECTRICITY

The price of most goods and services has increased over the years. Thanks to your electric cooperative, electricity is still a good deal! You only pay pennies for every hour you are using electricity, and the cost is lower now than it was twelve years ago. **For just one dollar you can get the following:**



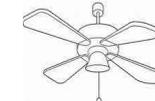
6 HOURS of microwaving



8 HOURS of coffee brewing



44 HOURS of LCD TV programs



120 HOURS of ceiling fan spinning



138 HOURS on a laptop



840 HOURS of light from an LED lamp



1,680 HOURS of smartphone charging