

2018 hurricane season could be a busy one

Experts are predicting the Atlantic hurricane season will be active this year and possibly stormier than last year. The season begins June 1 and runs through November 30 so this is a great time to get your plan in order. LCEC has already incorporated lessons learned from 2017 into our plan. There are many resources online or at local emergency management offices to help ensure your family has a plan, or visit www.lcec.net for an online Hurricane Guide.



LCEC invests in a future workforce

When it comes to supporting workforce education, LCEC is all in. Efforts include mentoring students at all levels, offering internships, serving in leadership roles on regional advisory boards and task forces, and employee apprentice programs and tuition reimbursement opportunities. In addition, LCEC helps fund multiple secondary-education scholarships and programs. Most recently, LCEC pledged a five-year investment in Florida Southwestern State College's School of Business and Technology. Strengthening the workforce pipeline is part of the solution for a sustainable future.

LCEC NEWS



LCEC
PEOPLE. POWER. POSSIBILITIES.

MAY 2018

WORKING IT HOT

Linemen work on energized distribution lines wearing safety gloves. Working on energized high voltage transmission lines takes another level of special training. Live line/barehand certification allows experts to work on high voltage transmission lines without taking them out of service. When maintenance or repairs are needed, the lines stay energized so that thousands of customers will not experience an outage. Barehand line workers connect or bond with the energized power lines and become charged to the same voltage as the line. Performing proactive maintenance improves reliability of the system and also helps to reduce the need for costly repairs in the future.



Equity allocation approved

Earlier this year LCEC retired more than \$7 million in equity to customers with inactive accounts. In March, the Board of Trustees approved an allocation of \$14.5 million in net margins and \$1 million in unclaimed equity to LCEC members.

Allocated equity is not in the form of cash; it is a credit and used as working capital. This capital is aimed at building and improving the electric system. Member investment helps to reduce the need for borrowing money and allows for lower interest rates when loans are secured. Consequently, this process helps to keep rates low. In time, a portion of member equity is retired. Active members receive a credit on their bill if the retirement is less than \$250. A check is delivered for retirements of more than \$250 or to inactive accounts. It is important that members keep their addresses updated in the LCEC database.

LCEC is proud to have returned more than \$255 million in equity to members over the years.



One of the guiding principles for LCEC is concern for the communities we serve. Since 1940, we have been living that principle and making a positive difference in Southwest Florida. We are a local company, with local employees who understand our neighbors' needs. Whether we are providing energy tips that save you time and money, coaching youth sports, mentoring students, volunteering for food banks, supporting arts and culture, or raising funds for those in need, we are paying attention to the details. We know it is the little things that make belonging to a strong cooperative unique. We deliver power, and so much more.

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Candice Lane of Lehigh Acres and Lynn Schiegner of North Fort Myers.



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LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 215,891 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

A heartfelt thanks for all you have done and the equity retirement check. Betty - Punta Gorda, FL

Dear LCEC, I would like to thank you for all the effort that you put into tracking me down and mailing my equity retirement check to me. You are a GREAT company! Sincerely, Claude - Summerfield, FL

Dear respected members of LCEC, we want to say many thanks for the generous retirement of our equity. We were not expecting this kindness. Please know that you are appreciated in your work and your service. Peter & Susanne - Cape Coral, FL

The equity check you sent was a nice surprise at a time when I must watch what I spend. Thank you! Barbara

Electric bills are only 1.32 percent of household expenses



Gross domestic product (GDP) is one of the best ways to measure a country's economy. It is the total value of everything produced by all the people and companies of a country. The Bureau of Economic Analysis measures the GDP quarterly. According to the most recent report, in 2017 the U.S. economy grew by 2.9 percent. Also noted in the report was that electric bills make up only 1.32 percent of consumer spending. This was the most favorable rating since this metric was established in 1959. LCEC continues to work hard to ensure that rates remain stable so that you have more money in your wallet to spend on the other necessities in life.

Why a CUSTOMER CHARGE?

The LCEC mission revolves around delivering reliable electricity and quality service at the lowest rates possible. There are costs associated with meeting that goal. Regardless of how much electricity a customer uses or if they need power year-round or just seasonally, the operational cost of delivering power is constant. In order to spread the cost fairly and equitably to all customers, utilities incorporate a fixed customer charge in the electric bill to cover the fixed expenses such as reading meters, data processing, producing bills, and maintaining the electric system. LCEC rates are below the state and national average and we continue to gauge the cost of service and benchmark fees and charges to ensure they are competitive.



SmartHub will make your life easier

Soon customers can receive account alerts, make payments, and review their usage anywhere with SmartHub. Later this year, LCEC will implement a new, free online and mobile option that will make managing your electric account easy and convenient!

- 24-hour access
- Historical usage and billing information
- Pay by credit card or bank account
- Report an outage
- Apply for a payment extension

Stay cool this summer



Freshen the filter
Replace AC filters often to keep your unit performing efficiently.



Turn it up
Set the thermostat no lower than 78 degrees while home and 82 while you are away.



Make it easy
A programmable thermostat saves on cooling costs and makes it simple to save.



Grill and chill
Using your oven forces your AC to work overtime. Grilling keeps the heat outside.

MAY IS



NATIONAL ELECTRICAL SAFETY MONTH

Electrical safety is so important there is an entire month dedicated to it! LCEC joins the Electrical Safety Foundation International (ESFI) this month to help raise awareness about potential home electrical hazards and the importance of electrical safety. Here are just a few tips to keep in mind not just this month, but every day of the year.

- ⚠ Never attempt a project that is beyond your skill level. That's what professionals are for!
- ⚠ Keep ladders, kites, booms, pool skimmers, and antennas away from overhead power lines.
- ⚠ Always turn off power to a circuit that you plan to work on. You can do this at the circuit breaker in the main service panel. Also be sure to unplug appliances before attempting to work on them.
- ⚠ Before you dig, call 811 to have utility lines marked. Remember that power lines are underground as well as overhead.
- ⚠ Invest in safety items such as gloves, goggles, and hearing protection that is appropriate to the work or electrical tool that you will be using.
- ⚠ Never touch or attempt to move a downed power line.

Keeping these tips in mind and being aware of the dangers of electrical hazards are vital in reducing electrical fires, injuries, and death. For more electrical safety tips, visit www.esfi.org or www.lcec.net.



If you are interested in receiving a copy of the 2017 Annual Report, please contact pr@lcec.net.