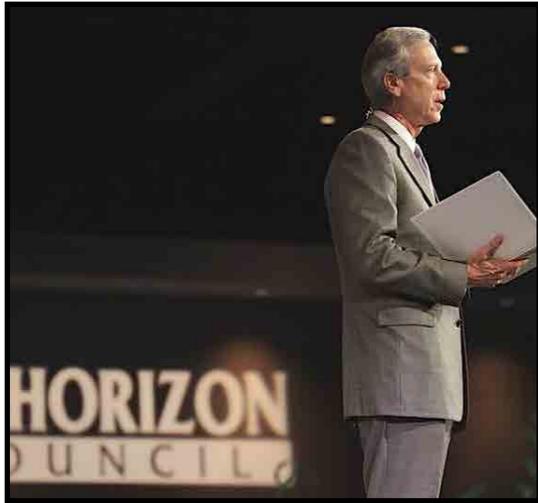


Leading by example



The LCEC vision is to energize our communities. We do this by delivering electricity and also by helping meet our communities' current and future needs. We meet current needs by collaborating with agencies such as United Way, groups such as local chambers of commerce and multiple education and health-focused foundations and initiatives. In order to provide long-term support within the community, LCEC leaders give their time to help lead, mentor, and guide. It starts at the top of the organization. LCEC Chief Executive Officer Dennie Hamilton serves on the Board of Directors for the Southwest Florida Community Foundation and the Foundation for Lee County Public Schools. He was a founding member of the Southwest Florida Economic Development Alliance and chaired the Horizon Council and the Horizon Foundation. He also chaired the American Heart Association Heartwalk and serves as an active member of Healthy Lee. These are just a few of the ways that he leads by example, in addition to his leadership of one of the largest electric cooperatives in the nation. Inspired by the top leader, others on the LCEC team share their energy, knowledge, and skills to help grow and build our communities.

ELECTRICITY makes life easier

In 1940 many people in Southwest Florida had no idea what electricity could add to their lives. Today it is difficult to imagine what life would be without it. The food we eat, the work we do, worldwide communication, and our households are powered by electricity. Innovations such as solar energy are changing the landscape, and who knows what possibilities the future might hold. One thing is for sure, LCEC will be there keeping our customers' best interests in mind along the way.

CUSTOMER SURVEY WINNERS
If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Rita Wiginton of Cape Coral and Sylvia Ross of Lehigh Acres.



www.facebook.com/LCEC1

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 216,939 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.

AUGUST 2018

LCEC rates fourth lowest in state!

LCEC has not raised electric rates in ten years. The latest statewide rate comparison indicates LCEC has the lowest rates among cooperatives and the fourth lowest among all electric utilities in the state. Although the Florida Public Service Commission does not regulate LCEC, it does review LCEC rates to ensure that there is no cross subsidization between customer classes.

There are many factors that go into utility rate making. Nearly 70 cents of each dollar collected is allocated toward power cost recovery, which is a pass-through to our power supplier. Approximately 11 percent of what is collected is for depreciation and taxes. Another three percent is spent on interest on loans. The remaining 13 percent is needed to operate the business, which is the part employees impact the most. Only about three percent of revenues flow through to net margins, which are allocated to members annually and retired in the form of cash to members as financial conditions warrant and the Board of Trustees approves.



WHERE DOES YOUR DOLLAR GO?

70% power cost recovery

13% operating cost

11% depreciation and taxes

3% interest on loans

3% to net margins

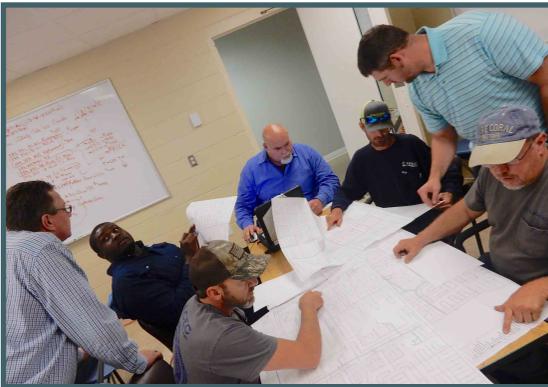


New customer care and billing system soon! SmartHub

For several years LCEC has been exploring, planning, and preparing for a transition to new technology that will result in savings and more options for customers down the road. Soon, customers will be asked to enroll in SmartHub to access their account. From SmartHub, customers can check bills, pay bills, and track energy usage. In addition, they can request payment extensions and report outages. The new technology will also be available on mobile devices, providing even more flexibility in communicating with LCEC. All of the LCEC flagship applications will be transitioned to the new platform operated by NISC, a technology cooperative serving more than 800 electric and telecom organizations. Future upgrades and enhancements will be cost-effective and less time-consuming because they will be implemented by NISC and rolled out to LCEC when ready.

LCEC.NET

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Practice makes perfect

LCEC employees are prepared for events such as hurricanes, tornadoes, and tropical storms. Working for an electric utility means you are always ready. Hurricane Irma provided weeks of real-time experience in the restoration process. Even so, teams throughout the organization have been conducting drills and exercises to ensure that if another storm impacts our area we are prepared to restore as quickly and safely as possible.

SAY NO TO SCAMS

Scammers will try just about anything to pull the wool over your eyes. Don't fall victim to their tactics. Keep the following in mind to protect yourself:



KNOW WHAT TO LOOK FOR

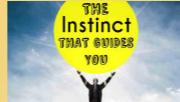
- Someone pretending to be an LCEC representative to get into your home
- Anyone soliciting your personal information over the telephone or by email
- Someone requesting immediate cash or "gift card" payment in person

LCEC employees and contractors are frequently in your neighborhood to perform routine maintenance, provide 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 call LCEC to verify if you are in doubt.



LCEC WILL NOT

- Come into your home without making arrangements ahead of time.
- Solicit personal information over the phone unless you initiated the call.
- Threaten disconnection if you do not take immediate action and provide personal information.
- Visit your home offering cash refunds. We credit your account or mail a check.

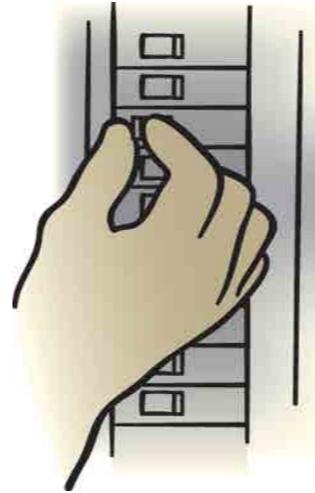


YOUR INSTINCTS ARE USUALLY RIGHT

- If someone suspicious is on your property claiming to be an LCEC representative, ask to see a photo identification badge.
- Do not allow anyone into your home if you feel uneasy about them.
- Do not provide personal information such as bank account numbers, passwords, social security numbers, 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.

Remember to never give personal or financial information to anyone calling you on the phone, sending you an email, or showing up uninvited at your door. If you feel something is not quite right about the situation, contact LCEC immediately at 239-656-2300.

The lowdown on overloads



Wires in a circuit have a maximum amount of current they can safely carry. If too many devices are plugged into a circuit, the electrical current will heat the wires to a very high temperature. If any one device uses too much current, the wires will also heat up. The temperature of the wires can become high enough to cause a fire. If the wires' insulation melts, arcing may occur, which can also cause a fire.

To prevent overloading, a circuit breaker or fuse is connected to the circuit. If there's too much current in the circuit, the breaker "trips" and opens like a switch. If an overloaded circuit is equipped with a fuse, an internal part of the fuse melts, opening the circuit. Both breakers and fuses do the same thing—open the circuit to shut off the electrical current.

If the breakers or fuses are too large for the wires they're supposed to protect, an overload in the circuit won't be detected and the current won't be shut off. Overloading leads to overheating of circuit components—including wires—and may cause a fire. A circuit with improper (or no) overcurrent protection is a fire and shock hazard.

REPORT AN inoperative streetlight... and we are on it!



LCEC makes it simple to report a streetlight that is malfunctioning. Make an online report or call **1-800-599-2356**. Just give us a description of the problem, the location or the number on the pole (example: S9999XX), and your contact information.

This notice is in compliance with Florida statute 768.1382