

CELEBRATING



COOPERATIVE MONTH

More than 42 million American homes are powered by electric cooperatives. The cooperative business model has an even broader reach. There are at least 30,000 cooperatives registered throughout the United States.

Approximately two million farmers own the companies that cooperatively market dairy products, including familiar brands such as Cabot Creamery and Land O' Lakes. More than 100 million people work for cooperatives around the world. Credit unions are also cooperatives. They account for about \$700 billion in loans each year. If you look around, you can also find there are cooperatives that play a role in helping independent, local businesses compete with big box stores. For instance, Ace Hardware, Carpet One Floor, and Best Western are all purchasing cooperatives. There are also 1.5 million families in the nation that own cooperative housing.

CUSTOMER SURVEY WINNERS

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



www.facebook.com/LCEC1

Testing, training, and more testing



For more than a year, employees have been working to implement new systems. As it got down to the wire, employees worked double-duty to keep the business going while also testing and training for the new systems. LCEC employees have a way of always doing what it takes to serve customers the best they can.

Friendly skies

Leadership Cape Coral paid a visit to LCEC last month. They experienced the view from 125 feet in the air along with other behind-the-scenes workings of how an electric utility works.



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.

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Enroll in SmartHub NOW!

Visit www.lcec.net and follow the onscreen instructions to enroll. Once you join, you can pay bills, view and compare usage and payment history, set notifications, and more!

You can also download the mobile app to your tablet or smartphone!

LCEC.NET

GO PAPERLESS

Register for paperless billing through LCEC SmartHub. All customers will receive a paper bill until they opt out. Save a tree!

No more guesswork



Last month, LCEC implemented new technology that provides more options to customers. LCEC customers now have access to detailed graphs that help you monitor your energy usage 24/7 and find ways to save. SmartHub can help you discover issues with your AC unit, leaking ducts, or inefficient thermostat settings. These cause high bills. Tracking your usage can also help change habits that reduce use. Think about all you can do with those added savings!

SAFETY AND RELIABILITY GO HAND-IN-HAND

The LCEC mission is to deliver reliable electricity. It is a mission that is taken very seriously by all employees. The electric system is complex, and it requires many well-trained subject matter experts to operate and maintain the system all day, every day. Adhering to safety standards and policies is an integral part of the process.

LCEC has metrics in place to continuously measure electric system reliability and safety. While 2018 has been a very active storm season, the Reliability key performance indicator (KPI) is right on target. The goal was set to improve over last year's performance, and LCEC has been taking action to meet or exceed the KPI, including annual facilities inspections, planned maintenance, the use of technology, and quick response. In addition, safety measures are well above average so far for the year with only one Occupational Safety and Health Administration reported incident.



Being Green While Saving Green

There are some things you can control in life. Energy savings may just be the simplest! Follow these tips to be green and save green:



- Install a programmable thermostat to automatically raise and lower temperatures at certain times of the day.
- When cooling, set the thermostat at 78 degrees Fahrenheit. Each degree below adds about 8 to 12 percent to cooling costs.
- When heating, set the thermostat at 65 degrees Fahrenheit. Since heating costs three times more than cooling, consider using a space heater or electric blanket.
- While away from home for more than two hours, set the thermostat at 83 degrees Fahrenheit.
- Be sure your thermostat fan switch is set on the "auto" setting. This is more economical for temperature and humidity control.
- Do not close A/C vents or interior doors when A/C is running.
- Service your air conditioning system annually and change filters monthly.
- Repair duct leaks using metal foil tape reinforced with mastic adhesive.
- Check the attic for areas where insulation is missing or may have been moved during repairs or cable installation.
- Use caulk and weather strip around windows and doors.

Visit **LCEC.net** for more tips on being green!

Avoid the dangers of clothes dryers



What would we do without our trusty washers and dryers? They make our lives easier, but they can be dangerous if not properly cared for. In fact, clothes dryer are a common cause for house fires. Protect yourself, your loved ones, and your home by following these simple tips:

KEEP IT CLEAN –

It is essential to clean out the lint filters after every load! Lint traps sit close to the heating elements, so keeping that area clean is crucial to preventing a fire!

LET THE VENTS BREATHE –

Blocked dryer vents are a common cause of house fires. Vents require regular cleaning. If you are unsure of how to do this, hire a professional, contact the manufacturer for help, or refer to the manual that came with the dryer.

RESIST THE URGE TO OVERLOAD –

No one loves laundry, so it can be tempting to do big loads. Avoid temptation! Heavy loads force the dryer to work harder, which can affect moving parts and cause friction that starts a fire.

ALWAYS KEEP AN EYE ON YOUR DRYER –

Although it would be so much easier to put the clothes in the dryer and head to bed or out to run errands, you should never leave a dryer running when you aren't around.

For more ways to be safe around electrical appliances, visit lcec.net.

Another year WITHOUT A RATE INCREASE!

While more than 60 percent of utilities in the nation increased their rates, LCEC's rate has remained stable. In fact, LCEC has not raised rates in more than a decade and compares favorably across the nation.

Baton Rouge, LA	\$93.10
LCEC	\$102.50
Charlotte, NC	\$104.85
Little Rock, AR	\$110.60
Richmond, VA	\$115.74
Atlanta, GA	\$116.88
Nashville, TN	\$119.30
Buffalo, NY	\$120.16
Jacksonville, FL	\$125.39
El Paso, TX	\$126.36
Chicago, IL	\$126.96
Cleveland, OH	\$130.23
Columbia, SC	\$147.53
Pittsburgh, PA	\$153.76
Anchorage, AK	\$213.33
Boston, MA	\$236.84
Bridgeport, CT	\$253.80
Los Angeles, CA	\$269.69

National Rate Study Sample

(Residential per 1,000 kwh – January 1, 2018)

Source: Rate Regulation Department of the Edison Electric Institute (EEI)