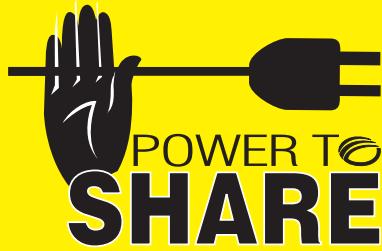


You have the power to share

Not just during the holidays but year-round, there are people within our community who struggle through hard times. The LCEC Power to Share Program is a United Way community partnership offering short-term emergency assistance funds to customers who need help. LCEC and its employees contribute to the fund, and you can too! United Way 211 administers the program, so call or visit <https://www.unitedwaylee.org/power-to-share/>.



Goblin Gallop For United Way

Runners showed up at the Lee County & Southwest Florida Fairgrounds before sunrise to get their blood pumping and raise funds for United



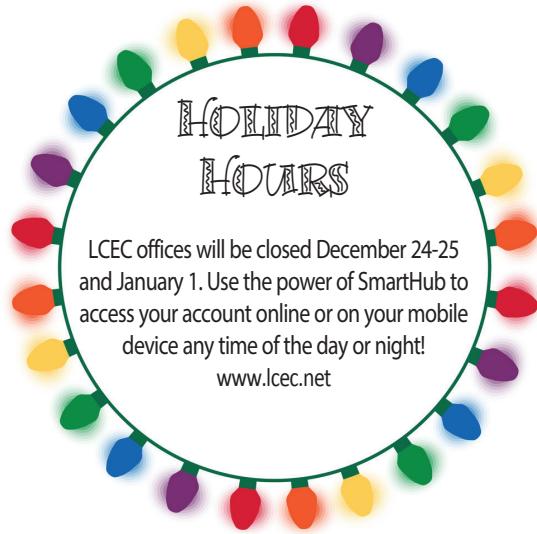
Way. The seventh annual event was held at the new location, and the course was unique with off-road adventures, laps around the lake, and lots of twists and turns. LCEC is one of the top ten companies to raise funds for those in need throughout our community.

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Robert Middleton of Cape Coral and William Hahn of Cape Coral.



www.facebook.com/LCEC1



HOLIDAY HOURS

LCEC offices will be closed December 24-25 and January 1. Use the power of SmartHub to access your account online or on your mobile device any time of the day or night!
www.lcec.net



Walking for a cause

Team LCEC gathered early to show support in the fight against breast cancer. Joined by others in pink from head to toe, the team raised funds and spirits of survivors at the event.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 217,750 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



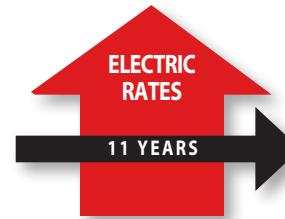
LCEC
PEOPLE. POWER. POSSIBILITIES.
DECEMBER 2018

Out with the old, in with the new

Customers have been providing great feedback about the new billing and customer care system implemented in September. In an effort to continue with our mission to deliver reliable power and competitive rates, LCEC evaluated utility systems across the nation. The selected technology suite was developed specifically for electric distribution cooperatives and used by more than 850 cooperatives nationwide. It provides cost savings for LCEC, and many users are already enjoying the new opportunities for additional payment choices, tools to help manage bills, and self-service options.

While the change was unnoticed by most customers, in some cases there were misunderstandings about the billing that followed the conversion. Transition to the new system included audits, data cleanup, and adjustments to billing cycles. The automated meter reading system was not part of the system transition, and accuracy of the meters was not impacted in any way. Prior to implementation, extensive testing was conducted to ensure the new system was operating efficiently and effectively. Continual monitoring and quality assurance ensures accuracy of bills.

Another year with no electric rate increase



It has been eleven years since LCEC has adjusted electric rates. Continued efforts to improve operations and manage expenses ensure that rates remain competitive. No increase is expected for 2019, and Trustees and employees remain vigilant in providing reliable electricity and quality service at the lowest rates possible.

SmartHub MOBILE

You can communicate with LCEC any time of the day or night from your mobile devices! View and pay your bill, monitor your usage, report an outage, and so much more! Download the SmartHub app on Apple and Android devices now!

First register as a **SmartHub NEW USER** on www.lcec.net.



Cooperatives make the world go round

There are more than three million cooperatives in the world with more than 1.2 billion members. Member-owned, member-run, and member-served businesses empower people to meet members' needs while helping to sustain the local economy and develop their communities. This cooperative business model has been the foundation for serving local electric customers since 1940.

A Board of Trustees, comprised of customer-members, governs LCEC and has financial oversight over the organization. In addition, LCEC is one of Lee County's largest employers. Employees live throughout Southwest Florida contributing to the economy through spending, taxes, and stewardship. LCEC is proud to be part of a network that operates under the Seven Cooperative Principles.



LEDs for you and me

If you are still using traditional incandescent light bulbs in your home or business, it is time to make the switch to energy-efficient light-emitting diode (LED) bulbs. Although LEDs cost slightly more than traditional incandescent bulbs, you will save money in the long run since LEDs use almost 85 percent less energy and have a life expectancy of 30,000 to 50,000 hours! LEDs also produce much less heat than traditional bulbs which release 90 percent of their energy as heat. Following are some other reasons LEDs are a great investment:

- They are more durable than incandescent bulbs making them less likely to break if accidentally dropped.
- They do not burn out like incandescent but slowly dim, allowing you ample time to replace them.



For more ways to save, visit lcec.net.

Lighting the way

LCEC is pleased to partner with municipalities, lighting districts, and commercial customers to provide street and roadway lighting throughout SWFL. There is a simple way for customers to report streetlight outages. Complete an online form at www.lcec.net or call our Customer Care Center at 239-656-2300 or 800-599-2356. Please provide a description of the problem, the location or number located on the pole (example: S9999XX), and your contact information.



Suspect a SCAM...

When in doubt, check it out. Call the number on your electric bill or on www.lcec.net to ask about calls that seem suspicious.

- 1** If immediate payment is demanded over the phone, hang up.
- 2** If there is a threat made over the phone to turn off power within an hour, hang up.
- 3** If requesting payment using a prepaid debit card, hang up.

DON'T BE A GRISWOLD

As funny as it is to watch Clark Griswold's holiday mishaps in National Lampoon's Christmas Vacation, the scenes that show his overloaded electrical outlets should make everyone shiver! Talk about dangerous! Keep safety in mind this holiday season by:



Inspecting all electrical decorations before use.

If there are cracks, damaged sockets, or loose wires or connections, do not use. Damaged electrical decorations could cause electric shock or a fire. Check your decorations to ensure they have a certification label from an independent testing laboratory such as Underwriters Laboratories (UL).



Being cautious with electrical outlets.

Avoid the temptation to overload electrical outlets or it could result in a fire. Only plug in one high-wattage item into each outlet at a time. Also remember to never connect more than three strands of holiday lights.



Turning off all decorations.

Turn off all indoor and outdoor decorations when you leave your home or go to sleep. According to the National Fire Protection Association, the majority of house fires happen between 11 p.m. and 7 a.m. Not only does turning off all electric decorations keep you safe, it will keep your electric costs down.



Keeping the evergreen watered.

Dry trees equal fire hazards.

Be safe and have a happy ho-ho-holiday season!