

Lighting the night



LCEC employees, friends, family, and the FGCU Fishing Club put on a show for approximately 250,000 people at the Edison Festival of Light Grand Parade. The bucket truck was illuminated from bumper to bumper and completed with miles of smiles and waving. The energetic college students who also volunteered for the event operated the giant balloon that has become a crowd favorite.

You are a member of one of the nation's largest electric distribution cooperatives

Cooperatives are in business only to provide a service to their members. They are not-for-profit. Revenues above operating costs, called margins, are allocated to members in the form of equity. When possible, equity is retired and returned to members. Over the years, LCEC has returned more than \$268 million to active and inactive members.

The LCEC mission is to provide reliable electricity and quality service safely at a competitive rate. We are committed to improving the quality of life of our members, and that has been the core reason for our business since 1940.



CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Charles Coffman of Cape Coral and Michelle Lindsay of Cape Coral.



www.facebook.com/LCECSWFL

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 217,754 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 today

The LCEC SmartHub is more than just an online bill pay and customer service portal. It is a one-stop shop for all sorts of information about your account, usage, payment history, and so much more. Users can access SmartHub day or night, making it super convenient and simple to do anything from setting up alerts to reporting an outage. Visit www.lcec.net and follow the onscreen instructions to enroll in SmartHub today! You can also download the mobile app to your tablet or smartphone! Questions? Review the SmartHub FAQs tab on www.lcec.net or call 239-656-2300.



Repairing energized high-voltage lines

Working on energized transmission lines requires a great deal of skill, knowledge, safety, proficiency, and nerve. The barehand method of repairing high-voltage lines has been around since the 1960s. LCEC keeps a specialized crew certified through classroom work and field training. Their skill will be put to use to avoid lengthy outages while facilities are maintained throughout the service territory.





Investor-owned utilities return profits to stockholders. Municipal utilities put profits back into the general budget. Cooperatives like LCEC allocate margins to members in the form of equity, or a capital credit.

Electric rates are set to recover costs associated with purchasing and delivering power. However, recovering all costs at the exact time they are needed to operate and maintain the system isn't always possible. This results in the need for long-and short-term loans. In order to secure the best loans, cooperatives rely on the equity of members. LCEC lenders require a reasonable balance between debt and equity to demonstrate financial stability. LCEC has been able to maintain fiscal strength, allowing for the retirement of equity over the years. Annually, the LCEC Board of Trustees determines if allocations and retirements are possible in accordance with the equity management plan. Watch your monthly bill to find your credit noted. You can also view it in SmartHub.



Downed Power Line Safety | Tips to Remember

Staying safe around power lines should always be a priority. However, sometimes accidents happen. Do you know what to do if you or someone else encounters a power line?

- 1** If you see a downed power line, move away from it and anything touching it. The ground around power lines—up to 35 feet away—may be energized.
- 2** The proper way to move away from the power line is to shuffle away with small steps, keeping your feet together and on the ground at all times. This will minimize the potential for a strong electric shock.
- 3** Do not drive over downed power lines.



No surprises on your bill, thanks to SmartHub

LCEC offers a free app on your mobile device that makes it easy to track your energy usage no matter where you are! The weather in Florida is inconsistent, as seen in February and March with record-breaking temperatures of up to 90 degrees. LCEC customers can see firsthand how usage habits affect the bill by keeping a close eye on daily usage charts in SmartHub. Having information readily available allows you to make adjustments where needed to reduce your electric bill.

Tracking your usage can also help detect an issue with your AC or other electronic appliances. An extreme spike or dip in usage could mean something needs attention. By viewing daily, you can address it right away and avoid a surprise when the bill arrives.

Boating and power lines DON'T MIX

SWFL is a mecca for enjoying all things outdoors such as boating. While boating is a wonderful way to relax and explore the hidden treasures that our area has to offer, boaters must exercise extreme caution to avoid electrical hazards.

- Always be aware of power lines. Keep at least 10 feet distance between your boat and the lines.
- If your boat comes in contact with a power line, do not jump into the water!! The water could be energized and dangerous. Remain calm and stay in the boat. Do not touch anything metal until help arrives.
- It is also wise to ensure that your dockside outlets have GFCIs and that any cords plugged into the outlets are in good condition without exposed wires or broken casing.

These simple tips are key to protecting yourself and your loved ones while ensuring that you don't interrupt power for any LCEC customers.



LCEC vegetation management and you

LCEC maintains a vegetation management program that is key in providing safe and reliable electric service. Vegetation management efforts focus on preventing contact between tree limbs and our electric facilities, which can cause power outages and dangerous conditions.

Trees that contact main power lines through growth or limb failure may cause outages, fire, and safety hazards. LCEC urges all customers to consider electric lines when planting trees. Data shows that palms (specifically royal palms) are the predominant cause of vegetation-related outages.

Visit www.lcec.net for a wealth of information regarding vegetation management and planting the right tree in the right place.

