

Electric cooperatives power 1 in 8 Americans

From bustling cities to farmlands and coastal communities, America's electric cooperatives are energy providers and economic engines serving 42 million Americans.



Don't be
scared by a
SCAMMER!

If you receive an unsolicited call from a person stating your electricity will be disconnected unless you make an immediate payment, don't be scared into doing something that puts your money into the pockets of a scam artist. LCEC will not disconnect service without providing a written late notice. When in doubt, always check it out! View your bill through SmartHub any time of the day or night online or on your mobile device.



Be sure to check us out on social media! Receive safety, conservation, and LCEC info on Facebook, Instagram, Twitter, and LinkedIn!



www.facebook.com/LCECSWFL

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 219,744 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

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Raymond Meeker of North Fort Myers, Alejandro Ribe-Gomez of Saint James City, Isnaldi Driggs of Lehigh Acres, and Johnnie Brown of Immokalee.



LCEC United Way Golf Tournament October 12

Players of all skill levels are invited to participate in this year's LCEC United Way Golf Tournament at the Plantation Golf & Country Club in Fort Myers. Contact golf@lcec.net with questions or to register. All proceeds benefit the United Way! Register at <https://www.unitedwaylee.org/tournaments/lcec-2018-golf-tournament/>.



LCEC United Way Goblin Gallop 5k and Fun Run October 26

Calling all customers, friends, family, neighbors...to this year's LCEC United Way Goblin Gallop 5k and Fun Run. This event is happening at Jaycee Park in Cape Coral. Dress in your running best or in the spirit of Halloween! If you are not into running or walking, sign up to volunteer at the event by emailing 5k@lcec.net. All proceeds benefit the United Way! Register at <https://uw.lcec.net/SitePages/5k.aspx>.

LCEC NEWS



LCEC
PEOPLE. POWER. POSSIBILITIES.

SEPTEMBER 2019

We operate at cost

As an electric distribution cooperative, LCEC operates at cost. That means any excess revenues (called margins) are allocated to our members in the form of equity. Equity is used to build and maintain the electric system and is not in the form of cash. However, when the financial position allows, equity is retired and returned to members as a check or credit. **Over the years, LCEC has retired more than \$279 million in equity. This year, we returned more than \$11 million to active and inactive members.**

**Margins =
revenues minus expenses**

Late fees



Customers have a grace period of five calendar days after the electric bill is due before LCEC charges a late fee. After that, residential bills not paid in full will be charged a late fee of \$10. We only bill for the electricity that has already been used.



J.D. Power results are in

At LCEC, we work hard to deliver the power that energizes our community in more ways than one. To fulfill this vision, we enlist the help of outside vendors, like J.D. Power, to help identify strengths and weaknesses. J.D. Power has spent the past 21 years conducting consumer surveys to gather opinions.

The J.D. Power results from July 2018-May 2019 indicate that LCEC ranks above the industry average and ranks 83 out of 142 electric utilities. Six key factors measured in the survey include reliability, billing/payment, price, citizenship, communication, and customer service. LCEC ranked in the second highest quartile among cooperatives in the areas of:

- Website navigation and appearance
- Timeliness of resolving problems
- Usefulness of info on bill
- Energy supply planning
- Fair pricing
- Cost-saving information
- Environmental efforts
- Supporting local charities

We continue to look for ways to improve the customer experience.

SOLAR POWER



LCEC delivers solar power thanks to our power supplier and a net metering program where customers with renewable energy systems at their home or business can receive a credit for excess power they generate.

Since our power supplier's portfolio includes a great deal of solar generation, LCEC customers are receiving the same benefits from the sun as customers in communities like Babcock Ranch.

Enroll in paperless billing

Save time, save money, save a tree! Enroll in paperless billing and AutoPay through SmartHub!

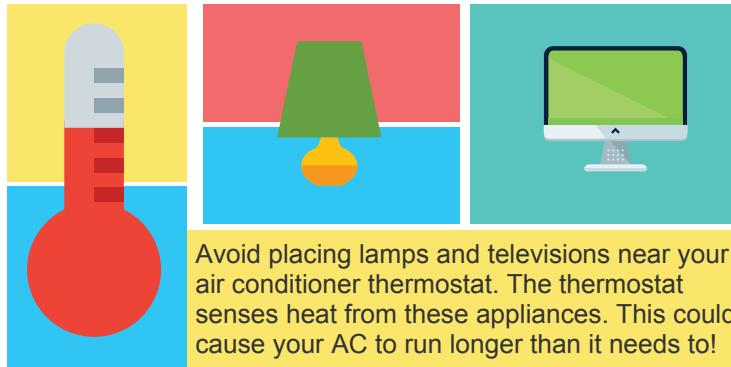
Visit www.lcec.net to find out how.



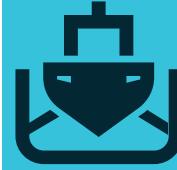
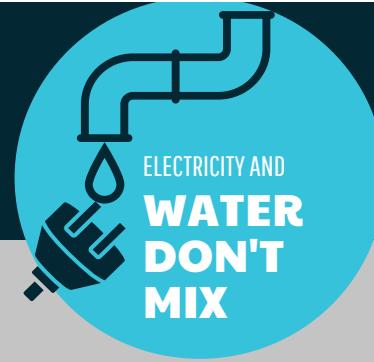
WHAT CAUSES POWER OUTAGES

The majority of outages are weather related – but there are those instances where on a beautiful day, the power goes out. The cause could be anything from wildlife to damage resulting from cars or construction. LCEC works year-round to ensure that equipment failure is kept to a minimum.

Right light IN THE RIGHT PLACE



Avoid placing lamps and televisions near your air conditioner thermostat. The thermostat senses heat from these appliances. This could cause your AC to run longer than it needs to!



Swimmers and boaters should be cautious with electricity on the water. Boats and docks are often powered by electricity. Keep water sporting fun!

1

Electrified water is not visible. A small amount of electricity in the water can cause paralysis of muscles and lead to drowning.

2

If you feel a tingle in the water, it could be electrified. Get out quickly but don't use a metal ladder. Swim away, tucking legs to become smaller. Warn others.

3

If someone is drowning due to electric current in the water, turn the power off immediately, throw a flotation device, and call 911. Do not go in yourself.

4

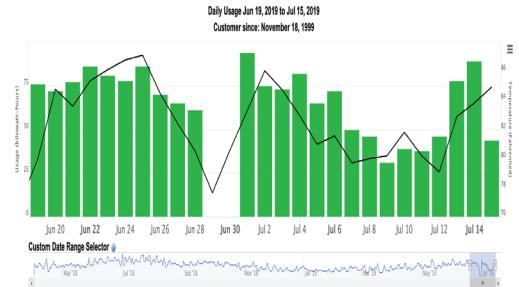
Install ground fault circuit interrupters on your dock. Test regularly.

5

Use equipment leakage circuit interrupters on your boat.

Saving money is easy when you use SmartHub

Track your usage and take the guesswork out of your bill with SmartHub. You have access to detailed graphs that will help monitor your usage all day, every day. Tracking your energy consumption can help you determine ways to reduce and save. You can do all this and more from your mobile device or your computer.



Be smart...use SmartHub to make a payment

Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.