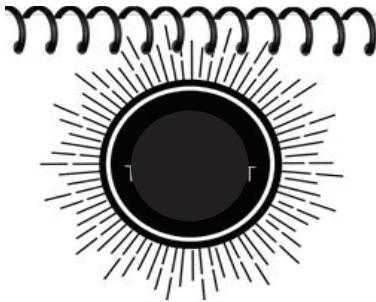




Leadership Lee County visits LCEC

A group of Southwest Florida's leaders received a behind-the-scenes look at the LCEC operations recently. The group asked in-depth questions and left with a newfound appreciation for the benefits of a strong cooperative.



You guys are the most efficient electric company I know. I have owned a Marco for over forty years but live at least six months in Kentucky. Our electric company is no where as reasonable as LCEC. Not only is LCEC reasonable you haven't raised your rates in years and pay back your customers. wow. Thank goodness for you and don't ever sell to someone else. Keep up the good work.
- Dr. Susan L.



Seasonal customer from Canada happy with the service from our Field Services team!

Take Note

First let me start by saying I love LCEC and have for 35 years. Anytime there's ever been a power outage that I've reported the trucks have rolled right in in good time. I so appreciate that.

- Rosemarie C.

"Will miss LCEC. My husband retired here. I have permanently moved from Lee County. Since 1974 my 1st husband and I were members. As a divorced woman I was a steady member since 1979. I was always satisfied with service especially during Lehigh Acres fires. Thank you!"

- Susan T.



CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Shirley Rasnake of Lehigh Acres, John Walker of Cape Coral, Vicki Hook of Marco Island, and Francisco Andres of Immokalee.

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



Celebrating 80 years

LCEC was incorporated in 1940 when no other utility wanted to serve parts of Southwest Florida. Initially, infrastructure was built to serve members in North Fort Myers, Sanibel, Captiva, and Pine Island. By 1951, service had been extended as far south as Chokoloskee Island. In 1953, LCEC acquired the Everglades City Power Plant from Collier County, and then retired the plant when a new distribution line was built to serve the city. In the same period, a new line was extended from Carnestown to serve Marco Island.

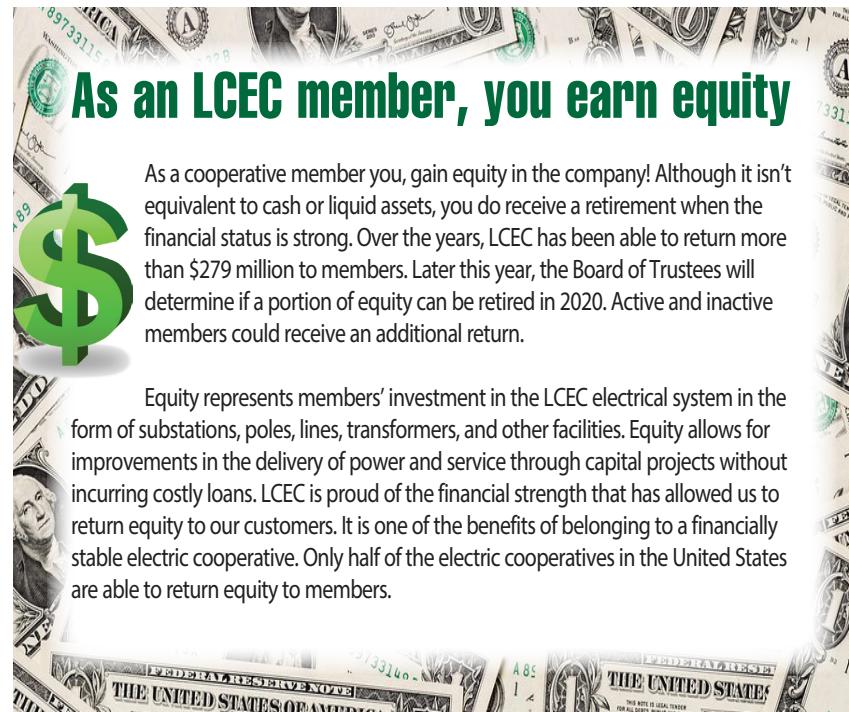
As Southwest Florida's Electric Cooperative, LCEC provides reliable, cost-competitive electricity to customers throughout the region. The LCEC values are deep-rooted in the community and focus on safety, quality customer service, integrity, diversity, respect, teamwork, accountability and stewardship. LCEC is one of the largest not-for-profit electric distribution cooperatives in the United States, providing electricity to more than 220,000 customers in Southwest Florida.

LCEC
PEOPLE. POWER. POSSIBILITIES.

Celebrating 80 years!!

MARCH 2020

LCEC NEWS



As an LCEC member, you earn equity

As a cooperative member you, gain equity in the company! Although it isn't equivalent to cash or liquid assets, you do receive a retirement when the financial status is strong. Over the years, LCEC has been able to return more than \$279 million to members. Later this year, the Board of Trustees will determine if a portion of equity can be retired in 2020. Active and inactive members could receive an additional return.

Equity represents members' investment in the LCEC electrical system in the form of substations, poles, lines, transformers, and other facilities. Equity allows for improvements in the delivery of power and service through capital projects without incurring costly loans. LCEC is proud of the financial strength that has allowed us to return equity to our customers. It is one of the benefits of belonging to a financially stable electric cooperative. Only half of the electric cooperatives in the United States are able to return equity to members.

LIVING our mission

We are a team committed to providing efficient, reliable and competitive electric services and quality customer experience.



This is more than just a statement or a guiding principle. At LCEC, we eat, sleep and breathe this mission. We work diligently to treat our customers like family and provide them with the reliable and affordable electric service that they deserve. This mission began 80 years ago and will still be at the core of what we do for 80 years to come!



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 221,564 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

#StopScams

Customers across the nation continue to report scam attempts. In fact, the Better Business Bureau found an average of one scam every 15 minutes is reported. Utility scams are the most common. Scams over the phone and in-person are aimed at creating a sense of urgency so victims provide personal banking information or prepaid cards to avoid disconnection of power. New scam tactics are emerging daily and typically impact geographic regions in waves. When in doubt, hang up on the caller, shut the door, and delete suspicious emails. Following are other tips to protect yourself:

- Never provide personal information to anyone initiating contact with you.
- Never provide payment information to callers or unexpected visitors.
- Don't rush into anything. Take time to verify by contacting your service provider directly.
- Ask the caller or visitor to verify your account number, your last payment amount, and their employee ID information.
- Don't let a caller or visitor dictate a specific payment option, like a prepaid card.
- Do not click on email links or attachments from sources you don't know.

You can report scam attempts to www.bbb.org/scamtracker/us and view a map showing where scams have been reported.



ELECTRIC SAFETY: FAMILY SAFETY

DO'S

- ✓ Use outlet covers to protect children.
- ✓ Keep kites and balloons away from overhead power lines.
- ✓ Have an adult call 239.656.2300 if a toy gets tangled in the power lines.
- ✓ Stay away from downed lines after a storm or high winds.

DON'TS

- ✗ Don't go near electrical equipment
- ✗ Don't put electrical appliances near water.
- ✗ Don't climb trees near power lines.
- ✗ Never put fingers or objects into outlets or appliances.



Security deposits prevent passing costs on to everyone

Customers who close their account without paying their last balance pass those costs on to the rest of the customer base. To help prevent increased losses, LCEC has a security deposit policy in place to help reduce the amount of bad debt over the years. Not all customers are required to pay a deposit. A favorable credit rating or enrollment in LCEC Autopay results in a waived deposit. After establishing 12 consecutive months of consistent payment history, deposits may be returned.

SECURITY DEPOSIT

Visit <https://www.lcec.net/my-home/manage-my-account/the-facts-about-security-deposits> for more info about LCEC security deposits.

Spring clean your energy habits

Spring is the perfect time to evaluate your energy habits and “clean up” where you can! Not only will rethinking your electric usage help to lower your electric bill, it helps you to be more energy efficient and reduce your carbon footprint. Easy ways to spring clean your energy intake are:

- Maintain your air conditioner by servicing it annually and routinely changing or cleaning air filters.
- Cool off by using ceiling fans. Just remember to switch them off when leaving the room.
- Crank up the outside grill instead of heating the house with a hot stove.
- Let the sunshine in during the day rather than using inside lights.
- Use your bathroom fans to suck out humidity and heat from inside your home.
- Enroll in SmartHub to monitor your usage.



Visit lcec.net for more ways to save.



Our goal is to provide reliable power. Sometimes, in Southwest Florida Mother Nature has other plans. Many customers use portable electric generators to power their homes during electrical outages. While generators are a convenience, if used improperly they can cause hazardous conditions for the homeowner and for electric crews working in the area.

LCEC GenerLink™ eliminates the use of extension cords and other hazardous connections by providing a safe connection from the electric meter directly to the generator. GenerLink™ also detects when a generator is operating and automatically disconnects from the utility grid, eliminating dangerous backfeed. LCEC offers two sizes at a reasonable cost and free installation. Contact 239-656-2300 to place your order before storm season!



Visit <https://www.lcec.net/my-home/products-and-services/generlink> for more info.