

Safety in unprecedented times



The LCEC Field Services team recently celebrated excellent safety performance with a short impromptu break. They kept social distance while recognizing this year's safety record. Safety is a key performance indicator and a core value at LCEC. The organization maintains focus through training, awareness, and safe work practices and processes. #safetymatters

Woodpeckers vs Utility Poles

A number of methods have been tried to control woodpecker damage to utility poles. Woodpeckers flock to these poles to hollow out and build a home. This damages the integrity of the pole requiring replacement. After nesting season, LCEC installs new poles where needed, which can be costly if it becomes an annual occurrence. Line crews developed a creative option by attaching a "condo" to the new pole so the birds have a home and the safety hazard is eliminated.

Woodpeckers cause severe damage to wood utility poles, resulting in significant annual economic losses to utility companies.



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 223,925 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

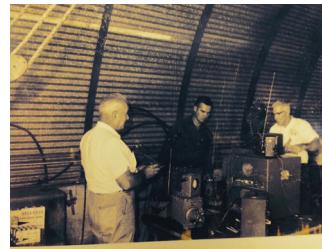
If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Ronald Farr of North Fort Myers, Joseph Koerner of Cape Coral, and Frederick Elliot of Cape Coral.

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



Membership has it's benefits

For 80 years, LCEC members have been receiving the benefits of cooperative membership. Electric cooperatives are not in business to make a profit; they are in business to serve their members. Members contribute to the operation of the business through electric payments earning equity in the poles and wires. Annually, members receive an equity credit, and when the financial position allows, a portion of equity is retired.



Celebrating 80 years!!
JULY 2020

LCEC NEWS

PLEASE KEEP your account balance current

We understand the pandemic has had an economic impact on residents and businesses. LCEC suspended disconnection for non-payment for several months. In May and June, LCEC returned \$12 million in equity to customers in the hopes of providing financial help. In addition, deposits and late fees were waived.



As our communities begin to get back on their feet, LCEC will transition back into responsible collection processes. **Late fees and disconnections for non-payment of any accumulated past-due balance will likely resume this month.** Customers are urged to pay electric bills in full to avoid a large balance. To help customers experiencing hardship, we offer long-term payment extensions. We also encourage those eligible to take advantage of available financial assistance to keep accounts current. Payment plans can be requested through SmartHub or by contacting LCEC at 239-656-2300 for assistance.

LCEC
has not raised electric rate in
12 years.

Enroll in SmartHub now and save!

When you enroll in SmartHub you have access to tools that can help manage your electric account. The online portal or mobile app provides usage graphs that indicate your daily electricity usage. You can explore ways to reduce your usage and lower your bill. An alert lets you know when usage rises above a self-determined threshold and allows you to adjust habits and avoid surprises on your bill. You can also use SmartHub to pay your bill and report power outages.



lcec.net

MAKE A PLAN & MAKE A KIT

For a complete list and more information on how to best be prepared, visit:
fema.gov
ready.gov
redcross.org

MAKE A PLAN: Sit down with your family and decide:

1. How you will connect each other?
2. Where will you go for safety?
3. What will you do during and after the severe weather has passed?

MAKE A KIT: Here is a list of the basic supplies you'll need in an emergency.



HOME MORE? CONSERVE MORE!

Most of us have spent more time at home in the past few months than we ever have in our lives. It is more important than ever to conserve electricity to keep your electric consumption (and your bill) low. The following tips can make a huge difference as we continue to stay home to slow the spread of COVID-19:

- When cooling your home, set the thermostat at 78 degrees. Each degree below adds 8 to 12 percent to the cooling costs.
- Set your thermostat fan to "auto" setting. Control temperature and humidity and save.
- Do not close A/C vents or interior doors when A/C is running.
- Change or clean filters monthly.
- Replace standard light bulbs with CFLs, which use 75 percent less energy, or LED, which use 85 percent less energy with a longer life expectancy.
- Turn off fans when the room is not occupied. Each continuously running fan costs approximately \$7 per month on your electric bill.



Visit the Energy Efficiency pages of lcec.net for more tips and tools to help you save electricity.

This is the season for dual-stage surge protection

LCEC surgeSENSE surge protection is designed to help protect major appliances from harmful transient surges entering the home. There are two stages of protection.

Stage 1:

A special meter-based surge protector installed behind the electric meter. It protects major appliances such as air conditioners, washers, dryers, refrigerators, dishwashers, stoves, and garbage disposals.



Stage 2:

A Point-of-Use plug-in surge protection for full protection of sensitive electronics such as computers, televisions, game systems, digital devices, microwaves, and garage door openers.



Visit www.lcec.net for info or call 239-656-2300



CHECK OUT OUR SOCIAL MEDIA

You can follow us on Facebook, Twitter, Instagram, or LinkedIn @LCECSWFL. Why should you follow your utility company on social media?

- Energy tips
- Safety tips
- Hurricane preparation tips and guides
- Local events
- Updates on SmartHub
- Inside scoops and behind the scenes
- Community news
- Resources for emergencies
- Easy communication
- Timely response rate

What you can do to plan for storm season

LCEC prepares for hurricane season by storm hardening and a solid restoration plan that includes a team of employees, contractors, suppliers, and vendors. The goal is to restore power as quickly and safely as possible. The recent pandemic situation presents additional challenges to restoration efforts. Restoration may take longer than usual due to the logistics of workers, supplies, and materials. Rest assured, should a storm impact our area, LCEC will not stop until all power is restored. Customers can help by:

- preparing your family and homes with a plan to be without power for an extended period of time.
- ensuring a backup plan for life-sustaining medical equipment.
- properly trimming trees to reduce the chances of them falling on power lines.
- removing debris such as lawn furniture, trampolines, and anything that could blow into power lines.