

Three awesome United Way events coming soon



GOLF TOURNAMENT
OCTOBER 17TH



5K
OCTOBER 31ST



FISHING TOURNAMENT
NOVEMBER 14TH

To sign up or sponsor, please visit uw.lcec.net

Thanks for the thanks!

Just another example of outstanding support from LCEC to the Marco Community!
– City of Marco Island

On behalf of the Mayor and City Council, thank you for the equity retirement. Stay healthy & from all of us here at Sanibel City Hall. – Judie Zimomra, City Manager

Keysha, Toni, Kristen, and Temeika provided excellent, polite, customer service! – Customers from Cape Coral, St. James City, and N. Fort Myers

Thank you so much for your generosity. I received the equity credit on my bill today and it was a help! – Social Media Customer Rachael

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Donna Walker of Cape Coral, Marisel Armentero of Lehigh Acres, and James Gillepie of North Fort Myers

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 224,128 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

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



Hawkins named
Director of Engineering
and Electric Operations

Clark Hawkins was recently promoted to the top leadership position in the LCEC Electric Operations division. Hawkins has 38 years of experience in the electric utility industry, including 23 years at LCEC with supervisory and managerial responsibility of various work groups and departments within the Electric Operations Division. His new responsibilities include directing the planning, design, construction, operations, and maintenance of the transmission, substation, and distribution facilities. In addition, Hawkins plays a key role in the development of corporate strategic and vision planning, and the policy and procedure decision-making processes, including labor relations and bargaining-unit negotiations.

The LCEC 80th Anniversary

This year's anniversary milestone celebrations have taken an unexpected turn amid COVID-19. Social distancing, adjusted work practices, and a strategic focus keep employees and customers safe and well while providing reliable electricity and excellent service. Adversity is a reminder of the many challenges employees and members have faced over the past eight decades. Then and now, the people of LCEC have come together to adapt to the situation as needed. LCEC was established in 1940 to serve members, and that remains our mission today.



Celebrating 80 years!!
AUGUST 2020

LCEC NEWS

A strong financial position benefits all

Keeping a close eye on the bottom line during the good times makes challenging times much easier. As a not-for-profit cooperative, LCEC understands that every financial decision impacts members. A focus on improving processes, cultivating relationships with lenders, and closely monitoring spending set the scene for a twelfth consecutive year without a base rate increase in spite of a global pandemic. In addition, the Board of Trustees was able to approve a retirement of \$12 million in equity to active and inactive members. LCEC was also able to suspend disconnection of service for non-payment and late fees for several months to give customers a chance to seek assistance and get back on track. LCEC knows we are all part of the cooperative family, and we are stronger together. #WePowerOn

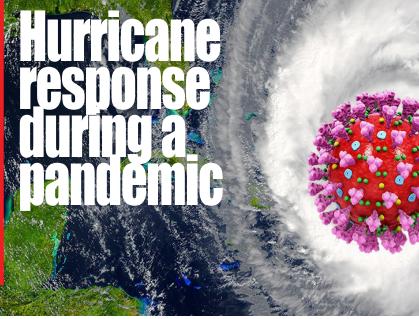


Keep tabs on your electric usage with SmartHub

Conserving electricity is not just great for the environment, it can make a huge difference in your electric costs each month! With SmartHub, LCEC's Bill Pay and Customer Service tool, you have the power to keep a watchful eye on your electric usage. With SmartHub, you can easily set usage alerts and monitor energy usage. You can also pay your bill, request a payment extension, receive bill reminders, and more. Electricity is an essential part of our lives. During this pandemic, it is more important than ever to do what you can to lower energy costs. Take control of your usage today with SmartHub. Visit lcec.net to learn more and enroll today.

LCEC.NET





Hurricane response during a pandemic

LCEC has a strong restoration plan that has proven to be successful after many storms over the years. Lessons-learned are incorporated into the plan following each hurricane to improve even further. Storm hardening of the electric system also helps to expedite the restoration process. Planning for the unknown of restoration during a pandemic is a first-time scenario. LCEC is making adjustments as needed. Reliance on support from contract crews from across the nation means ensuring proper measures are in place to keep workers safe.

Restoration could be delayed as a result of added challenges. LCEC urges customers to refine their plan to prepare for extended outages and rest assured that LCEC will work as quickly and safely as possible until every customer has been restored.

Ways to \$ave during the hot summer months

BLOCK OUT THE SUN

- Close draperies or shades to block out the heat and keep the cool air in.
- Plant trees or bushes to shade the windows. Be sure to plant away from any power lines!

KEEP UP WITH REPAIRS & MAINTENANCE

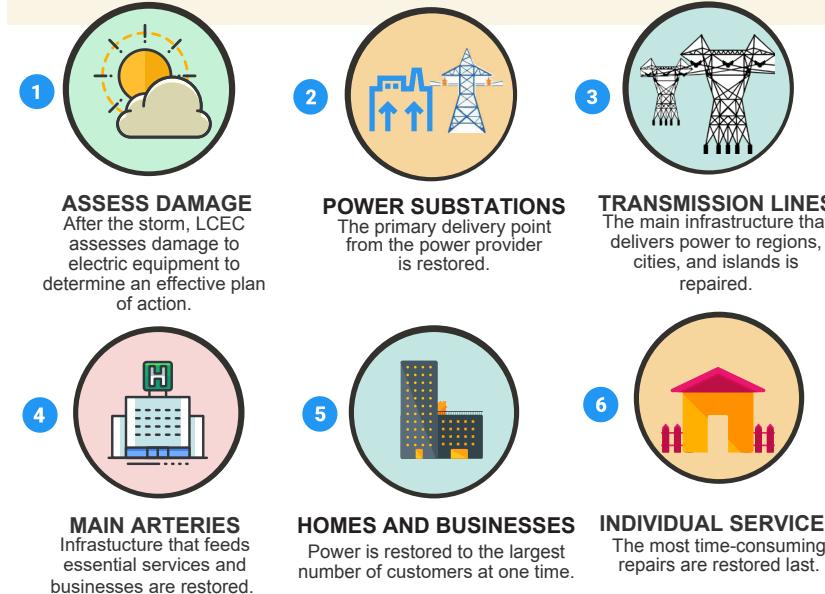
- Seal the cracks and gaps in windows and all doors to keep cool air in and hot air out. Don't forget to check the refrigerator door too!
- Clean or replace air filters monthly. This helps the unit run more efficiently.

SMARTHUB

- Monitor energy usage through SmartHub and adjust your habits accordingly.

Storm Restoration PROCESS

Restoration of electrical service to customers proceeds in this order:



Delivering more SOLAR POWER

Solar power is a renewable, clean, energy source. LCEC doesn't generate power, but the power we deliver is produced by our power supplier using a diverse fuel mix including solar. The more solar power we deliver, the more we can improve the quality of air, water, and soil. Solar energy reduces pollution and offers an unlimited source of energy.

LCEC customers also have an option to generate their own solar power to energize their home or business. When excess power is generated, LCEC will provide a credit, and the excess is shared with other customers across the grid.

For more information about the net-metering program, visit www.lcec.net.



LCEC receives "Gold Stethoscope" recognition from the IVR Doctors

LCEC was recognized as both the top electric cooperative and the top in functionality in the 16th Annual Energy Utility Benchmark Report on Interactive Voice Response (IVR) systems, released by IVR Doctors. The 2020 Report compares 100 energy utility automated telephone systems in the U.S. and Canada.

The "Gold Stethoscope" recognition was awarded to winners in 12 categories, and LCEC is honored to take home two of the top honors.

The Report identifies automated telephone systems that successfully balance company objectives and customer preferences in three key rating categories: functionality, usability, aesthetics, the major drivers of customer satisfaction, and system utilization.

IVR Doctors has more than 30 years of market research, usability consulting, marketing, and call center management experience, specializing in automated phone system diagnostics and optimization. Their practice, with an energy utility specialty, is not limited to a single industry, and covers companies large and small.



TOP 5 TIPS for a safer summer



#1 Stay away from downed power lines.

Consider all downed or sagging power lines and anything touching them energized and dangerous.



#2 Call before you dig; it's the law.

Call Sunshine 811 at least three working days before you dig.



#3 Never trim trees near power lines.

Pruning, trimming, or cutting down trees near power lines should only be performed by trained professionals.



#4 Have a storm kit ready for severe weather.

Keep a supply of water, non-perishable food items, can opener, first-aid supplies, essential medicines, battery-operated radio, candles, and matches.



#5 Look up for ladder safety.

If you work outside, look up and note the location of power lines before you start.

For more safety tips, visit www.lcec.net

LCEC social media - another communication channel for you!



Facebook video views increased 180%



Engagement across all platforms increased 246%



Posts increased 115%



Story impressions increased by 173%

During COVID-19, social media became an even more important form of two-way communication. LCEC offers information on multiple platforms including Facebook, Twitter, Instagram, LinkedIn, and YouTube. We also want to hear from you through these channels! You can find us @LCECSWFL! Above are some stats from activity during the pandemic.