

Compare and save!

Small investments can add up when it comes to your electric bill. Spending a little more on efficient lighting can put more in your wallet over time!



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

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Robert N Davis of Cape Coral, Christina Plankey of Naples, and Kirk Ritz of North Collins, NY.

Rooted in the community

LCEC has deep roots in Southwest Florida. We planted our roots 80 years ago and have continued to grow. As a cooperative, we aren't restricted by investors. Historically, cooperatives endure and stand the test of time. That has been the case for LCEC, which was established in 1940 to energize parts of the region no other utility wanted to serve. We give back to the community and establish good ties through sponsorships, fundraising, and volunteerism because this is our home. We are proud and honored to serve our customers and look forward to many more years!



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 222,482 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!



LCEC welcomes Director of Governance, Risk and Compliance, Chief Risk/Compliance Officer



LCEC welcomed Eric Scott as its new Director of Governance Risk and Compliance Chief Risk/Compliance Officer in July. In this role, Scott will serve as a strategic partner and advisor to the CEO, Senior Leadership Team, and the LCEC Board of Trustees on matters pertaining to governance, risk, and compliance for the cooperative. Additionally, Scott will provide leadership in key fundamental areas such as regulatory; policy development, management, and administration; business continuity in all industry and environmental conditions; compliance and controls; insurance programs and claims; internal audit; and power supply.

Scott's 21 years of utility experience include working for the Ameren Corporation as the Director of Reliability Standards and Compliance oversight since 2008. Prior to that, Scott worked for nine years with Associated Electric Cooperative. Scott has a bachelor of science degree in both finance and accounting and a master of business administration degree in computer information systems from Missouri State University.

LCEC NEWS

Remaining vigilant during the pandemic

Electricity is more important than ever before as more people telecommute from home, conduct meetings online, and rely on reliable power to get their work done. LCEC refined and activated the pandemic plan earlier this year to ensure that customers continue to receive the energy and quality service they need

LCEC suspended late fees and disconnection for non-payments for half of the year. Although collection processes have been reinstated, special processes are in place to provide additional ways to pay. LCEC also supports local agencies that provide energy assistance to those in need.

Enhanced communication channels, included SmartHub messages, social media information, newsletter features, media coverage, and email blasts keep everyone in the know.

Keeping employees and customers safe through remote work processes, social distancing, and face coverings has become part of daily LCEC routine.



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.

Fees & taxes on your electric bill

LCEC and local governments work together to facilitate processes that make our communities strong. Sometimes this means finding ways to fund community improvements and operations. LCEC is required to collect certain franchise fees and public service taxes through your electric bill. These charges are noted separately on your bill and are passed directly to local governments. The charges vary by county and city based on specific requirements in those areas. Some cities and counties have not imposed either, and some have imposed both. Legislators determine the level for fees and taxes and work with LCEC to administer.

FEES TAXES

Electric Safety
POWER LINES
DANGER: HIGH VOLTAGE

IF YOU TOUCH A POWER LINE WITH YOUR BODY OR AN OBJECT YOU'RE HOLDING, YOU CAN BE HURT OR KILLED.

SAFETY TIPS:

- Assume all lines are energized.
- A shovel or other tools can damage underground lines and cause a shock hazard. **Call 811 before you dig!**
- Power lines and electrical equipment do their job safely, as long as you keep your distance.

KEEP YOUR DISTANCE. KEEP YOUR LIFE.

Knowledge is power!

When it comes to the electricity that powers your home, today's technology advancements allow knowledge to be communicated to customers through many channels. LCEC customers can have convenient account access from a computer or mobile device using SmartHub! You can view your billing history, manage payments, notify LCEC of a service issue, and view your daily usage. All of the details to make smart, energy-saving decisions can be found in a personalized chart that provides data specific to your usage habits. Customers can even set an alert to be notified if usage exceeds a self-determined threshold. Reporting an outage is simple, and no phone call is needed. Join the 90,000 other LCEC customers who have already enrolled! You will be glad that you did.

VISIT LCEC.NET FOR EASY ENROLLMENT

Let the sun SHINE!



The future of solar power in Florida is bright, and the LCEC power supplier is leading the way in making the Sunshine State a world leader in solar energy. Your power supplier currently operates 18 major solar power plants and more than 200 smaller solar installations, bringing that sunshine right into your home or business daily.

We place our confidence in our supplier's ability to find innovative solutions to advance affordable, clean energy for LCEC customers and Florida's growing population.

The good news is that on cloudy or rainy days, and at night, homes and businesses remain energized by some of the cleanest power in the country through a highly fuel-efficient fleet of natural gas and zero-emissions nuclear power.

OPERATING AT COST no rate increase for 12 years in a row!

LCEC charges market price for energy and competitive prices for service. We are not in business to make a profit; we are in business only to serve our customers. The payments that we collect through monthly bills allow us to generate sufficient income to cover costs and meet continuing needs for operating capital. We are able to provide quality service, reliable electricity, and maintain competitive rates through continual process improvement, use of technology, and a close eye on the bottom line.

When LCEC generates margins from efficient operations, these earnings are allocated to members in proportion to their use of LCEC service in the form of equity. Rather than going to middlemen, investors, or into a governmental general fund, members build up equity. When possible, a portion of equity is returned.

J.D. Power results in for 2020

At LCEC, we are always looking for ways to enhance and improve the service we provide to customers. As a conduit to identifying strengths and weaknesses, LCEC recruits the help of outside vendors such as J.D. Power. LCEC is proud to have ranked above average in the overall satisfaction ranking within the J.D. Power survey for quarter one and two of 2020. LCEC also ranked above industry average in the areas of:

- Overall customer service index (calculated through surveys conducted by LCEC and J.D. Power throughout the year)
- Power quality and reliability
- Billing and payment
- Price
- Corporate citizenship
- Communications
- Customer care

Listening to our customers helps us live up to our vision of energizing the communities we serve.