

2021 Edison Festival of Light Grand Parade

As a long-time community sponsor, LCEC was saddened by the cancellation of Edison Festival of Light Grand Parade due to COVID-19. The health and safety of our Southwest Florida community is always of the utmost importance, and we know, when possible, the tradition will continue.



LCEC is a proud supporter of the Edison Festival of Light Junior Fun Run event that was held with proper health and safety precautions.



We are looking forward to participating in the next Grand Parade with our famous, giant lightbulb!

Students doing the right thing



For more than two decades, LCEC has partnered with the Lee County Sheriff's Office for the Do the Right Thing program. Students are recognized for their positive behavior, inspirational efforts, and good deeds.

Customer Survey WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Christopher Braaten of North Fort Myers, Jana Foy of Cape Coral, and Jon Nolte of Cape Coral.

Check out our social media

Hey, LCEC community! If you enjoy the tips in our newsletter, you can get more through our social media channels! Find LCEC @LCECSWFL on Facebook, Instagram, Twitter, LinkedIn, and YouTube. It's a great place to receive the latest news about safety, savings, and tools related to your electric account!



The SCOOP on EQUITY

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.

Although it isn't equivalent to cash or liquid assets, members receive a return when the LCEC financial status is strong. Each year, the Board of Trustees determines if a portion of equity can be retired. LCEC is proud to have returned more than \$291 million over the years.

Active members receive a credit on their bill if the retirement is less than \$250. A check is delivered for retirements of more than \$250 or to inactive accounts. It is important that members keep their addresses updated in the LCEC database in order to receive their return.

SmartHub enrollments more than 100,000

With more than 100,000 LCEC customers enrolled in SmartHub, the need for agent-assisted calls is shrinking. In fact, LCEC has seen a 50+ percent reduction in call volume from 2010-2020!



TRUSTEE ELECTION

Members will receive their ballots in March and have the opportunity to vote for one candidate in each of the three seats slated for the 2021 election. Use of online or telephone voting is encouraged to help keep costs lower.



NO RATE INCREASE in 2021

LCEC projects there will be no need for a base rate increase through the end of 2021. This will be the 13th year in a row that LCEC has been able to provide customers with stable rates. Electricity is already a great value at just a few dollars a day or less. Think about how the price of many things has risen over the past 13 years. LCEC has been able to hold the line by focusing on cost-control, process improvement, and efficient business practices. It is our mission to provide competitive rates, and we are proud to continue in 2021.

Environmental Funding Project



LCEC's Environmental Funding Award program began in 2013 as a means to positively impact and support sustainability in the Southwest Florida community.

Since the program's inception, LCEC has awarded nearly \$120,000 to local organizations who meet certain criteria, including location within LCEC service territory, projects/programs related to the environment and the utility industry, and having a demonstrated need for funds.

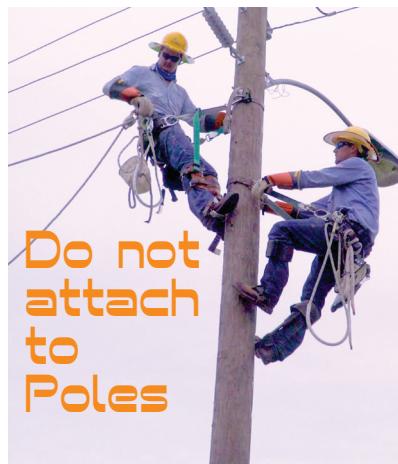
Funding is awarded twice a year with deadlines in March and September. For more information on this program or an application, email pr@lcec.net or go to lcec.net.



The sun is out, the weather is gorgeous, and the season for spring cleaning is here! If you plan to do some spring cleaning outside your home, it is essential to keep electrical safety in mind to avoid injuries. Whether the project is big or small, the following safety tips will help protect you as you spring into cleaning:

- Always keep ladders 10+ feet away from power lines! Even a wooden ladder can prove fatal if it comes in contact with a power line.
- Unplug all tools when not in use.
- Carefully inspect all tools and appliances for damaged cords, plugs, or other safety hazards. If damaged, fix or replace the item.
- Remember that water and electricity do not mix! Use caution when working with electricity in conditions such as wet grass.

For more tips on electrical safety, visit lcec.net.



Do not attach to Poles

For safety reasons, please do not attach anything to power poles.

Placing nails, posters, staples, garden hoses, or flags on utility poles may seem like a small gesture, but it is actually dangerous. Attaching these objects can cause injury to utility workers. A small nail can puncture fire retardant clothing, gloves, or safety gear and make linemen vulnerable to falling or possible electrocution.

When performing routine maintenance or responding to an outage, any unauthorized attachments will be removed to keep workers safe.

Setting usage alerts in SmartHub

Once you are enrolled in SmartHub, you have the power to easily set usage alerts! Below are steps for setting up alerts depending on which device you choose to use:

WEB:

1. Log in to SmartHub Web.
2. Navigate to 'Manage Notifications'
3. Select 'Usage'
4. Click on the 'Options' button
5. Choose the account and meter number you want to set an alert for
6. You can enter a Daily High and Daily Low usage threshold
7. Note: LCEC does not currently provide alerts for hourly
8. Choose the email address or phone number you want to receive the alert
9. Save subscription

Mobile App:

1. Select 'More' located at the bottom of the screen
2. Select 'Settings'
3. Select 'Manage Notifications'
4. Select 'Usage'
5. Add New Alert
6. Enter threshold
7. Continue at the top of the screen
8. Select notification method (Email or Text)
9. Save

Note: Members will need to update their Manage Contacts first with email and/or phone.

lcec.net

Looking for your pot of Gold?

Stop searching for it at the end of a rainbow, and start looking around your house instead!

Begin by:

- Turning off lights, ceiling fans, televisions, or anything else that is plugged into the wall when not in use.
- Changing out incandescent for compact fluorescent. These light bulbs use 75 percent less energy and can last up to 10 times longer than an incandescent bulb!
- Grilling out! Why not take advantage of the beautiful weather and fire up the grill? Not only is a cookout fun, it saves you from having to use the oven.



RUN FOR EDUCATION
LCEC was proud to participate in and sponsor the 10th Annual Take Stock in Children 5k to benefit the Foundation for Lee County Public Schools. LCEC has been a longtime sponsor of the Foundation, and LCEC CEO Denise Vidal serves on their Board of Directors.



Chamber leaders celebrated
LCEC employees attended the annual Chairman's Gala last month. Serving in leadership roles is a win-win for the community and for professional workforce development.



Annual Meeting Notice

The LCEC Annual Meeting will be held on Thursday, April 15, 2021, at 8:30 a.m., at the LCEC corporate office. Board President Russell Priddy and Chief Executive Officer Denise Vidal will review 2020 accomplishments, and the official Trustee election results will be announced.

Protective devices work around the clock...and may cause a blink



No one likes blinking lights, resetting the microwave, or momentary outages, but those minor annoyances are a good thing! Blinking lights or momentary outages are the result of a disturbance that has been detected on the electric system. The cause can range from an automobile accidents to a tree limb. When lights blink, it is an indication that LCEC protective devices are operating properly. When something contacts an energized line, it creates a fault or short circuit. If the fault or short circuit is temporary, power is restored in an instant and a lengthy outage has been avoided. In some cases, the protective device will operate more than once (i.e., series of momentary outages) to clear the line of the disturbance and avoid a prolonged outage. If the line is not cleared, it will be de-energized to protect equipment from damage and ensure safety. To learn more about LCEC's focus on reliability, visit lcec.net.