

Summer storm response feedback



Storms wreak havoc on the electric system in our region. The LCEC team works hard to reduce the impact to customers. Some storms result in widespread outages usually as a result of lightning and tree interference. We know that outages can be inconvenient, so we work as quickly and safely as possible to restore power. We are grateful for our customers' patience and truly appreciate feedback about our performance.

“My power went out today during the storm, I submitted my outage, and a crew was here addressing the issue in less than 15 minutes. They were very quick and efficient in addressing the outage. I wanted to say thank you.” - Kelly

“We thank LCEC for being prepared and staffed to react to outages during Elsa. We noticed six trucks coming over the bridge and knew that you were ready to respond.” – Marco Police

“I called to report an outage at my Captiva store, and at the same time I recognized trucks on the Island. Thanks for being prepared.” - Richard

“We had an outage today, and within 30 minutes two men were in our yard out in the rain and had it back on! Thank you!” – Jenni

“Thank you for rescuing us from the dark.” - Linda ”

Power To Share by Rounding Up... IS NOW LIVE!

Power to Share by Rounding Up gives customers the opportunity to “round up” their electric bill to the next dollar and make a monthly or one-time contribution. For example, a bill of \$150.25 would be rounded up to \$151.00. The additional \$0.75 will be donated to United Way.

Excluding additional donations, the maximum year contribution per customer is just \$11.88!

Members can enroll through:

- SmartHub
- Online at www.lcec.net
- Over the phone with an LCEC Customer Care Professional



by Rounding Up!
An LCEC Community Partnership

Customer Survey Winners



If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Roberto Pinto of Cape Coral, Michele Wilson of Cape Coral, and Linda Debar of Cape Coral.



Following your local cooperative on social media has so many benefits.

During this time of year, LCEC makes sure you stay in-the-know about major storm-related outages. Other benefits include:

- Energy savings tips
- Smart Hub and system maintenance alerts
- Scam alerts
- Behind-the-scenes information about LCEC

Follow us on Facebook, Twitter, LinkedIn and Instagram @LCECSWFL



Subscribe to the LCEC YouTube Channel!

Visit

<https://www.youtube.com/c/LeeCountyElectricCooperativeLCECSwfl/featured> and check out LCEC news, safety tips, shared content, and more! Check out the other LCEC social media channels too!

LCEC Environmental Funding Awards in action



Since the program's inception in 2013, LCEC Environmental Funding Awards have provided more than \$160,000 of much needed support to an array of initiatives and programs to protect our environment locally. One recent recipient, the Sanibel-Captiva Conservation Foundation (SCCF), used their Environmental Funding Award to produce two educational videos about sea turtles. One video focused on the record-breaking 2020 sea turtle nesting season on Sanibel and Captiva, and the other reinforced the need to keep lights off at night during turtle nesting, which happens annually from April through October. These videos are being used to educate visitors, residents, and businesses alike. The community is the key to helping protect and care for these amazing sea turtles who have inhabited our barrier islands for centuries. Check out the videos on YouTube:

Sanibel & Captiva 2020 Sea Turtle Nesting Season (6:42)
<https://youtu.be/hLiPiLwdAsw>

Lights Out for Sea Turtles (1:38)
<https://youtu.be/h10HV47U2I>

7 Cooperative Principles

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| VOLUNTARY AND OPEN MEMBERSHIP | DEMOCRATIC MEMBER CONTROL | MEMBERS' ECONOMIC PARTICIPATION | AUTONOMY AND INDEPENDENCE | EDUCATION, TRAINING AND INFORMATION | COOPERATION AMONG COOPERATIVES | CONCERN FOR COMMUNITY |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

CHECK OUT ALL UNITED WAY EVENT INFO AT <https://uw.lcec.net/SitePages/Home.aspx>

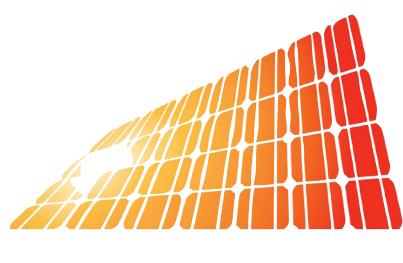
25th Fishing Tournament
September 18

Golf Tournament
October 23

Goblin Gallop 5k
October 30



POWER of the SUN



LCEC works with customers to provide an option for a safe, efficient interconnection of renewable energy systems such as solar panels. Customers with interconnected renewable energy systems are able to participate in the LCEC Net Metering Program. Net-metering helps offset all or part of the customer's energy use. Net metering programs credit customer accounts when excess energy is generated. Excess generation remaining at the end of the year is paid to the customer at the LCEC wholesale power cost. Net metering

customers pay a minimum customer charge and electric rates to support the cost of infrastructure needed when they are not generating their own energy.

Customers may also choose to install and operate a renewable generation system fully off-grid, using a battery interactive system. Either way, it is important to take all of the proper precautions to keep workers and customers safe.

Don't be a meter cheater!

Stealing electricity is a crime and is extremely unsafe. Attempt this dangerous deed and you are taking your safety and the safety of others into your own hands. Also know that LCEC uses automated meter reading technology, business intelligence reporting, and field investigations to detect meter cheaters and prevent the theft of electricity. Below are the dangers, costs, and consequences of meter tampering:

DANGERS:

- Electricity enters the home through the meter. Tampering with the equipment can result in injury or death.
- Altering equipment can be a fire hazard and back-feed into lines where crews are working, putting them in danger.

COSTS:

- The cost of stolen power is passed along to all rate-payers.
- Damaged meters must be replaced.
- Detecting, investigating, collecting restitution, and potentially prosecuting incidents requires resources.

CONSEQUENCES:

- In accordance with the Florida Public Service Commission guidelines and LCEC rate tariff, power is disconnected and the meter is removed immediately.
- A \$200 fee, equipment replacement charge, security deposit, current bill, and restitution must be paid before power is restored.
- Power theft is a crime subject to legal prosecution.



Contact LCEC through lcec.net or 239-656-2300 if you suspect meter tampering. You could be saving lives with just one call or click!

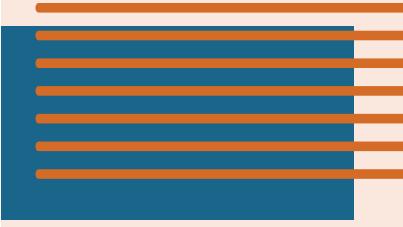


TURN the ceiling fan OFF

Ceiling fans do not actually cool the air in a room, they cool people. Each continuously running fan costs approximately \$7 per month on your electric bill.

When a fan is on, it circulates air inside of a room. You feel the breeze across your skin, which makes you feel cooler. However, the temperature of the room hasn't actually changed at all!

To save on energy costs, remember to turn off the ceiling fan in an empty room. No one is there to benefit from the breeze, and you will save money.



FRONT PORCH FORUM



LCEC partnered with *Cooperative Research Forum* to host a second Front Porch Forum in August. The purpose of this two-way communication forum was to gather insights and feedback from customers in order to provide the best service and experience to customers. Randomly selected participants were asked to contribute their thoughts on various subjects related to LCEC operations and initiatives through survey questions and discussion boards. Representatives from LCEC were happy to participate in the forum, actively responding to comments and questions. The third and final forum for 2021 will be held in November!

DIY the safe way



Doing it yourself around the home has become trendy. Make sure safety around electricity is also at the top of your to-do list.



- Make sure outdoor outlets have a ground fault circuit interrupter (GFCI).
- Look up and around. Know the location of power lines, especially when using long metal tools, ladders, pool skimmers, and pruning poles, or when installing rooftop antennas and satellite dishes or doing roof repair work.
- Keep equipment and yourself at least 10 feet from lines. Never trim trees near power lines — leave that to the professionals.
- If digging, call 8-1-1 before you begin. It's free!
- Check the condition of cords and power tools and repair or replace.