

Hurricane Ian RELIEF EVENT



One of the seven cooperative principles that guide cooperatives and make them special and unique in their business model is a genuine concern for the community.

LCEC is extremely honored and humbled to help those in need as we all work through the devastation caused by Hurricane Ian.

LCEC partnered with Farm Share to distribute fresh produce, household supplies, and non-perishable canned goods to those impacted by



Hurricane Ian. Over 500 households received supplies.

In addition, the Healthy Start Coalition of SW Florida also provided pallets of baby diapers, cereal, and formula. Over 30 LCEC employees volunteered to distribute products to families in need.

Southwest Florida is healing from Hurricane Ian, one step at a time.

#swflstrong



LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 238,923 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



Benefits of cooperative membership



Unlike investor-owned utilities, cooperatives are not-for-profit businesses that prioritize their members. People and businesses receiving electricity from LCEC are members who share in many facets of the business since LCEC is owned by those they serve. One of the many privileges of belonging to a cooperative is that members vote to elect the board of trustees that represent the communities where they live. 2023 Trustee Election ballots will be mailed to members in March 2023!



Follow us!

@lcecswf

Appreciate LCEC utility workers? Want to show support? Follow LCEC on Facebook, Twitter, Instagram, and LinkedIn for behind the scenes action, latest updates, and energy tips!

Subscribe to the LCEC YouTube Channel!

Visit www.youtube.com/c/LeeCountyElectricCooperativeLCECSwf/featured

CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month's winners were Ronald Lucas of North Fort Myers, Susan Boyd-Ridyard of Marco Island, and Carmen O'Brien of Bonita Springs.

LCEC NEWS

DECEMBER 2022

PREPARE. RESPOND. RESTORE.

Just shy of a Category 5 storm, Hurricane Ian tied the record for the fifth-strongest hurricane on record to strike the United States. The catastrophic destruction to Southwest Florida left the whole community in shock.

Nearly all LCEC customers lost power. Line crews rebuilt, replaced, and restored critical infrastructure throughout the service territory. More than 2,000 resources were secured and ready for the aftermath the hurricane. Year-round, LCEC conducts routine maintenance, inspections, and upgrades so the LCEC grid was as strong as possible.

"Decades-long investments in Florida's infrastructure has allowed power companies like Florida Power & Light and Lee County Electric Cooperative (LCEC) to restore power faster than they were able to in response to Hurricane Charley, for example, which impacted similar areas 18 years ago," said Bryan Koon, Vice President Of Homeland Security and Emergency Management.

Expanding, maintaining, and improving electric infrastructure is vital to sustaining essential services and meeting our customers' growing energy needs. Behind the scenes, there is a team of employees working hard to improve and maintain the complex electric system to safely and cost-effectively keep the lights on.



Utility Cost of Service Studies ensure fair rates for all

LCEC is currently undergoing a Cost of Service Study. This study is an important tool used in setting utility rates, as it fairly and equitably breaks down the costs of providing service to each member rate class. The study findings offer useful guidelines to assist in reasonably and responsibly allocating costs to each class of members in a way that avoids any group of customers paying more, or less, than their fair share.



LCEC has three free interactive tools to keep tabs on energy consumption!

Smart Hub – Offering bill pay options, outage reporting and more, this tool allows customers to set up alerts to monitor and control usage.

dollars. This tool is easy-to-use, fun, and educational.

Interactive Home – Click through a virtual home to learn proven ways to save energy

Calc-U-Saver – This virtual home energy assessment takes just minutes to profile a home and get savings advise.

Touchstone Energy Cooperatives

There are many types of cooperatives throughout the nation. Touchstone Energy Cooperative is an example of collaboration among cooperatives. It is a national network of electric cooperatives that provides research, targeted programs, communication resources, and employee development. Their focus is on educating members and employees on the cooperative difference.



Touchstone Energy[®]
Cooperatives

2022 Holiday Hours

CHRISTMAS:

Closed December 23 and 26, 2022

NEW YEAR'S:

Closed January 2, 2023

Conduct business through SmartHub anytime...holidays included!

Sustainability

Sustainability is a multifaceted idea. Philosophically, it is aligned with the LCEC cooperative business model and strategy. Throughout 2022, LCEC continues to communicate a green message and offer energy-saving advice to customers. Conservation is critical to help preserve natural resources to ensure they are available for the future. LCEC offers a reduced rate for electric usage below 1,000 kWh or 500 kWh. LCEC also offers a net metering program, which allows customers to utilize renewable energy technology and receive a credit for produced

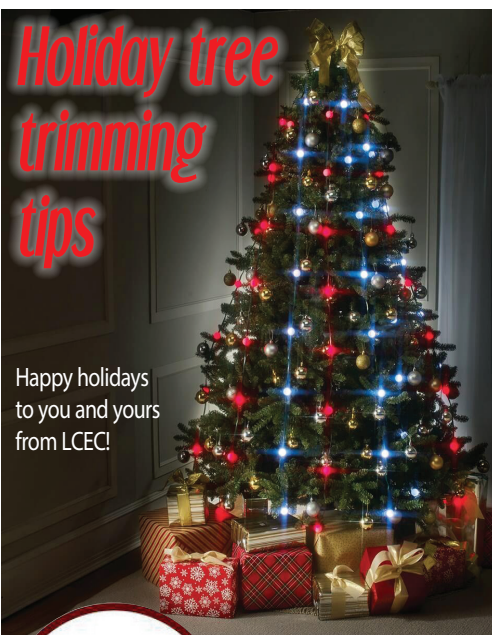
energy above what they use themselves. Through the LCEC funding award process in 2022, more than \$52,274 was contributed toward programs and agencies aimed at protecting the environment or providing preservation information. Stewardship was practiced internally, resulting in tons of recycled aluminum, copper, metal, cardboard, and other materials.

LCEC has a well-rounded focus on sustainability with an emphasis on people, power, and possibilities. Providing long-term stakeholder



value in multiple areas is not easy while remaining true to the mission of providing reliable electricity and quality service at competitive rates.

We know that we must be part of the solution for a sustainable future.



It's the most wonderful time of the year. If you are planning to trim a tree, it is essential to keep the following safety tips in mind:

- Only use lights, electric decorations, and extension cords that are UL-listed.
- Inspect all holiday lighting and décor for signs of damage.
- Do not overload extension cords. Pay attention to safety instructions to avoid overheating or a fire.
- Always turn off all holiday lights and decorations while away from the house or before you go to bed.
- Water the holiday tree daily, and position it at least three feet away from candles, fireplaces, space heaters, radiators, and heat vents.

Happy holidays to you and yours from LCEC!



The National Fire Protection Association reports that between 2014-2018, U.S. fire departments responded to an average 160 home fires that started with Christmas trees per year. These fires caused at least two deaths, 14 injuries, and \$10 million in direct property damage.



SmartHub

Register for SmartHub to track your outage status. Available on SmartHub Web and Mobile App.

lcec.net

Save Time & Money? That's a Win-Win!



Ready or not the Holidays are here!

Check you these quick energy efficiency tips can help you save energy and money without scrimping on your celebration.

- Microwaving smaller servings can save up to 80 percent less energy!
- Baking extra batches of cookies or a couple of pies at one time saves time and energy.
- Opening the oven door to check on cooking progress wastes energy and lowers the temperature as much as 25°F, making the food take longer to cook.
- Covering pots and pans cooks more efficiently and quickly!