LCEC 500 Club

Serving others one hour at a time



Several remarkable LCEC employees surpassed the annual 500+ mark for volunteer hours!

Pictured: Nancy, Dana, Aaron, and Aaron, Not pictured: Nicky

Volunteerism is one of the pillars that LCEC was built on. A team like this helps keep the LCEC reputation in the community strong and meaningful! Giving back time, talent, and treasure ensures that the LCEC vision of energizing the community is not just words; it is truly action.



CUSTOMER SURVEY WINNERS

If you receive an LCEC customer survey, return it for a chance to win \$100.

Last month's winners were Scott Gilbert of Marco Island, Gregory Windhurst of Cape Coral, and Cheryl Neff of Marco Island.





LCEC provides Environmental Funding Awards to five local organizations

LCEC is proud and honored to have provided Environmental Funding Awards to Calusa Land Trust and Preserve of Pine Island, Inc., Corkscrew Swamp Sanctuary, Friends of Cape Coral Environment, Inc., Friends of Fakahatchee, and the Sanibel Sea School in March. Collectively, these five award winners received nearly \$18,000. Since the inception of the LCEC Environmental Funding Award program in 2013, LCEC has awarded nearly \$205,000 to local organizations to help aid in endeavors to protect and sustain the environment.

LCEC funding is awarded twice a year with application deadlines on March 15 and September 1. To apply for an environmental funding award, organizations should visit the Environment tab at www.lcec.net or contact pr@lcec.net.

When we asked For customers...



indicated it is easy to find energy-saving tools on SmartHub.



60% were "not interested" in purchasing an electric vehicle during the next five years.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 235,099 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



Reliability and resilience are more important than ever

When it comes to delivering reliable electricity, success is measured by the ability to avoid outages and bring power back after a major weather event. LCEC continually invests in strengthening the electric system through maintenance and new facilities.

Protective devices installed throughout the grid are designed to automatically clear or isolate a problem on power lines. This reduces the number of customers impacted and prevents more serious damage to the system that would be costly and time-consuming to repair or replace. The LCEC smart technology resolves some of the most common fault



causes such as trees, lightning, and animals without dispatching line workers to the scene.

LCEC also relies on a long-term engineering plan that includes upgrading facilities to help withstand environmental impacts. Forces of nature such as severe weather and hurricanes pose a risk for widespread power outages. The tried-and-true LCEC emergency response plan begins with damage assessment, repairs to the largest outages first, and utilization of automated meter reading technology to verify that all customers have been restored as quickly and safely as possible.

LCEC Rates Remain Low -May Power Cost Adjustment

A Power Cost Adjustment (PCA) increase will be implemented beginning May 1, 2022. The increase is the result of rising purchased power costs passed on from the LCEC power supplier, Florida Power and Light (FPL).

PCA charges are determined after consideration of projected costs for purchased power. When purchased power costs decline, the PCA is decreased. Since 2014, there have been five PCA decreases. There are no margins (profit) earned on this portion of the customer bill. Power costs make up more than 70 percent of the LCEC bill.

Even with the power cost adjustment, LCEC rates remain among the lowest in the region. LCEC customers have not seen a base rate increase in 13 years. The base rate is the portion of the bill that LCEC is able to manage through efficiencies, technology, and a close watch on the bottom line.

EQUITY IS A MEMBER BENEFIT THAT PAYS OFF!

Over the past 18 years, LCEC has returned more than \$303 million in equity to members as a result of strong financial management and performance. Based on margins, members are allocated equity as a credit for their investment in the electric system. Equity is not in the form of cash until it is retired. The LCEC Board of Trustees recently approved an equity retirement of \$12.2 million paid out during the third quarter. Members who have maintained an equity balance the longest receive a retirement as soon as the LCEC financial position allows.



Keys to understanding your electric bill

The LCEC electric bill is designed to ensure that customers have access to as much or as little information as they need when payment is due.

Top section:

Includes important messages, customer name, account number, amount due, due dates, and any other important dates

Middle section:

View energy usage, meter reading dates, total kWh usage, and service charges

Bottom section:

References all the ways to pay and serves as a payment stub to remit a mail payment if opted

For more information on how to read your bill, visit the My Home tab at Icec.net.



Shopping for a generator? YOUR HOMEWORK FIRST!

The wattage of your generator is important. It determines how many devices you can power. According to Consumer Reports (CR), the typical home requires 5,000 watts to cover the basics.

- Decide what you can't live without when the power is out. Then add up the wattages to get an idea of how much power you will
- Portable generators can be dangerous since they can produce carbon monoxide.
- Never run indoors or in an enclosed space like a garage, even if it is open.
- Keep them at least 20 feet from your home when operating.

Visit Icec.net to learn about GenerLink, the safe generator connection!



It's never too early to prep for storm season

Storm season runs from June 1 through November 30. Are you prepared? Prepare your home and property to help reduce potential damage.



 Protect windows with hurricane shutters or plywood. Have these ready to go in the garage!



 Trim dead tree and shrub branches, avoiding those close to power lines.



 Clear patio and yard of furniture, potted plants, toys, and debris.



 Anchor items that cannot be taken inside.



• Turn off and unplug the TV before lowering an antenna or satellite dish.



 Protect electronics with surge protection devices.



Reinforce garage door at its weakest points.



 Inspect doors and add extra locks or slide bolts.



Inspect and secure mobile home tie downs

In addition to preparing your home for a storm, it is vital to have your family's disaster plan and kit ready (food, water, important docs, batteries, board games, etc.)

Download the LCEC Hurricane Guide at lcec.net for more information to help you prepare.

A SLOW-MOVING GLOBAL SUPPLY CHAIN HITS HOME

LCEC customers have enjoyed consistent turnaround times for new and residential infrastructure and emergency response throughout history.

In today's environment, utilities nationwide are facing global supply chain challenges that could possibly linger into 2023, or longer. These shortages may cause delays in



new LCEC electric service and district lighting.

In order to help mitigate inventory shortfalls, LCEC is proactively communicating potential delays, utilizing reconditioned equipment when available, and prioritizing projects.

May is National **Electrical Safety Month** uplug into safety

Electrical safety awareness and education will prevent electrical fires, injuries, and fatalities. Although May is National Electrical Safety Month, it is important to be mindful every day when working with or around all things electrical!

OUTLETS AND PLUGS -

- Loose-fitting plugs can overheat and lead to a fire.
- Never force a plug into an outlet if it doesn't fit.
- Always unplug appliances before attempting to work on them.

CORDS -

- Make sure all power cords and extension cords are not fraved or cracked.
- Extension cords should only be used on a temporary basis, not as



Visit Icec.net to learn more.



A virtual energy survey can help you save

Understanding and managing energy costs is simple with help from LCEC! In addition to following the green tips and utilizing free online tools offered on Icec.net, you can receive a virtual energy survey through SmartHub. It's simple! Select "Report An



Outage/Inquiry," located in the top right-hand corner. If using the mobile app, it is located at the top of the Home Screen. Select "Other Issues/General Inquiry." Follow the prompts from there. A virtual Energy Survey is a simple and free way to help you save on your electric bill!

SmartHub

Text us to report an outage

SmartHub offers a variety of ways to connect with LCEC to pay the bill, set usage alerts, and even report an outage. Customers with the SmartHub app can report an outage simply by texting "OUT" to 844-948-2817.

- Those enrolled in SmartHub with a phone contact and email on record.
- Customers with a single electric account. Accounts with multiple service locations must report an outage through SmartHub to ensure the correct address is reported.

- Power is disconnected for non-payment
- A start service is not yet active
- An outage has already been reported at that location

Register via the app or online through your SmartHub account.

www.lcec.net