

Jeff Justin named Chamber of Commerce of Cape Coral 2021 **Trustee of the Year**

Construction & Maintenance Supervisor Jeff Justin was recently named the 2021 Trustee of the Year for the Chamber of Commerce of Cape Coral, Justin and his wife joined the Chamber three years ago. During that time, LCEC supported Justin's role as a Trustee and participation in the eight-week Cape Coral Chamber Advanced Leadership Class at Keiser University. He also volunteered at many Chambersponsored events and assisted new members in joining the organization.



CUSTOMER SURVEY WINNERS

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

Last month's winners were George Vinci of Cape Coral, Erich Neupert of Sanibel, and Ale Libic of Cape Coral.



organizations and projects throughout our service territory. Below is a sampling of the various ways LCEC supported the community in May alone:

- Sponsored The Guadalupe Center
- Sponsored the Partners in Education/State of Our Schools Breakfast
- Sponsored the News-Press High School **Sports Awards**
- Partnered with the City of Sanibel to participate in the Renewable Energy Community Conversation event



In addition to event sponsorships and lending our expertise to community conversations, LCEC employees volunteer their time each and every month through programs such as Reading Pals with the United Way of Lee, Hendry, Glades and Okeechobee Counties.

Association of Large Distribution Cooperatives (ALDC)



A group of LCEC leaders attended an annual ALDC conference last month. The conference included leaders from cooperatives across the United States, and a wide variety of topics were discussed. In addition. ideas were exchanged about issues such as supply chain struggles, talent management, and cyber security.

LCEC is a nonprofit corporation. Established in 1940, LCEC delivers power to more than 235,589 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

Keeping your rates low is our focus

The LCEC mission states that we are a team committed to providing reliable competitive electric services and quality customer experience. The competitive aspect of our mission has to do with our consistent laser focus on rates. We manage rates through keeping a close eye on the bottom line, efficiencies, technology, and

As we serve your electric needs, we remain committed to operating in a way that keeps your hard-earned dollars at the forefront of the way we conduct business. Due to this focus, LCEC customers have not experienced a base rate increase in 13 years!



Rate levels are determined through forecasting sales levels (expected revenue) compared to budgeted spending needs for operations, power supply, and capital investment in the electric infrastructure. When revenue is expected to be more favorable compared to spending, we pass those savings through to customers in the form of stable rates and sometimes a reduction.

LCEC PREPARES FOR

HURRICANE SEASON

We understand the importance that electricity plays in our customers' lives. LCEC employees are ready to jump into action if and when the time comes. We maintain our electric system and improve upon our restoration planning year-round.

LCEC has a thorough restoration plan that outlines of electric restoration priorities during large power outages. The LCEC plan first calls for restoration of critical circuits such as hospitals, traffic signals, shelters, and law enforcement. Next, power is restored to the largest number of customers. The last to be restored are individual services in small pockets or services that need to be reconnected after repair to their home electrical system.

Are you and your family ready if a storm approaches our region?

For more information go to lcec.net and download a copy of our Hurricane Guide.



LCEC works diligently to keep the lights on for customers, and power outages can occur. With storm season fast approaching, it is important to keep our customers educated and at ease. If an outage occurs, customers can visit Icec.net to view the outage map. This map is intended to keep customers informed on outage numbers per area served. Outage numbers

are estimates at the time the map is updated, and accuracy is not guaranteed for official publication purposes.

To view the outage map and learn more about the LCEC restoration process, visit Icec.net.

Unlike investor-owned utilities, LCEC is not driven to make profits for shareholders. Instead, the focus is on delivery of reliable, affordable electricity. When revenues exceed expenses, members are allocated equity. Every customer receiving electricity from LCEC is a member of the cooperative and entitled to receive an equity allocation. The total amount of individual equity depends on the length of time a member has been served by LCEC and the amount of the member's monthly electric bills.

MEMBERSHIP has its BENEFITS

CLCEC NEWS

Cooperatives use equity to offset expenses for new construction storm repair, and other operational costs. Equity is also used to reduce debt and build or maintain financial strength. When there is a "profit," or margins, and LCEC is financially able, equity is returned to members in the form of equity retirement.

Equity retirement is unique to the cooperative business model and an added value for members. It's just one of the benefits of belonging to a financially strong cooperative like LCEC. Be sure to inspect upcoming messages on your bill to learn more about equity.

THE LCEC OUTAGE MAP

Check your SERVICE STATUS on Icec.net



Service Order Status

Use this tool to look up the status of a Service Order. You may search by Service Order number, address (street number and name), and/or your LCEC account number.

Service Order Statu

Service Standards

The service standard indicates the number of days in which LCEC strives to complete your job. Not every type of service order has a predetermined service standard.

Service Standards

It is simple to check the status of an LCEC service order!
With the virtual tool on lcec.
net, you can search by service order number, address (street number and name), and/or an LCEC account number. Visit the "My Home" tab at lcec.net to find the tool!



continue to PAY IT FORWARD

LCEC designed the Pay It Forward Program in 2016 to encourage volunteerism and support employees' efforts to support their favorite qualifying non-profit organization. Employees who volunteer can earn Pay It Forward donation dollars to be awarded to a 501 (c) (3) charity of choice. Volunteering between 50-100 hours in the community earns up to a \$100 donation for the agency or program. Each year since the program's inception, a handful of remarkable LCEC employees surpass the 500+ hour mark of community service. Last year alone, one LCEC employee volunteered 955 hours in our community!

Four life-saving things to remember!





cause serious injury or death.

- Touching or contacting a power line with tools may cause a powerful electric shock.
- When pruning trees, ALL tools and trimmings must remain a minimum of 10 feet away from energized lines.
- Only <u>qualified line clearance</u> <u>arborists</u> may work within 10 feet of energized lines.

Getting through the storm with a safe generator

More than 900 fatalities between 2005 and 2017 were the result of carbon monoxide poisoning, and thousands were injured. When a storm knocks out power, a generator can help life seem normal. Misuse of a generator can be dangerous not only for customers but for crews working to restore power.

It only takes five minutes for carbon monoxide to overcome a person. Take the time to learn proper safety precautions and save lives. Visit Icec.net to learn more about GenerLink, the safe generator connection.

GENERATOR SAFETY TIPS

- Never run it in an enclosed space.
- Before refueling, turn off the generator and let it cool.
- Don't backfeed by plugging the generator into a wall outlet.





How do they name hurricanes?

The National Hurricane Center began formally naming storms in 1950. At first, they were named from a phonetic alphabet, but this method was changed in 1953 in favor of using alphabetized female names, During World War II. meteorologists began using women's names for storms. In 1979, men's names began to be used for some storms. There are six lists of names reused every six years. Names are retired when they cause extreme destruction.

What are the predictions for 2022?

After an active 2021 Atlantic hurricane season, Colorado State University predicts that the 2022 Atlantic hurricane season will again be "above average" with major hurricanes making landfall. The preseason forecast called for nine hurricanes, and an average season has seven. Four of the storms are expected to be major hurricanes with winds of at least 111 miles per hour. Early season predictions tend to be less accurate, and additional forecasts are made prior to season peak in August.

THE COOPERATIVE DIFFERENCE

Cooperatives are at the forefront of creating people-centered solutions. At LCEC people are the priority of the organization. The cooperative business model itself is hardwired to benefit the people who are members. This is fundamentally different from a business that is controlled by outside investors or a philanthropy where the beneficiaries have minimal say in the enterprise.

Caring for the community while not making a profit is what a cooperative is all about. We work better together because it's in our bones and what we are made of. Cooperatives also seek to continually educate and train members/employees to achieve high-level knowledge of what a cooperative is all about. That is the cooperative difference!



