

# March 2023 LCEC Environmental Funding Award Winners

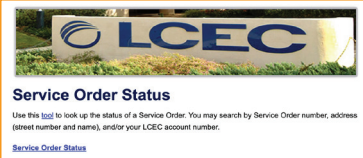


Congratulations to Audubon’s Corkscrew Swamp Sanctuary, Friends of the Cape Coral Environment, Inc. and Cape Coral Wildlife Trust who received LCEC Environmental Funding Awards in March. These organizations will use the funds to make a positive impact on the environment. This funding program was developed in 2013 as a means of supporting the amazing projects implemented locally to protect the precious environment. Since its inception, the LCEC program has awarded more than \$250,000 in local funding awards. To find out more about award deadlines and application criteria, visit the Environment page of lcec.net.

## COOPERATIVES ARE DIFFERENT

One of the fundamental principles of cooperatives is that they are controlled democratically by the members they serve.

- Rights** of cooperative membership:
- Adopt and amend the articles of incorporation and bylaws
  - Elect Trustees of the business
  - Examine the annual reports
- Responsibilities** of cooperative membership:
- Be informed about the cooperative
  - Be engaged in selection of Trustees
  - Provide necessary capital to operate the business



## Check your service status on lcec.net

It is simple to check the status of your LCEC service order! With the virtual tool on lcec.net, you can search by service order number, address (street number and name), and/or your LCEC account number. Visit the “My Home” tab and go to Builder Info and Forms under Electric Services at lcec.net to check your status today!



## LCEC 500 Club - Serving Others one hour at a time



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

LCEC encourages employees to track and submit their volunteer hours to earn Pay It Forward donation dollars to be awarded to a 501 (c)(3) charity of choice. Each year, there are a handful of outstanding employees who personally go above and beyond with their philanthropy by volunteering more than 500 hours in the community.

Congratulations and sincere appreciation go to Nancy Miller, Nicky Sierra, and Jenell Dolan for reaching 500 or more hours of community service for 2022. LCEC applauds all employees whose passion for philanthropy results in thousands of volunteer hours throughout our communities each year!

**CUSTOMER Survey WINNER!**

If you receive an LCEC customer survey, return it for a chance to win \$100. Last month’s winners were:

Brian Plummer - Cape Coral

Cassandra Hersman - Cape Coral

Michele Rowley - Cape Coral

MAY 2023

# RELIABLE, READY, AND RESILIENT

2022 will forever be remembered as the year that Hurricane Ian decimated SWFL. LCEC faced Ian with laser-focus, resilience, and determination to restore power as quickly and safely as possible. Just like last storm season and the storm seasons before, LCEC is ready to combat whatever Mother Nature has in store for this season. Armed with a detailed and extensive restoration plan that outlines priorities of electric restoration during large power outages, the LCEC team is prepared. The plan is practiced and refined year-round and has been successfully put to the test many times.

With any strong plan comes the resources to support it. LCEC has close partnerships with utility and tree-trimming contractors, fuel companies, material and food service vendors, other cooperatives, state agencies, and local agencies for back-up resources. As always, LCEC has an engaged workforce of more than 400 employees who put their normal lives aside to work around the clock following a major storm.



Providing reliable electricity, being ready in any situation, and showing resilience, in times of trouble are all things that LCEC takes great pride in.

Thank you for the trust and patience you provide us as it is our honor to serve you!

*With storm season approaching, now is the time to ensure your emergency kit and plans are ready. Visit [lcec.net](http://lcec.net) to download the hurricane guide for valuable information and tips on storm preparation and recovery.*

## Text LCEC 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.

### Eligible customers include:

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

## SmartHub

### Outage texting is not available if:

- 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.



# DON'T BE SHOCKED

## May is National Electrical Safety Month

Electrical safety awareness and education prevents electrical fires, injuries, and fatalities. Although May is National Electrical Safety Month, it is important to be mindful every day.

### Indoor Safety Tips

- Unplug small appliances when not in use.
- Use an outlet cover or plastic outlet cap. to keep children safe around outlets.

### Outdoor Safety Tips

- Never touch downed power lines.
- Do not overload extension cords or allow them to run through water on the ground.

Visit [lcec.net](http://lcec.net) to learn more.

## SAVE Every Day

Give your energy bill relief with these simple cost-saving measures



### 1. Adjust the thermostat.

Raise temperatures when you're away from home.



### 2. Unplug.

Many electronic devices continue to use power when they're off or not in use. Unplug devices or use a power strip as a central point to shut off power.



### 3. Take shorter showers.

The typical shower uses 30 to 50 gallons of hot water, increasing energy usage. Limit your time in the shower to 10 minutes or less.



### 4. Cook up energy savings.

Cover pots and pans to cook food more efficiently, and match them to the size of the burner. Use a microwave oven to heat food whenever possible.



### 5. Use window treatments.

Close window treatments on south-facing windows to keep out heat during the day.



## Analyzing energy usage

You have the power to monitor and control your energy usage with free tips and tools from LCEC!

**SmartHub** – Track yearly, monthly, and daily power usage, and be informed if power usage is outside a certain threshold.

**Interactive Energy Home** – Explore ways to save by understanding the different factors that affect energy usage in the home.

**Calc-U-Saver** – Breakdown energy usage based on home inputs, weather, and billing information by conducting a virtual assessment.

## HVAC Maintenance:

### Get Your Ducts in a Row

HVAC = Heating, Ventilation and Air Conditioning

### Don't Get Burned

#### WARNING SIGNS OF POTENTIAL PROBLEMS

Take note if your **ENERGY BILL** goes up without increased use.



Clunking, knocking or other sounds.

Certain areas of the home are **HOTTER** OR **COOLER** than others.



HVAC breaker keeps tripping.

### Keep Your Cool

#### UPKEEP AND MAINTENANCE

Make sure all **FUEL-BURNING** heating equipment is vented to the outside without **OBSTRUCTION**.

Replace the HVAC air filter at least every **90 DAYS**.



Keep intake and output vents clean and **CLEAR OF DEBRIS AND DUST**.



Have your heating and air conditioning systems **INSPECTED** by a qualified service professional at least **ONCE A YEAR** to make sure they are running at optimal efficiency and to diagnose any potential problems.

## Tips for Buying a Generator

Being without power can be an inconvenience and costly. It's important to have a plan in case power cannot be restored right away. Having an emergency generator allows necessary appliances to continue running, such as the refrigerator, lights, and even medical equipment. Here are a few tips when purchasing a generator:

1. No matter which generator you choose, make sure it's been approved by a nationally recognized testing laboratory.
2. Decide what size generator is needed for your home and what type you need. (portable or standby)
3. Decide where your generator will be located and/or installed.
4. Make sure you know how to safely run the generator and maintain its condition.

These tips can assist you with purchasing your first generator and making the right decision for your home.



## Understanding your electric bill

The LCEC bill is formatted to find information with a quick scan!

### Top of bill:

Includes the account number, total amount due, previous balance, date of next bill, and important messages.

### Middle of bill:

Includes all energy usage details including a comparison to the prior month.

### Bottom of bill:

Payment stub with payment option information, remittance address, and recap of account number and amount due.

Visit [lcec.net](http://lcec.net) for a more detailed explanation of how to read your bill.

## Follow us!

@lcecswfl



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Visit [www.youtube.com/c/LeeCountyElectricCooperativeLCECswfl/featured](http://www.youtube.com/c/LeeCountyElectricCooperativeLCECswfl/featured)

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