

Finance

Process Improvement

Community

Health and Wellness



Spotlight

Employee Development

Environment

System and Risk Mitigation

Finance

- Sixth year without a rate increase
- Reduced rates by 1.2 percent
- Exceeded all financial goals
- 14,920 paperless billing customers
- 39,723 AutoPay customers



Environment

- Partnered with customers to install 15 osprey platforms
- Distributed \$10,000 in environmental grants
- Recycled 2,590 pounds of paper
- Conducted 812 free virtual energy surveys and provided online energy management tools
- Recycled 700,000 pounds of aluminum, copper, metal, cardboard, porcelain, batteries, and electronics



System and Risk Mitigation

- Trimmed vegetation along 677 miles of line
- Achieved record reliability results at just 75 SAIDI minutes
- Operated the system in full compliance with NERC standards
- Inspected 918 overhead devices and 1,698 pad mount transformers
- Inspected more than 2,700 miles of line and 3,200 poles



Employee Development

- Employee engagement remains at 81 percent engaged or highly engaged
- Reached 97 percent in employee retention and promoted 13 employees
- Completed hundreds of hours of continuing education to maintain certifications
- Provided tuition reimbursement to 16 employees pursuing advanced degrees
- Graduated three employee participants from local leadership programs



Health and Wellness

- Record-setting safety results of only five OSHA recordables
- 74 percent of employees completed biometric screenings
- 64 percent of employees participated in at least one fitness or wellness event
- Implemented tobacco-free new-hire process
- Conducted 7th Annual Wellness Fair



Process Improvement

- Selected 21 departmental initiative projects
- Conducted 12 process improvement seminars for 250 employees
- Identified plant asset retirement improvement opportunities
- Refined disaster recovery and business continuity plan
- Upgraded employee work environment using process improvement savings



Community

- Formed teams for the Heart Walk, Making Strides, and Fight for Air Climb fundraisers
- One of the top five contributors to United Way Lee, Hendry, Glades, and Okeechobee
- Conducted four STEM student visits and two Leadership class visits
- Contributed more than 5,000 volunteer hours in the community
- LCEC Killa-Watts band performed more than six concerts for charity



Spotlight

- Customer Care Center was designated Center of Excellence for second year in a row
- Received ACI Payment Award
- Named American Heart Association Fit-Friendly Workplace
- Awarded the United Way Circle of Excellence Award
- Recognized by AARP as one of the top Places to Work for Workers over 50

