



VISION

Delivering the power that energizes our community.



MISSION

We provide efficient, reliable, cost-competitive electric and emerging energy solutions and quality service to our customers.



VALUES

LCEC values safety as everyone's responsibility.

Living safely is the first priority. Each of us has a responsibility to ensure a safe environment, which includes appropriate equipment, training, and behavior.

LCEC values providing quality external and internal customer service.

We are committed to listening to and serving our customers and coworkers in a professional, courteous, and reliable manner.

LCEC values commitment to integrity, diversity, and respect.

We treat everyone with dignity while conducting our business in a professional, fair, honest, and ethical way.

LCEC values employees working together to make success happen.

Our success is a direct result of our employee contributions, dedication, and teamwork.

LCEC values accountability for results.

We take pride in our jobs and are responsible for continuous improvement, personal growth, financial well-being, and business results.

LCEC values our responsibility to energize the community.

We are dedicated to taking an active role in making our communities and the environment a better place to work and live.

The LCEC Vision for a Sustainable Southwest Florida

Sustainability is a multifaceted idea. Philosophically, it is aligned with the LCEC cooperative business model and strategy. Sustainability is meeting the current needs without compromising the ability of future generations to meet their own needs.

Sustainability affects all stakeholders throughout the LCEC service territory. A recent survey conducted by the Southwest Florida Community Foundation indicated 96 percent of people in Lee County say sustainability is important to them. Business leaders agree. When asked about how sustainability fits into the corporate world, 93 percent of local CEOs believe that it is critical to the future of their companies.

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 also 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.



THE LCEC ROAD MAP FOR SUSTAINABILITY

ECONOMY & JOBS

- LCEC is one of the largest employers in the region, providing a solid benefits package, and professional development opportunities. Employees are local and contribute to the economy through housing, commerce, and taxes.
- Reliable electricity and competitive rates are critical to attracting and retaining business and developing the economy. LCEC rates are among the lowest in the state, and continual investment in the system ensures dependable power.

EDUCATION

- Supporting education through involvement and financial support of local initiatives is just one way LCEC helps to build the workforce pipeline. We also mentor students at all levels, offer internships, and nurture the future workforce through scholarships, STEM programs, and guidance.
- A tuition reimbursement program and ongoing training encourage employees to broaden their skills and knowledge.

HEALTH & SAFETY

- Encouraging a culture of wellness and supporting regional efforts help LCEC grow strong employees and family members while also making a positive impact on healthcare costs.
- Keeping employees and customers safe is at the forefront of everything we do. Safety is an LCEC key performance indicator and is critical to the success of the organization. We are on the front lines daily and positioned to make a difference. Our stringent safety program is tailored to each area of the company.

EQUALITY & EMPOWERMENT

- LCEC values commitment to diversity and respect. Within the workplace, everyone is treated with dignity. Cultural and behavioral differences are viewed as strengths and not barriers.
- Employees participate in the decision-making and planning processes and are enabled to explore advancement through personal development opportunities. Multiple feedback channels and continual evaluation through engagement surveys ensure the organization is on the right track.

PHILANTHROPY & COMMUNITY TRUST

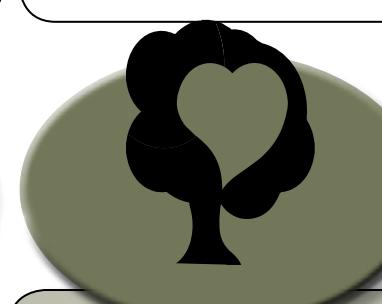
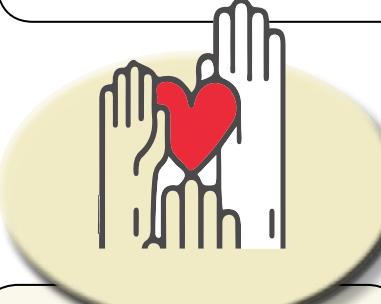
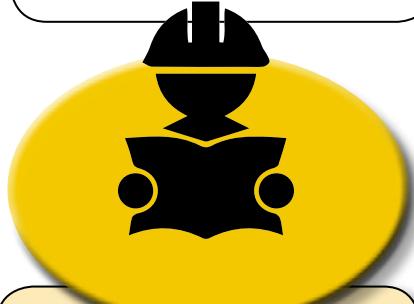
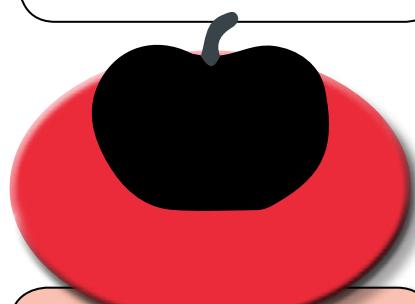
- Energizing the community through financial contributions has been part of the LCEC culture throughout history. Helping others help themselves happens through donations of time and talent as a way of giving back.
- LCEC builds trust through ethical behavior, engagement, and leadership. Strong corporate values are demonstrated daily by employees and shared through involvement in civic, social, professional, and special-interest groups.

ENVIRONMENT

- Preserving natural resources and striking a balance between delivering electricity is not easy but it is possible. A solid vegetation management plan and avian protection program are examples of how it can be accomplished.
- An Environmental Awards program is LCEC's way of helping to fund many of the local programs that protect our precious natural resources. These partnerships ensure future protection through education, information, and action.

ARTS & CULTURE

- LCEC helps enhance the local community and lives of children and adults through performing arts experiences, classes, camps, library programs, and school tour productions. We work to make the arts more accessible to all.
- We provide support for regional history and tradition through education, financial support, and the sharing of ideas. We help build stronger communities through our ideals and commitment to meeting the needs of the people we serve.



88 percent employee retention

80 percent quality of hire

3 employees graduated from leadership programs

9 years without a rate increase

5 years in a row Customer Care Center of Excellence rating

375 employees living and paying taxes in local communities

Annual sponsor of Foundation for Lee County Public Schools, Junior Achievement, Do The Right Thing, STEM at Work, Lee County Reading Festival, IMAG

2 engineering interns

10 employees attending college through tuition reimbursements

FGCU Scholarship Endowment

Leadership role on the Foundation for Lee County Public Schools

Funding for classroom grants and supply donations

Onsite Wellness Clinic and Fitness Center and annual Wellness Fair

71 percent of employees participate in one or more wellness activities

2.69 incident rate per 200,000 hours worked

Tobacco-free workplace

Annual supporter of American Heart Association, American Lung Association, American Cancer Society, Lee Health Foundation, Regional Cancer Center

American Heart Association Fit-Friendly Workplace

31 pints of blood donated locally

Leadership role for the Healthy Lee Executive Committee

4 integrated business planning sessions held throughout the year

1 biannual engagement survey conducted and action plans developed

12+ channels for employee feedback

Company-wide diversity and personality traits training

Equal opportunity employer

Free and anonymous employee assistance program

\$191,000 contributed to United Way agencies

10 members on United Way Allocations teams

United Way **Circle of Excellence** Winner

6,735 volunteer hours in the community

39 bags of trash collected on adopted roadway

5 counties' civic organizations supported

6 consistent corporate values

Annual sponsor and supporter of the Uncommon Friends Foundation

\$16,000 in environmental awards to local agencies

38,510 pounds of paper recycled

1.7 million pounds of recycled aluminum, copper, and other materials

706 free energy audits

2 alternate osprey habitats installed

21,982 paperless billing customers

411 net-metering customers with photovoltaic systems that generate power from the sun

Annual **Arbor Day** contributions and supporter of mangrove restoration

Annual supporter for local museums and historical societies

Edison & Ford Winter Estates business membership and **leadership role**

Annual sponsor for Cultural Park Theatre, ArtFest, Alliance for the Arts, Florida Rep Theatre

Supporter of the Edison Festival of Light

Leadership role on the Southwest Florida Community Foundation Board

