LCEC NEWS
85 YEARS FOUNDED 1940
OCTOBER 2025
Touchstone Energy® Cooperatives

Think globally, act locally!

LCEC follows state and federal guidelines for recycling materials and contributes to a sustainable community. Each year, LCEC is able to recycle aluminum, copper, steel and other equipment to generate revenue that is also reinvested into the system! In addition, materials such as plastic, paper and wood are routinely recycled and employees and contractors are encouraged to participate.





A job well done

I wanted to thank you for your quick response when outages happen. We reported an outage at 11p.m. and by 1 a.m. our power was restored. Please pass along my gratitude to everyone from the line workers in the field to the staff behind the scenes. Your hard work does not go unnoticed!

Lea and Dan, Cape Coral

A comment to thank the lineman who restored our power on August 25. A squirrel electrocuted itself and popped the transformer at 8 p.m., by 9:40 p.m. the power was restored! What a timely response, so appreciated!

Kurt, Cape Coral

In addition to the many compliments the LCEC member service agents receive in the call center, members often write in to praise field employees for their responsiveness!

The LCEC team's responsiveness is impressive – much more so than almost any other business around.

Satisfied member

Your line worker assured us that power would return quickly. Then, helped place the generator back in the garage. He went above and beyond to help and we will never forget!

Grateful member

I woke to the sound of my AC coming to a halt. I waited five minutes and when the power didn't come back on, I called LCEC at 12:59 a.m. I tried to go back to sleep and since it was the middle of the night, not an emergency and not a natural disaster, I figured I would have to wait, sweat, worry about the fridge contents, and figure out how to get ready for the day at the office. Imagine my surprise when at 2 a.m. – all the way out in my ZIP code – a very large, well-lighted truck and LCEC crew showed up. Imagine my even larger surprise when a half hour later, the power was back on.

Betsy, Pine Island

Emerging LEADERS

LCEC employees successfully completed the Emerging Leader Program hosted by Florida Gulf Coast University (FGCU) and earned an official FGCU Micro-Credential!

The immersive leadership development workshop helps professionals transition from *managers* to *true leaders*. By participating, employees have sharpened their leadership skills and deepened their ability to make a strategic impact in their roles at LCEC.



SURVEY WINNER

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

Kathleen Loftus - Cape Coral
Nereida Pagan - Cape Coral

LCEC is a not-for-profit corporation. Established in 1940, LCEC delivers power to more than 264,044 customers. LCEC News is published monthly for members 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

LCEC outage map upgrade

LCEC works diligently to keep the lights on for members. Power outages can occur due to weather, animals, or accidents. To improve communication and keep members informed, LCEC has enhanced the outage map with advanced, user-friendly features.

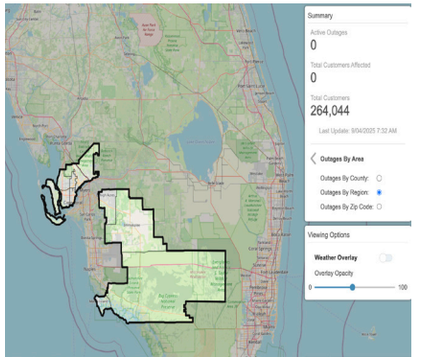
The upgraded outage map allows members:
View a more focused outage location

- Quickly identify areas impacted by weather-related incidents
- Filter outage information by zip code, region, or county

Designed with convenience and clarity in mind, the map provides updates that help members understand the scope and status of outages in the community.

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

If a power outage occurs, visit lcec.net to access the upgraded outage map.



BOARD GOVERNANCE:
The backbone of electric cooperatives

Electric cooperatives have a unique business model where members, rather than shareholders, govern the company. The LCEC Board of Trustees play a crucial role in ensuring the organization's success and meeting the needs of its members. Effective board governance is essential for maintaining the LCEC mission, financial stability, and overall performance.

On November 1, LCEC will begin accepting applications for three seats for the 2026 election. Two seats in North Fort Myers and one for the Lehigh Acres districts will be up for election. If interested to learn more, go to https://www.lcec.net/my-cooperative/governance/board-of-trustees/

KEY TRUSTEE ROLES

- Strategic Planning
- Financial Oversight
- Member Representation
- Ethics

KEY TRUSTEE ATTRIBUTES

- Diversity & Inclusion
- Meeting Attendance & Engagement
- Continuing Education
- Effective Communication
- Succession Planning



Power Cost Adjustments

Fuel costs are one of the biggest factors that influence the price of electricity. LCEC works hard to manage expenses and keep rates stable. The cost of the fuel, like natural gas, used to generate power can change frequently. When those prices rise, it directly impacts the cost of producing electricity and member bills. When fuel prices drop, LCEC is able to pass those savings along to members through the Power Cost Adjustment (PCA).

Right now, natural gas prices remain relatively stable although they have begun to climb in recent months. Ample supply and steady production help ease pressure on the market, and prices can fluctuate due to seasonal demand, weather events, or global energy trends. LCEC, and our power supplier continue to monitor fuel price changes closely and adjust each month, and annually. The goal is always to deliver safe, reliable, and affordable electricity to our members.

Membership Matters

Happy Cooperative Month - Seven Powerful Member Benefits

October is National Cooperative Month, a time to recognize what makes cooperatives unique, community-focused, and member-driven. Electric cooperatives operate under the Seven Cooperative Principles that reflect the LCEC mission to provide reliable and competitive electric services, deliver a quality user experience, and uphold the values of trusted partners energizing lives in the communities we serve:

1. More Than a Customer – A Member
Members have a say in how LCEC operates, including electing the Board of Trustees and helping shape the cooperative's future.

2. Affordable, Cost-Based Rates
LCEC operates at cost, not for profit. Rates reflect the actual cost of delivering reliable electricity, no markups, no shareholders.

3. Member-Focused Support
Power to Share, created with United Way in 2009, helps members facing temporary financial hardship. In 2021, the Rounding Up program expanded this support, allowing members to round up their bills to help others in need. These efforts are powered by the generosity of LCEC employees, partners, and members.

4. Local Control and Community Investment
Decisions are made locally with the community's needs in mind, including infrastructure upgrades and storm preparedness.

5. Reliability You Can Count On
LCEC continually invests in grid modernization and system improvements to ensure dependable service, even during Florida's most severe weather.

6. Upgrades and Improvements
Innovative technologies and system enhancements help build a brighter, more efficient future for all members.

7. Education and Engagement
Energy education starts with youth. The LCEC Energy EmPOWERment Program teaches students how electricity works, how to stay safe, and much more.

Celebrate National Cooperative Month with LCEC!
LCEC is proud and grateful to serve as your cooperative.



Save Against Energy Vampires year-round!

The term "energy vampires" are used to describe everyday household appliances and electronics that are plugged in and using power even though they are turned off! On average, any given household may contain 20 "energy vampires". To ward off "energy vampires", unplug devices such as the coffee maker, toasters, gaming devices, or chargers when they are not in use. Investing in energy efficient appliances and smart power strips can help keep the "energy vampires" away!

Follow us! @lcecswfl

Appreciate LCEC utility workers? Want to show support? Follow LCEC on Facebook, Twitter, Instagram, and LinkedIn for behind the scenes action, latest updates, and energy tips. Subscribe to the LCEC YouTube Channel!



As you make your home spooktacular for the festivities to come, keep the following in mind:

Inspect all decorations before use:
Damaged sockets, exposed wires, and bad connections can cause electrical shock or even a fire! If using incandescent lights, do not connect more than three strands as this could potentially blow a fuse, or worse yet, cause a fire.

Use caution with cords:
Be sure to never pinch cords, hide them under furniture, place them near a heat source or secure them with nails or staples. Unplug all cords when not in use to stay safe while saving electricity.

Visit lcec.net for more electrical safety tips.



LCEC offers many convenient ways for members to pay their bill. Choose the one that works best for you!

Auto Pay
- Enroll through SmartHub
- Available for home or business accounts
- Payments are drawn from U.S. banks only, on the due date

Pay Now
- Have your billing account number and your last name or business name
- No registration required
- Checking/savings account payments are **free** and post immediately

Walk-in Pay Stations
Visit www.LCEC.net for a list of authorized walk-in payment stations.
- Cash is the only accepted form of payment
- A third-party service fee of $1.50 applies

Pay by Phone (Automated System) – 239-656-2300
- No registration required
- Payments made before 4 p.m. post to your account within six hours
- Pay with a bank account (**free**) or credit/debit card (**$4 third-party fee)

Immokalee Payment Center
433 N 15th St.
Immokalee, FL 34142
Lobby hours:
Monday – Friday, 8 a.m. – 4:30 p.m.
Accepts cash, check, money order, cashier's check, and traveler's check

U.S. Mail
Send payment to:
LCEC
P.O. Box 31477
Tampa, FL 33631

Payment Assistance
LCEC works with social service agencies in the community to provide bill payment assistance to those in need. Members experiencing financial hardship can call **United Way 211** for further guidance.

For a list of other convenient services LCEC provides, visit **LCEC.net**.

Blinking lights can be a sign the electric system protection is working

When it comes to electricity, a "blink" occurs when something comes in contact with a power line. Common causes are tree limbs and animals, or underground contacts. Instead of losing power when an object touches a powerline LCEC installs protective devices on the system to allow the fault to clear and power to be distributed throughout the line. If the fault does not clear due to a more serious condition on the line, LCEC line crews will be dispatched to correct the problem.

Although sometimes inconvenient, blinks mean that the protective devices are working and an outage has been avoided thanks to proactive measures to maintain the electric system.

