

CUSTOMER SERVICE GUIDE



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Lakeland is a great place to live for many reasons. We enjoy beautiful lakefront parks, comfortable neighborhoods, good schools, abundant sports, entertainment – and a community-owned utility that helps make it all possible.

That’s because unlike investor-owned utilities, a major portion of Lakeland Electric’s revenues go toward financing community services on which everyone depends – and enjoys. Last year alone, we contributed more than \$24 million to the City of Lakeland’s general fund.

And that not only goes to support police and fire departments, plus parks and recreation, but it also minimizes the need to raise property taxes to cover the cost of these valuable community services. Our residents enjoy a community that offers a level of service second to none and a low property tax rate.

Established August 8, 1904, Lakeland Electric is a community owned electric utility that has served the city of Lakeland for over 100 years.

Lakeland Electric is the 3rd largest public power utility in Florida providing service for more than 120,000 customers over a 260 square mile area.

Power is generated at Lakeland Electric’s two main power plants, the 941-megawatt McIntosh Power Plant and the 136-megawatt Larsen Power Plant. The utility also operates a group of energy-efficient generating units capable of providing up to 50-megawatts of additional electricity when other units are out of service or during periods when demand for electricity is highest.



ONLINE

SERVICES

Pay Your Bill Online

- Payment Arrangements
- List of Alternate Payment Locations

Account Activity

- Billing Summary
- Transaction History
- Consumption History

Budget Plans

- Average Billing
- Easy Pay

Utility Requests/Services

- New Service
- Transfer Service
- Disconnect Service

Update Your Account

- Phone Number
- E-mail Address
- Mailing Address

Community

- Project Care
- News Releases
- Sponsorships

Consumer Products

- Surge
- Energy Audits
- Outdoor Lighting
- Energy Saving Programs

Renewable Energy

- Solar Hot Water
- Solar Program

Safety

- Safety Tips
- Hurricane Information
- Kids/Pets
- Medical Essential Program

Educational Resources

- Utility Careers
- Learning Zone ~
Parents/Teachers/Students

PAYING YOUR BILL

How can I pay my utility bill?

- Online E-Bill (Paperless Billing) www.lakelandelectric.com
- Online One-Time Payment option www.lakelandelectric.com
- 24 hour Automated Payment Line (863) 834-9535 or if out of state 1-800-929-4876
- Postal Service: Lakeland Electric, P.O. Box 32006, Lakeland, FL 33802-2006
- Alternate Payment Locations: Western Union, Speedpay, Amscot, Moneygram, Fidelity Express, IPP For more details visit us at: www.lakelandelectric.com
- Drop Box (Drive-thru) 501 E Lemon Street, Lakeland, FL 33801

	CASH	CHECK	CREDIT CARD/ DEBIT CARD	MONEY ORDER	ELECTRONIC FUND TRANSFER (EFT)
E-Bill (Online)		✓			✓
One-time Payment (Online)		✓	✓		
24 hour Automated Line		✓	✓		
Postal Service		✓		✓	
Alternate Payment locations*	✓	✓	✓	✓	
Drop Box		✓		✓	

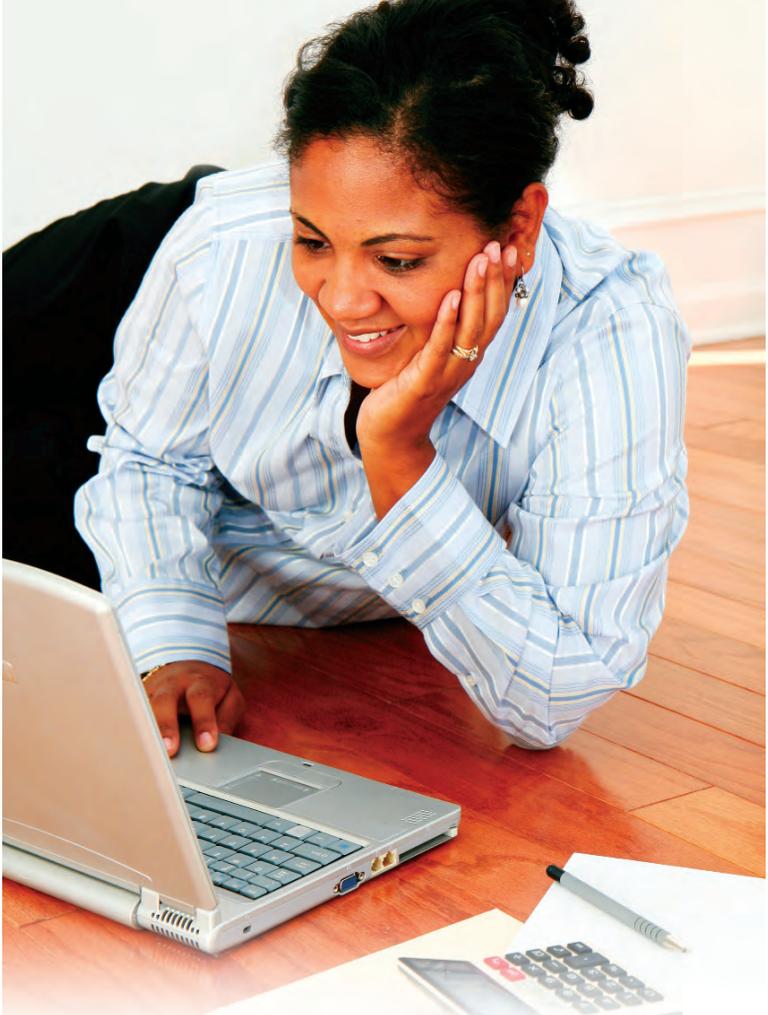
**Method of payment varies at each location. Please check with the business directly for specific details.*

Budget Payment Plans:

Average Billing ~ Allows you to plan ahead

Lakeland Electric's Average Billing Plan allows you to pay a fixed amount each month. The fixed amount will be based on the previous 12 months of billing from the consumption-based utility services (electric, water and wastewater) you receive at your home. This option is perfect for customers who don't want to guess what their monthly payment will be and it eliminates large fluctuations between winter and summer bills.

- No more guessing what your monthly payment will be
- Eliminate large fluctuations between winter and summer bills
- Fixed amount is based on the previous 12 months of billing for (electric, water and wastewater) you receive at your home.
- Use our easy online form to enroll today! www.lakelandelectric.com or, contact Customer Service (863) 834-9535.



EASY PAY

Easy Pay is a convenient way to pay your Lakeland Electric bill. Because your payment is automatically withdrawn from your bank account, you don't have to worry about paying it on time.

Sign-Up Is Simple

You'll still receive a monthly utility bill listing the amount and payment due date; however, 25 days from your bill date, the funds will be electronically transferred from your bank account. There's no charge from Lakeland Electric for this service.

Sign up using our convenient online form www.lakelandelectric.com or contact Customer Service at (863) 834- 9535

FRONT



Retain This Portion For Your Records

Service Location:
1234 Address
Lakeland, FL 12345

ACCOUNT SUMMARY	
Billing Date :	7/01/2010
Account Number :	0123456
Total Amount Due :	\$ 515.21
Payment Due Date :	7/16/2010
Payments/Credits since Last Bill :	\$ 0.00
Previous Balance Remaining :	\$ 292.30
DUE BY 7/10/2010 TO AVOID DISCONNECTION	

ACCOUNT DETAIL		
	Itemized Charges	Total Charges
Electric Service		
General Service Customer Charge	\$ 10.00	
Electric-KWH 1100 @ 0.051519929	\$ 56.67	
Environmental Charge for 1100 KWH @ 0.0027175	\$ 2.99	
Fuel Charge for 1100 KWH @ 0.05425	\$ 59.68	
Florida Regulatory Commission Surcharge	\$ 0.02	
Florida Gross Receipts Tax	\$ 3.32	
Inside the City Utility Tax	\$ 7.42	
Polk County Sales Surtax	\$ 1.33	
Florida Sales Tax	\$ 9.29	
Current Electric Charges		\$ 150.72
Water Service		
Water Commercial Inside Monthly Base Charge	\$ 6.49	
Water-1000 gal - 1 @ 1.59	\$ 1.59	
Inside the City Utility Tax	\$ 0.81	
Current Water Charges		\$ 8.89
Other Services		
Solid Waste Commercial	\$ 23.92	
Wastewater Commercial inside (1,000 gallons)	\$ 16.79	
Stormwater - Commercial	\$ 22.59	
Other Services and Account Charges		\$ 63.30
TOTAL CURRENT CHARGES		\$ 222.91
TOTAL AMOUNT SUBJECT TO PENALTY AFTER 7/16/2010		\$ 515.21

www.lakelandelectric.com

Please make checks payable to Lakeland Electric P.O. Box 32006 Lakeland, FL 33802-2006 834-9535



PAYMENT SECTION	
Account Number :	0123456
Disconnect Amt Due 7/10/2010	\$ 292.30
Total Amt Due 7/16/2010	\$ 515.21
Amount Enclosed:	_____

Please Change Mailing Address To:

Telephone Number _____

CUSTOMER
1234 ADDRESS
LAKELAND, FL 12345

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Please make checks payable to Lakeland Electric P.O. Box 32006 Lakeland, FL 33802-2006
Please return this stub with your payment to ensure proper credit to your account. Please write your number on your check or money order.

- 1** **Service Location** indicates the location for which services are being billed
- 2** **Account Summary** includes your billing date, **account number** and due date for your utility bill. *(please have your account number handy when calling customer service)*
- 3** **Account Detail** includes a detailed breakdown of your utility services including all applicable taxes and surcharges.
- 4** **Total Amount Due** line includes the total amount due for payment and the date it is due
- 5** **Mail Your Payment** to P.O. Box 32006, Lakeland, FL 33802-2005. Please make checks payable to Lakeland Electric.
- 6** **Changing Your Mailing Address and telephone number** is easy to do by simply writing in your new information
- 7** **Scan Line for Payment Processing**

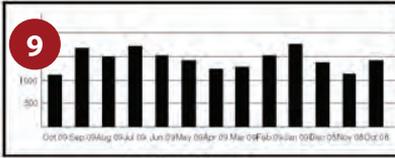
BACK

CITY OF LAKELAND DEPARTMENT OF ELECTRIC UTILITIES

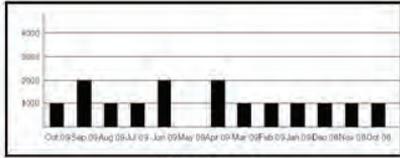
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Service Reading	Meter Number	Current Read Date	Current Reading	Prior Read Date	Prior Reading	No. of Days	Billed Usage	Prior Month	Same Month Last Year
Electric-KWH	22039	10/15/2009	44199	09/21/2009	43099	24	1100	1663	1400
Water-1000 gal	5595V	10/15/2009	548	09/21/2009	547	24	1000	2000	1000

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Electric Service



Water Service

Important Phone Numbers

Electric / Water Billing Inquiries	834-9535	24-Hour Power Outage Reporting	866-834-4248
Wastewater / Solid Waste Billing	834-8278	24-Hour Payment HotLine	834-9535
Fallen Power Lines / Water	834-4248	TDD (for hearing impaired)	834-8333
False Alarms (Lakeland Police Dept.).....	834-8912	Recycling	834-8774
Miscellaneous Fire Dept Billings	834-8201	Surge Protection	834-1500

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Special Needs Program

The Polk County Special Needs Program is designed to provide sheltering at specific locations for clients with medical or physical conditions who require assistance during an emergency. The program also provides transportation to shelters for those unable to evacuate on their own. Pre-registration in the program is preferred by contacting Emergency Management at (863) 534-5600. Persons with medical equipment that require electrical power or are oxygen dependent are assigned to these specially designated Special Needs Shelters.

Your Social Security Number

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The City of Lakeland/Lakeland Electric collects social security numbers for the following purposes: classification of accounts; customer identification and verification; customer billing and payment; creditworthiness; and other lawful purposes necessary in the conduct of City of Lakeland/Lakeland Electric business.

The City of Lakeland/Lakeland Electric may release social security numbers to others when required by law.

8

Service Readings for electric and water meters are included along with readings for the prior month and same month last year.

9

Consumption Graphs for electric and water show thirteen months of usage to help you monitor your usage.

10

Important Numbers are listed to provide you easy access to our customer service representatives when you need assistance.

11

Important Messages will be printed on the back of the bill at the bottom.

CUSTOMER BILLING CYCLE





HOME ENERGY AUDIT

In-Home Energy Audit

A free energy inspection is conducted at your home by a Lakeland Electric Energy Analyst. The representative will survey your home's insulation, duct work, water heating, cooling & heating systems and overall efficiency. You'll then be provided with energy-saving recommendations & practices and other cost-effective energy-saving measures. Call (863) 834-9535 to schedule an appointment.

Online Energy Audit

Don't have time to schedule an audit at your home or just prefer to do it yourself?

Lakeland Electric is pleased to offer you Energy Depot, a new set of online tools and resources to help you better understand and manage your home energy use and cost. This online service is a great resource for energy information and it's available free.

You can use it to:

- Receive a personalized energy profile with an estimate of your energy costs for each home energy system/ appliance.
- Learn specific things you can do to reduce energy use and how much you can save
- Complete a do-it-yourself home energy audit and receive your report online
- Quickly estimate the annual energy use and cost of home energy systems and appliances with the Energy Calculator
- Compare your existing heating and cooling systems, or water heater, to a range of new systems, or compare two new systems to each other. Determine how soon you can pay for your new system through energy savings.
- Get answers to the most frequently asked questions regarding home energy use and more... www.lakelandelectric.com

RESIDENTIAL ENERGY EFFICIENCY PROGRAMS

Lakeland Electric is offering customers a variety of programs to encourage us to reduce our energy usage and help lower our electric bills. Rebates, energy audits and supplies to weatherize your home or business can save you money and improve our environment!



Residential Customers \$50 HVAC Annual Maintenance Rebate

Annual inspections and maintenance of heating and cooling systems not only ensure proper and efficient operations, but they also help prevent untimely breakdowns. This rebate is available to residential customers that have completed a pre-season heating and cooling system tune-up by a licensed HVAC contractor.

Services which must be completed to qualify for the rebate:

- Check refrigerant level
- Check thermostat
- Check for leaks in ductwork
- Check and clean condenser and evaporator coils
- Check fans for tightness and cleanliness
- Lubricate fan motors
- Check controls
- Check voltage and amperage

Program Requirements

- Valid on electric central heating and cooling units
- Limited to a one-time, one rebate per central unit per household
- You must provide a receipt of the service performed



\$100 ATTIC Insulation Upgrade Rebate

Don't let your energy bills go through the roof! You can save energy and money, while increasing comfort, by upgrading the insulation in your attic. Lakeland Electric is offering a \$100 rebate to residential customers that upgrade their attic insulation. Lakeland Electric must inspect your attic prior to the insulation upgrade and will provide you with a rebate certificate. The amount of insulation (R value) must be R30 or greater to qualify. You can do it yourself or use any of the insulation contractors in our area.

Program Requirements

- Valid for existing single family homes (not new construction) with whole house air-conditioning and/or electric heat
- Rebate is for attic insulation only
- Limit one (1) insulation rebate per household

Compact Fluorescent Lighting Program

Lighting accounts for 20% of the average home's electric bill. Compact Fluorescent Light bulbs (CFLs) require less energy than typical incandescent bulbs and last up to 10 times longer. Energy analysts from Lakeland Electric will distribute up to three compact fluorescent light bulbs to residential and small commercial customers who schedule an energy audit.



Energy Saving Kits

Lakeland Electric Energy Saving Kits contain a variety of energy and water saving devices such as weather-stripping, outlet gaskets and low flow showerheads. Kits are distributed by our trained Energy Analysts after you receive an audit for your home.

Call (863) 834-9535 for more information.

ENERGY EFFICIENCY TIPS

The following energy efficiency tips will guide you in making wise energy decisions.

Heating and Cooling

- For cooling, the recommended thermostat setting is 78 degrees or higher. In the winter, set your thermostat to 68 degrees or lower.
- Use of fans, ceiling type or oscillating, along with your air conditioner will allow you to feel more comfortable at a higher temperature.
- For every degree you can raise the thermostat, you will save 6% on your cooling cost.
- Use fans in occupied rooms only - they cool people, not houses.
- Shade the south and west windows to keep the hot sun out. Use exterior shading from trees, shrubs, or trellis vines that tend to lose their leaves in winter, or use awnings or shutters.
- Keeping the drapes or blinds closed will also help lower cooling costs.
- If possible, keep your refrigerator/freezer full (add ice if necessary); it works more efficiently.
- Keep the dryer's lint filter clean. A dirty filter increases drying time. Inspect the vent hose for potential blockage or restrictions.



Electric Water Heaters

- Use hot water only when necessary.
- Set the water heater thermostats to 120 degrees (upper) and 110 degrees (lower) without dishwasher and 140 degrees (upper) and 130 degrees (lower) with dishwasher.
- Check hot water lines and faucets for leaks. A leaky faucet will result in money down the drain.

Appliances

Electric Stoves:

- To save energy when using an electric stove, cook in covered pots and pans.
- Try to bake several foods at one time. Don't be an "oven peeker." You can lose up to 25 degrees each time you open the oven door.
- Self-cleaning ranges conserve electricity because they have added insulation.

Refrigerators and Freezers:

- Don't open and close the refrigerator or freezer door more than necessary.
- Replace worn gaskets so doors seal tightly.
- Dust coils regularly to keep unit from "working overtime."
- If possible, keep your refrigerator/freezer full, it works more efficiently.
- Be sure to set thermostats properly - 0-10° F. degrees in freezers and 35-45° F. in refrigerators.

Other Appliances:

- Use the washer and dryer with full loads only. Use cold water when possible.
- Keep the dryer's lint filter clean. A dirty filter increases drying time.

Lighting

- Turn off all unnecessary lights.
- Use lower wattage bulbs for decorative lighting.
- Fluorescent lighting is cooler and more efficient than incandescent.
- For night lighting, use clock timers or photo-electric cells that turn lights on and off automatically.

Laundry Tips for Saving Energy

- Run your clothes washer only when you have accumulated a full load. You'll save on the electricity that heats the water and runs the appliance.
- Wash clothes in cold water.
- Reduce drying time by making sure excess water has been removed from clothes before transferring them to the dryer.
- Do not overload the dryer.
- Vent dryers externally or at least have doors open to let moist air out of the laundry room.
- Use the sensor setting to make sure clothes are not over dried.
- Clean the lint filter after each load to maintain full air flow and maximize drying efficiency.
- Dry clothes in consecutive loads when possible. The dryer will be warm already and you will save on initial energy consumption.
- Make sure the outside dryer exhaust vent is clean and that the flapper on the outside hood opens and closes freely.





When using your Dishwasher

Make sure you Fill it up

Most of the energy used by a dishwasher goes to heat the water. Since you can't decrease the amount of water each cycle takes, make sure your dishwasher is full to get the most from the energy used to run it. Many newer dishwashers do not require you to rinse before you load. If you still prefer to pre-rinse, though, use cold water — but remember—don't waste water by letting it run continuously. By avoiding the heat-dry, rinse-hold and pre-rinse features, you will also increase your energy savings.

Energy Vampires Are Lurking ~Beware~

They are everywhere; TVs, DVD players, cell phone chargers, power adapters, computers and electronic devices. Most draw power whenever they're plugged into an outlet, regardless of whether the device battery is fully charged—or even connected.

They may draw only a small amount of power, but collectively it adds up over a 24 hour a day, 7 days a week period of time.

What you can do to help combat the vampires

- Reduce your consumption
- Unplug devices when not in use
- To avoid having to unplug, plug them into a power strip or surge protector that can be turned off with a single switch
- Use a timer to automate the turning on and off
- When buying an appliance or device choose an Energy Star© model, they use less energy during both regular use and standby operation.
- Avoid purchasing products with all the "Bells and Whistles" you won't use. An example is a clock on the coffee pot.



Smarter Power. It's in your hands.

Lakeland Electric, along with YOU the utility customer, is embarking on an exciting, innovative, and industry changing project... SMART GRID..

WHAT IS SMART GRID?

It is the evolution of the nation's utility grid to make it more effective, efficient, and responsive to the country's, the utility's and the customer's needs. The Smart Grid will not only give Lakeland Electric more control over its utility grid, it will also give you more information and control over your electric use than ever before.

Smart Grid can be divided up into several areas of focus:

- *UTILITY EFFICIENCY*
- *UTILITY CONTROL*
- *CUSTOMER CONTROL*
- *SYSTEM PEAK LOAD REDUCTION*

Utility Efficiency

Lakeland Electric will be able to monitor and control operations and actions within the distribution grid through the use of a 2-way communication system.

Electric meters will be read hourly instead of once a month with the smart meters supplying detailed hourly information on energy consumption without anyone having to go on your property.

Lakeland Electric will know immediately when and where outages occur, instead of waiting for you to report the power outage. AND, Lakeland Electric will know immediately when your power is restored..

Utility Control

Lakeland Electric will have more readily available information about the health of the electric system. For example, voltage readings and loading information, communication with devices installed on the electrical system that allow us to operate switches, capacitor banks, and fault protective devices remotely will save time making the utility more efficient.

Lakeland Electric will also be better equipped to monitor and prevent the unauthorized use of electricity.

Customer Control

Smart Grid will give you more control over your electric utility usage.

A customer portal will be available on our website that you can log on to view your electric usage on an almost real time basis. You will be able to determine your usage patterns hour by hour ... and by monitoring your usage, you can reduce your energy costs.

You will have a choice of different rate structures; from the tiered structure we are currently using, to various types of Time of Use (TOU) rate structures that will allow you to take advantage of lower cost rates at off-peak times. You will also have the opportunity to select a Pre-Pay option that will reduce or eliminate your deposit. This option will allow you the ability to prepay your electric usage and view the balance on the web or in-home display. So if there is a low balance, you can pay as much or as little as you wish.

Additionally, Smart Grid will allow some customers to change the date your utility bill is due.

System Peak Load Reduction

With the introduction of Time of Use rates and the web portal, you will be able to see your usage during the days of the month and you may be able to shift some of this load from an on peak time to an off peak time. This saves you money and it reduces the amount of energy Lakeland Electric has to generate. This allows for more effective and efficient use of the generators and will delay the need to install new generators.

These are just a few of the innovations that are coming your way today with more advanced features to be added in the future.

*Scheduled to begin in the Spring of 2011, **SMART GRID** is a system that will be useful and productive for all Lakeland Electric customers.*

LAKELAND ELECTRIC DEMONSTRATES COMMITMENT TO CLEAN, RENEWABLE ENERGY

Solar power represents a clean, renewable energy source that offers tremendous benefit to both the environment and the health of future generations. What's more, the development of solar photovoltaic "PV" energy plants creates good, local jobs for the new energy economy—more jobs per megawatt hour than any other energy type.

A leader in the development of solar PV systems, Lakeland Electric is committed to environmental sustainability and to providing innovative energy solutions to Floridians. In fact, two years ago, we laid out a long-term plan with solar developer SunEdison to integrate 24 megawatts of solar capacity into our energy mix by 2018. One of the largest utility-sponsored solar programs per metered customer in the United States, this system will produce enough zero-emission solar electricity over 20 years to offset nearly 807 million pounds of carbon dioxide and sustain approximately 7,200 homes with clean, environmentally-friendly energy.

We're happy to report that our plans are on track, and that this year we activated our first solar PV system on the rooftop of the Lakeland Center. Previously unused, this 40,000 square foot space now holds 1,232 south-facing solar collectors, capable of producing 475,000 KWh of electricity annually.

The next phase of our solar strategy will be realized near the Lakeland Airport starting in 2011. Ground-mounted solar collectors will be installed over 41-acres to provide over 5 megawatts of solar energy capacity to customers throughout Lakeland Electric's service area. This effort will be completed in 2013 and employ dozens of Floridians.

LAKELAND'S SOLAR HOT WATER PROGRAM

Lakeland Electric Offers Solar Energy Option to Residential Customers



Solar Hot Water Service Now Available For Lakeland Homeowners.

Lakeland Electric's pilot Solar Hot Water program has been expanded and is now available to Lakeland Electric customers. Customers who allow the utility to install a solar panel on their homes can now choose to buy solar energy instead of electricity to make hot water. Subscribers to the new service can enjoy this option without paying any upfront costs.

Solar Hot Water Service is Easy and Reliable

When a customer signs up for the service, a new solar hot water system must be installed in the home. Included in the service is a new 80 gallon hot water tank that will provide plenty of hot water for average families. For most households the new tank alone will be an upgrade on their older, smaller tank. Plus, Solar Hot Water Service subscribers receive the additional assurance of cost-free maintenance, whenever it is needed, for as long as they live in their home.

Cost Benefits and Long Term-Value

The Lakeland Solar Hot Water Service is designed for average families with average hot water usage. The monthly energy charge is just \$34.95 and never goes up, even if other energy prices rise over the coming years. This means that subscribers with medium to high hot water use can see immediate cost advantages over conventional electric water heating and the financial benefits will continue to grow.

HOW TO FIND OUT MORE

To find out if the Solar Hot Water Service is right for your household go to: www.lakelandelectric.com and click on Renewable Energy.

EDUCATIONAL RESOURCES



Lakeland Electric is a proud partner with the Polk County School Board in creating the Power Academy program at Tenoroc High School.

- Lakeland Electric offers opportunities in a variety of technical positions in Production, Delivery, Customer Service, and more. These are good, solid careers for which students can apply following graduation. The goal of developing this Power Academy is to help students prepare for positions while they're still in high school. This develops a pipeline of qualified applicants for utility industry.
- Students in the Lakeland Electric Power Academy will be exposed to the electric utility industry structure, processes and terminology. In addition, they will gain a solid understanding of industrial electricity. Students graduating from the Lakeland Electric Power Academy will have key insights into many entry-level positions throughout the utility. For more information visit us on the web at www.lakelandelectric.com.

LEARNING ZONE

Lakeland Electric offers the "Learning Zone", an interactive and fun way to learn about electrical safety and energy efficiency.

- This exciting feature is divided into two "worlds" – Electrical Safety World and Energy Efficiency World.
- Energy Efficiency World teaches children in grades 3 through 7 how to use energy efficiently at home and at school. The website engages a child's imagination with interactive games, fun experiments, and hands-on activities, so that kids learn how to prevent energy waste and use energy responsibly.
- Electrical Safety World supports kids' natural curiosity to test their knowledge and to share what they've learned with adults. Interactive tools such as animated games that reinforce safety and science concepts, dozens of pages of content covering a wide range of interests including safety, science, technology, energy efficiency, and the history of electricity as well as experiments and activities.
- There is a section for Parents and Teachers as well as the students. www.lakelandelectric.com

UTILITY CAREERS

Have you ever considered a career in the energy industry? There are many reasons why you should. With the right education and training, you can make great money and do something that benefits millions of people every day. Learn more about careers in the utility industry at the following web sites:

www.GetIntoEnergy.com www.ElectrifyingCareers.com

www.careersinpublicpower.com www.lakelandelectric.com





Help Make A Difference In Someone Else's Life

What would you do if you had to make a choice to either feed your family or pay your electric bill?

It's a difficult question to answer, yet thousands of our low-income elderly and medically disabled customers face this decision on a regular basis. Sometimes their budgets can't handle the strain of a high utility bill.

To help our fellow citizens in need, a program called *PROJECT CARE* was developed to assist people with paying their electric bills. Lakeland Electric customers who are 60 and older and/or disabled are eligible for assistance.

But for PROJECT CARE to continue to work, we need your help.

Round Up for Project Care

Through the Round Up program, Lakeland Electric will automatically round up participating member's utility bills to the next highest dollar amount.

Example: A monthly bill of \$153.75 would be automatically rounded up to \$154.00, with the additional 25 cents going to Round Up for Project Care.

- Each month the donation will vary, depending on the amount of your electric bill.
- There will be a separate line on your utility bill indicating the amount donated to Round Up for Project Care in that particular month.
- The minimum amount you contribute each month is \$0.01, and the maximum is \$0.99. The maximum any customer can contribute in a year is \$11.88 (\$0.99 times 12 months)

Sign up using our Convenient Online Form www.lakelandelectric.com or call Customer Service (863) 834-9535.

MEDICALLY ESSENTIAL SERVICE PROGRAM

At Lakeland Electric, we know that electric service is important to all our customers. For those individuals with a medical condition that requires the use of life-sustaining equipment, reliable power is a vital necessity. That's why we've established the Medically Essential Service Program to provide special consideration for their accounts.

**Lakeland Electric voluntarily complies with Section 366.15, Florida statutes.*

What Does The Medically Essential Service Program Provide?

This program is designed to provide Lakeland Electric customers with reasonable prior notice of power interruption due to scheduled service maintenance which in turn, will allow them time to secure back-up power for their medical equipment.

To help customers manage their utility expenses, this program also provides information on energy efficiency and a list of social service agencies. For more information on this important program, visit us at www.lakelandelectric.com

ELECTRICAL SAFETY & OUTDOOR ACTIVITIES



- Never fly a kite or model airplane near overhead wires.
- Don't let children climb trees near power lines.
- Use extreme care around swimming pools. Don't use electrical appliances near pools or extension cords in the vicinity of pools.
- Be careful when working or playing around guy wires supporting utility poles. Don't swing or climb on them; avoid running into them with yard equipment or vehicles.
- Call before you dig to identify the location of underground wires. Digging or driving objects into underground wires could cause serious injuries or service interruptions. Maintain a distance of 2 feet from marked power lines.
- Don't set ladders or scaffolds close to overhead electric lines, including the service wires connected to houses and buildings.
- Be careful when carrying swimming pool skimmers, metal pipes or other tall poles and long boards.
- Take care not to cut the power cord when working with electrically powered cutting tools outdoors.
- When working around trees, make sure no electric wires run through the branches.
- Wear sturdy rubber-soled shoes when working with electric tools outdoors.

POWER POLE SAFETY

- Working on power lines to ensure reliable service can be a dangerous job. Line workers must be able to climb up and down regardless of the weather or time of day. This job is made even more hazardous if people put nails or heavy staples on power poles to attach signs or posters. It may seem harmless to you, but could become a nightmare for line workers. Protruding nails or staples can tear a line in worker's glove or protective clothing, increasing the chance for injury. Also boots or climbing spikes may get caught or slip, causing a fall. Our utility's line workers assure you quality, efficient, dependable electric service. Please show them your care. Don't use power poles for signs and posters.

PETS



Please keep pets indoors or restrained while the meter is being read. If you have outdoor and/or unrestrained pets, we recommend that you contact our Customer Service Department (863-834-9535) and request to be added to our Customer call list. You will then receive a phone call between 6 PM and 9 PM the night prior to your meter(s) being read.

CUSTOMER SERVICE GUIDE



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