As a City-owned utility, our goal is to provide Lakeland with reliable electric service but we also feel it is our responsibility to help improve the quality of life for our customers. In partnership with Catholic Charities of Central Florida, Lakeland Electric is pleased to offer a program that assists those less fortunate. Project Care was developed to assist customers who are 60 and older and/or disabled with paying their electric bills.

With your support, Project Care can help provide emergency assistance to eligible seniors or customers with disabilities in our community who have experienced a recent crisis that has placed them in danger of losing their utility service. Project Care raises thousands of dollars each year through customer donations. Since its inception in December of 1994, Project Care has raised almost $500,000 to help families and individuals.

Lakeland Electric offers a convenient way for customers to participate. Through the Round Up program, Lakeland Electric customers can choose to automatically round up their utility bills to the next highest dollar amount. For example, a participating customer’s 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. With your contribution, this program will continue to help our neighbors in need.

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 for that particular month. The minimum amount you contribute each month is one cent and the maximum is 99 cents. The maximum any customer can contribute in a year is $11.88 ($0.99 times 12 months).

The program provides emergency relief for temporary financial hardships – not chronic or long-term debts. A customer is eligible for a maximum benefit of $150.00 per year. If you are interested in participating in the Round Up program, simply go to www.lakelandelectric.com and click on Customers>Programs and Services>Project Care from our drop down menu. Fill out the enrollment form and we will do the rest. You can also sign up by calling our Customer Service at 863.834.9535 to speak to a representative Monday through Friday from 7:30am to 8:00pm. Together, your small change makes a big difference.

**HOW IT WORKS:**

<table>
<thead>
<tr>
<th>If your utility bill from Lakeland Electric is:</th>
<th>$245.34</th>
</tr>
</thead>
<tbody>
<tr>
<td>You pay:</td>
<td>$246.00</td>
</tr>
<tr>
<td>Contribution to Project Care:</td>
<td>$.66</td>
</tr>
</tbody>
</table>

**YOUR SMALL CHANGE CAN MAKE A BIG DIFFERENCE!**
Keeping electric costs low is important to everyone. The ReEnergize Lakeland campaign will educate our customers on ways they can save money by conserving electricity and improving the environment all at the same time. The three focuses of ReEnergize Lakeland include energy efficiency, solar power and trees.

How can you ReEnergize Lakeland?

Apply for a New Appliance Rebate
If customers buy a new Energy Star appliance built to save electricity, they can get a credit on their utility bill from $40 to $200. By using appliances that save energy, bills can be lower every month. Select energy efficient refrigerators, dishwashers and washing machines are included in the rebate.

Set up a free Home Energy Audit
By having a free home-energy inspection performed by a Lakeland Electric energy analyst, customers can learn ways to make their home more energy efficient. The analysts will share energy-saving recommendations and practices, like turning off lights and ceiling fans when no one is home or setting the air conditioner at 78 degrees.

Learn about our Solar Hot Water Service
Solar hot water panels provide the easiest way for homeowners to use the sun to heat their water. By running water through solar panels placed on the roof of a house, the water heats naturally and customers can save electricity and money.

Participate in our National Arbor Day Energy-Saving Trees® Program
By planting the right tree in the right place, you can reduce energy use by up to 20% each year. Trees also improve air and water quality, help relieve stress and make yards more enjoyable. Lakeland Electric is partnering with the National Arbor Day Foundation to provide our customers with free trees twice a year. Look for our next campaign in Spring 2019.

For more information on any of these ReEnergize Lakeland programs, please call our Customer Call Center at 863.834.9535 or email us at LEmarketing@lakelandelectric.com.
**It’s Back! 2020 Lakeland Firefighter Calendar to Benefit SPCA Florida On Sale Now**

For a fifth year in a row, the Lakeland Fire Department (LFD) and SPCA Florida proudly present its Rescued Pets Calendar! The calendar features beautifully photographed SPCA Florida rescued pets and buff Lakeland firefighters. Each month of the year also features helpful safety tips and information from both organizations.

The high-quality calendars can be purchased for a $10.00 donation and make the perfect gift for the upcoming holidays. Orders are being accepted online now! The calendars are also available for purchase, at the locations below.

- **SPCA Florida campus at** 5850 Brannen Road South, Lakeland, FL 33813
- **Lakeland Fire Department Administration Building at** 701 East Main Street, Lakeland, FL 33801
- **Lakeland City Hall at** 228 Massachusetts Avenue, Lakeland, FL 33801

Cash and checks are accepted at all sites. Credit cards are accepted the SPCA Florida’s Medical Center, Adoption Center, Administration buildings and online at www.spcaflorida.org/2020calendar.

Proceeds go directly to helping SPCA rescued animals in Lakeland. Last year's calendar was a great success! Over $15,000 was raised to help pay expenses associated with pets rescued at emergency scenes and the SPCA purchased new animal oxygen masks for the Lakeland Fire Department. The annual calendar is a fantastic way for the Lakeland Fire Department help promote a great organization that delivers on the mission of helping animals. All Proceeds benefits SPCA Florida!

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**City Snaps!**

**HUGE shout out to Public Works Construction & Maintenance employees Robert, Chason, Eric, Danny, Tony, Jesse, Jimmy J., Jimmy W., Leah, Miguel, Mike, Cody, John, Barry, Eugene and Chris. These folks worked 13 hours days for two weeks with only one day off to assist the County with tornado damage cleanup in North Lakeland.**

We are proud to have YOU ALL on our team and we know our citizens are equally proud. Thanks for all your hard work to help restore some normalcy to damaged neighborhoods.

**City of Lakeland Water Utility Chemist Nick shares a little about the work he does in his lab. They typically conduct between 14 and 20 chemical analysis on the drinking water on a daily basis to ensure the safety and quality of the water, in addition to complying with all additional federal and state required monitoring. The laboratory is also responsible for sampling approximately 130 locations monthly throughout the City as part of our routine compliance testing. Samples are also collected after any main breaks or repairs. These samples are analyzed for bacterial contamination to ensure and protect the safety of our customers. In the event of main breaks where pressure drops below 20psi, precautionary boil water notices are issued to the affected customers and two consecutive days of negative (clean) samples are required to release the precautionary boil water notice. This is just an example of what Water Utility Chemist does each day.**
HOLIDAY SCHEDULE

CITY OFFICES WILL BE CLOSED FOR THE OBSERVANCE OF:

CHRISTMAS
DECEMBER 24 & 25, 2019
NO CHANGE IN COLLECTION SCHEDULE.

NEW YEAR’S
JANUARY 1, 2020
NO CHANGE IN COLLECTION SCHEDULE.

JANUARY 20, 2020
NO CHANGE IN COLLECTION SCHEDULE.

ALSO HAPPENING

HAZARDOUS WASTE COLLECTION EVENT
FEBRUARY 1, 2020
605 EVELYN AVE, LAKELAND FL, 33801

Online | www.lakelandgov.net
In Person | City Hall • 8AM – 5PM • Monday-Friday
Facebook Twitter Snapchat Nextdoor Instagram Vimeo YouTube | LakelandGov
Listen Lakeland • First Sunday • WPCV@8:30AM | FM 97.5 WPCV@8:30AM | FM 98.3 WWRZ@8AM | AM 1430 WLKF@8AM | AM 1230 WONN@9AM
Public Meetings • City Commission Meetings • First and Third Monday • 3PM | Utility Committee Meetings • First Monday • 1PM
Live Broadcast on LGN | Channel 643 (Spectrum) | Channel 43 (Frontier FiOS)

IMPORTANT NUMBERS:
City Hall • 863.834.6000 | Lakeland Electric Customer Service • 863.834.9535 | Power or Water Outages • 863.834.4248
Pollution Hotline • 863.834.3300 | LPD Crime Tips Hotline • 863.834.2549 | LPD (Non-Emergency) • 863.834.6900

PAYING YOUR UTILITY BILL:
Online | www.lakelandelectric.com | By Phone | 863.834.9535
In Person | Lakeland Electric has partnered with over 50 local businesses including area AMSCOT offices to accept your utility payment.

LOCK IT OR LOSE IT

Don’t Let Criminals Steal Your Christmas Joy!

☑️ Lock Your Car
☑️ Park in Well Lighted Areas
☑️ Don’t Leave Your Car Running
☑️ Don’t Leave Valuables in View

SEE THESE GREAT EVENTS IN January!

JAN. 19
6PM
JAN. 23
7:30PM
JAN. 24
7PM
JAN. 30
7:30PM

BOX OFFICE: 863.834.8111 | TOLL FREE: 888.397.0100 | RPFUNDINGCENTER.COM

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