

Spring safety tips: Call before you dig

- Are you installing a deck or patio, planting trees, bushes and shrubs or installing a mailbox?
- Call 811 before starting projects like this or any digging project to prevent personal injuries or damage to underground utilities such as gas, electric, communications, water and sewer lines.
- An expert will mark the location of any utility line.



Find out where underground utility lines are located.

Get help with your energy bill

Eligible customers can get assistance with their heating and cooling energy costs, including bill payment assistance and/or energy crisis assistance through the Low-Income Home Energy Assistance Program (LIHEAP), a federally funded program.

In Louisiana, funds are administered by the Louisiana Housing Corporation (LHC) and distributed by community action agencies throughout the state. Applicants must be responsible for the household energy bill, have an active utility account and may only receive one LIHEAP benefit each season.

Heating Season: Nov. 15 – March 15

Cooling Season: April 1 – Sept. 30

To apply, visit <https://www.lhc.la.gov/energy-assistance>.



Energy Emergency Deferred Billing Program

Cleco's Energy Emergency Deferred Billing Program allows some customers to defer an excess portion of their bill for several months during an energy emergency declared by the Louisiana Public Service Commission. Customers must meet certain eligibility requirements in order to qualify for the program, and must re-qualify every two years. For eligibility requirements and enrollment information, visit www.cleco.com, call 1-800-622-6537 or visit your nearest Cleco customer service office.

Cleco in the Community

Cleco presents energy efficiency award to Northlake Behavioral Health System



In February, Cleco presented Northlake Behavioral Health System with a check in the amount of \$71,721.60 for lighting upgrades made through Cleco's Power Wise™ energy efficiency program. Northlake, a treatment facility for mental health and substance abuse disorders in Mandeville, upgraded the lighting in all patient rooms and offices to LED lighting. With the new LED lighting, Northlake is projected to save 717,216 kWh annually.

Cleco donates \$40,000 for Alexandria Zoo repairs



In January, Cleco presented a \$40,000 grant to Friends of the Alexandria Zoo to help rebuild and expand the boardwalk that will wrap around the zoo's new Aussie Aviary, an interactive habitat that will house approximately 150 Australian birds. The original boardwalk for the Australian Walkabout, built in 2002, was heavily damaged by Hurricane Laura.

For the latest on career opportunities, community events, safety tips and more, visit Cleco's website at www.cleco.com or follow the company on social media.

 @ClecoPower

 @Cleco



Cleco Power earns Emergency Response Award for Hurricane Laura restoration



On Jan. 14, the Edison Electric Institute (EEI) presented Cleco Power with the 2020 Emergency Response Award for its response to Hurricane Laura, the most powerful storm to hit Louisiana since 1856.

The award is given to select EEI member companies in recognition of their recovery and assistance efforts following service disruptions caused by extreme weather or other natural events. The winners were chosen by a panel of judges following an international nomination process, and the awards were presented during EEI's virtual Winter Board and Chief Executives Meeting.

Cleco Power among top five midsize electric utilities for customer satisfaction

Cleco Power ranked fifth among 20 midsize electric utilities in the southern United States for its overall customer satisfaction, according to the J.D. Power 2020 Electric Utility Residential Customer Satisfaction Study™.



The overall customer satisfaction index examines six factors: power quality and reliability, price, billing and payment, corporate citizenship, communications and customer care. Cleco Power was recognized as a top performer in the midsize category for five of the six factors: price, billing and payment, corporate citizenship, communications and customer care.

ICE BOX CHEESE CAKE

8 oz. package of cream cheese (softened to room temperature), 1 graham cracker crust (in pie plate), 1/2 cup powdered sugar, 16 oz. nondairy whipped topping (Cool Whip)

Mix all ingredients together. Pour into pie shell. Chill for about 30 minutes. Serve with topping of your choice.

