

Cleco customers to see decrease in bills from removal of storm restoration charge

Effective March 1, 2020, customers will no longer see the "Storm Restoration Charge" as a separate line item on their bill. Residential customers will, on average, pay \$3.75 less per month resulting in savings of approximately \$45 over 12 months. The total annual savings for all of Cleco's 290,000 retail customers is an estimated \$22.3 million.

"This is good news for our customers," said Bill Fontenot, president and CEO. "The expenses for Hurricanes Katrina and Rita, two of our most devastating storms in terms of cost and damage, are paid in full."

The back-to-back storms caused catastrophic damage across Cleco's service territory and left the company and its customers with a storm bill around \$160 million, the largest combined storm expense in Cleco's history. The Storm Restoration Charge was added to customers' bills to help cover the storm bill.

At the time, Cleco pursued federal assistance and multiple financing options in an effort to pay for storm expenses and keep customers' storm charge low. In the end, with no federal assistance, Cleco was able to secure low-interest bonds to finance the storm costs, create a storm reserve for future weather events and keep customers' storm charge to a minimal amount.

| Billing Detail | | Rate Code | Meter Number | Days | Read Date | Previous Reading | Current Reading | Read Code | Unit Type | Multiplier | Units Used |
|--|--|-----------|--|------|-----------|------------------|-----------------|-------------------|-----------|------------|------------|
| Billing Charges | | Rate Code | Description | | | | Units Used | Charges | | | |
| <p>Sample bill only. Charges and credits vary based on usage.</p> | | RES | RESIDENTIAL CUSTOMER CHARGE | | | | | \$9.00 | | | |
| | | | TCJA BILL CREDIT | | | | 909 | \$10.45CR | | | |
| | | | ENERGY CHARGE (FIRST 750 KWH \$0.07125 PER KWH) | | | | 750 | \$53.44 | | | |
| | | | ENERGY CHARGE (ALL OTHER KWH \$0.05009 PER KWH) | | | | 159 | \$7.96 | | | |
| | | | FUEL CHARGE (\$0.02361 PER KWH) | | | | 909 | \$21.46 | | | |
| | | | ENVIRONMENTAL CHARGE (\$0.00002 CR PER KWH) | | | | 909 | \$0.02CR | | | |
| | | | STORM RESTORATION CHARGE (\$2.00 + \$0.00155 PER KWH) | | | | 909 | \$3.41 | | | |

Spring gardening safety tips

- Call 811 before you dig.
- Wear safety goggles.
- Never work with electric power tools in wet or damp conditions.
- Never use frayed or damaged extension cords.



Cleco in the Community



Cleco employees participated in a Martin Luther King, Jr. Day of Service by hosting a food drive to benefit the Food Bank of Central Louisiana. Employees donated nearly 500 pounds of nonperishable food.



Cleco selected Folds of Honor (FOH), a nonprofit that provides educational scholarships to spouses and children of America's fallen and disabled service members, as the recipient of proceeds from its 2019 Charitable Golf Tournament and presented FOH a check for \$45,421.22.



Cleco presented a \$1,000 check to Friends of the Alexandria Zoo as part of its "Lights for Lions" holiday lights recycling campaign to support lion conservation efforts, protect the environment by recycling broken, old and non-energy efficient string lights and conserve energy by encouraging residents to purchase LED lights.

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Cleco receives Emergency Recovery Award



On Jan. 8, the Edison Electric Institute (EII) presented Cleco Power with the association's "Emergency Recovery Award" for its outstanding power restoration efforts after Hurricane Barry hit Louisiana in July 2019.

"This is Cleco's 12th storm award since the program began in 1998," said Cleco President and CEO Bill Fontenot. "This award recognizes all of our employees who work on the lines and behind the lines. It was truly a team effort, and I am proud to accept the award on their behalf."

Cleco employees visit multiple schools in support of 'Together Tuesdays'

Cleco employees and mascot, Hot Spot, have visited four schools in central Louisiana -- Buckeye Elementary, Rugg Elementary, Brame Middle School and Mary Goff Elementary -- in support of a program called "Together Tuesdays."



The program, designed by the Rapides Parish School Board, enables businesses, community organizations and leaders to become more involved with their local schools. During the visits, employees open car doors and greet students with high fives and hugs.

BROCCOLI SALAD

- 1 head broccoli, cut into small pieces
- 1/2 lb bacon, cooked crispy and crumbled
- 1/4 C sunflower seeds
- 1/2 C raisins
- 1 C red grapes halved
- 1 C carrots shredded
- 1 C mayonnaise
- 1/4 C sugar

Mix all together and refrigerate.

