Budget Briefing
LUS & LUS Fiber

Recap of the Year
Reliability Statistics
Rates
Advancements
Innovation
Customer Satisfaction
Recap of the Year

Projects

Customer Engagement

Renewables
Projects

- Electric Power Production
- Electric Customer Acquisition
- Water System
- Wastewater System
Customer Engagement

- Monitor real-time usage data
- LUS Alerts
- Free Home Energy Audits
- Customer Education
- Community Involvement
- Water Leak Notifications
- Over 27,000 Customer Contacts per month
- Over 32,000 Transactions handled per month
Renewables

- Wind
  - Fuel budget remains unchanged
- Hydro
- Other MISO purchases
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Reliability Statistics

Outage Duration

Outage Frequency

Water
Outage Duration

- LUS 2016: 47.6
- LUS 2017: 39.5
- LUS 2018: 44.3
- Utility A: 191.4
- Utility B: 132
- Utility C: 163.2
Outage Frequency

![Bar chart showing outage frequency across different years and utilities]
Water

- Freeze of January 2018
  - System Peak - 33.83 million gallons
  - No Boil Water Advisories
Rate Comparisons- Electric

Utility A: $90.26
Utility B: $101.29
Utility C: $119.27
Combined Bill Comparison

- LUS
- Lake Charles
- Alexandria
- Baton Rouge
- New Iberia
- Shreveport
- New Orleans

Electric | Water | Wastewater
---|---|---
| | |
Advancements

Expansion

New Service Offering
Growth

- Continued infrastructure development within city
- Increased service footprint with out-of-city expansion
New Service Offering

- Launched 10 Gigabits per second internet service
- Providing America's Fastest Internet at the Lowest Price
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Innovation
Smart City

- Smart Street Pilot Project
- Smart City Challenge
- Science Museum Exhibit
Accolades

- NCTC Innovator Award
- All Fiber Certification
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Customer Satisfaction
Harvard Study

- Community-Owned Fiber Networks: Value Leaders in America
- Ranked #1 in the Nation for Price Savings

According to Harvard University, January 2018 study, “Community-Owned Fiber Networks: Value Leaders in America.”
Market Research

• LUS Fiber ranks highest against competitors in several categories
  • Reliability
  • Quality of Service
  • Part of the Community
  • Services Offered
  • Cost
  • Innovative
  • Internet Speed
Our Customers

• LUS Fiber has over 95% customer satisfaction
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