

Virginia Department of Social Services Web site at www.dss.virginia.gov/benefit/ea/fuel. For more information on how to winterize your home and conserve energy, visit <http://apps1.eere.energy.gov/weatherization>.

How will Operation Round Up work if I am on NOVEC's Levelized Billing Payment Plan?

The ORU amount is based on the actual cost of electricity usage for the month. For example, if your monthly bill would have been \$94.55 if you were not on Levelized Billing, the ORU donation amount would be 45 cents. These 45 cents are added to your monthly levelized bill amount. So, if your monthly levelized billing amount is \$91, with the ORU donation added your total bill will now be \$91.45.

How can I make a one-time donation to Operation Round Up?

Single donations from NOVEC customers and others outside our service territory are welcome. Simply mail a separate check, indicating it is for Operation Round Up, to P.O. Box 2710, Manassas, VA 20108.

Lomond Business Center

10323 Lomond Drive
Manassas, VA 20109

703-335-0500 or 1-888-335-0500

www.novec.com



Operation Round Up



~~NOVEC~~

Investing in Our Communities





What is Operation Round Up?

Operation Round Up is NOVEC's community service assistance program. The concept of the program is an extension of the principle on which electric cooperatives were built more than 50 years ago – neighbor helping neighbor to benefit the community in which they work and live.

How does Operation Round Up work?

“Small change that changes lives,” is the foundation that ORU is built upon. ORU gathers voluntary contributions from NOVEC customers enrolled in the program. These customers have authorized the Cooperative to “round up” their monthly electric bill to the next higher dollar. For example, if the bill is \$69.54, it is rounded up to \$70.00 and the extra 46¢ is contributed to the ORU fund. All administrative costs are absorbed by the Cooperative.

How much can I expect to contribute each year?

The amount “rounded up” on each participating customer's bill averages a total of \$6 per year. The monthly billing statement shows how much is being donated to ORU each month, along with a year-end statement. The amount contributed to ORU is tax deductible as tax laws permit.

Who benefits from Operation Round Up?

Low-income families, senior citizens, medical

service providers and other charitable organizations can benefit directly from this program through the distribution of grant money.

How are the Operation Round Up funds distributed?

Winter heating grants are paid first by distributing ORU funds to county aid agencies. After those needs are met the funds will be distributed to local charitable organizations as designated by the ORU Customer Advisory Board, which is comprised of volunteer members representing each of NOVEC's nine districts.

How do charitable organizations request assistance?

Local charitable organizations must complete a grant request form and submit it to the ORU Customer Advisory Board. If approved by this board, a grant check will be sent to the organization. A follow-up form outlining how the money was used must also be submitted by organizations receiving money. To request a form, call 703-392-1511 or 1-888-335-0500, extension 1511.

How do I sign up to donate to Operation Round Up?

- Visit www.novec.com/page.cfm?id=62
- E-mail oru@novec.com
- Call NOVEC's Customer Service Center at 703-335-0500 or 1-888-335-0500

If I am in need of fuel assistance, where do I go?

For information on the Low-Income Home Energy Assistance Program, visit the

