

NOVEC Offices

Manassas  

10323 Lomond Drive
Manassas, VA 20108

Minnieville  

14500 Minnieville Road
Woodbridge, VA 22193

Stafford 

2430 Poplar Road
Fredericksburg, VA 22406

Leesburg 

349 East Market Street
Leesburg, VA 20176

Gainesville 

5399 Wellington Branch Drive
Gainesville, VA 20155

 Drop Box  In-Person
Payments Accepted

For More Information

**Call the
Customer Service Center**

Monday - Friday
7:00 a.m. to 7:00 p.m.
703-335-0500
1-888-335-0500

Mail payments
P.O. Box 34795
Alexandria, VA 22334-0795

Send other mail
P.O. Box 2710
Manassas, VA 20108-0875

Send e-mail
customerservice@novec.com

Visit our Web site
www.novec.com where
you can also view
your account status.

Payment Options



**A Guide to Billing and
Payment Options**

NOVEC
The Powerful Choice® 

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The Powerful Choice® 

NOVEC corporate office in Manassas

NOVEC Billing And Payment Options

NOVEC offers a wide variety of bill payment methods for customers. Whichever option you select, please keep in mind that payments received after 2:00 p.m. are credited the next business day.

To protect your privacy, NOVEC does not discuss account information with anyone other than the person(s) listed on the account.

e-Billing

e-Billing offers customers the opportunity to receive, view and pay their bills online. You will be notified via e-mail when your monthly bill is available for online viewing and payment. Once registered for e-Billing, you will receive three more paper bills in the mail. **After the third subsequent e-Bill, paper bills will no longer be mailed.** You should print your e-Bill for your records.

To register for e-Billing:

Visit www.novec.com and click on Pay Your Bill.

- You may pay your bill through NOVEC's Web site with no additional fees or use a bill payment consolidator site, such as banks, brokerages and credit unions. Consolidators may charge a fee for this service.

Advantages of e-Billing:

- Ability to schedule payments.
- Bill may be viewed and paid online.
- Around-the-clock availability.

e-CHECK

e-CHECK is NOVEC's automated bill payment program. Each month, we will electronically notify your bank of the amount due on your bill. This amount will be automatically deducted from your bank account. Once enrolled, you will receive a monthly statement from NOVEC detailing your account activity and the amount due. The payment date is the approximate date your bank account will be debited for the amount due. The statement is yours to keep for your records.

To sign up for e-CHECK:

- Call NOVEC to request an enrollment form or print it online at www.novec.com by clicking on Pay Your Bill.

- Complete and sign the form and attach a voided check (for checking account) or deposit slip (for savings account).
- Make sure your NOVEC account number, your bank account number and the bank's name are correct.
- Mail the documents to NOVEC or deliver them to the Manassas or Minnieville office.
- The first payment from your bank account will occur approximately six to eight weeks after NOVEC receives your authorization.

Advantages of e-CHECK:

- Save time and money.
- Eliminate the hassle of writing and mailing checks.

Speedpay

Pay your bill quickly and securely from any phone or computer with Internet access, using the Speedpay service. Each Speedpay transaction is limited to \$500.

With Speedpay, you can pay by ATM card*, credit card (MasterCard, Visa or Discover), debit card, check-by-phone or electronic check. ATM transactions do not require a PIN. Speedpay charges a convenience fee of \$2.45, which will be reflected on your credit card or bank statement.

To use Speedpay:

- Dial 1-866-215-2703 or
- Visit www.novec.com and click on Pay Your Bill.

Advantages of Speedpay:

- Unlimited bill payment access, 24 hours/seven days a week.
- No phone delays or waiting time.
- Accepts credit cards, ATM cards, debit cards and electronic check (ACH) payments.

*ATM cards with the STAR, NYCE, Pulse and Yankee 20 logos are currently accepted. Additional ATM networks may be added in the future.

- Accessible through www.novec.com.
- Conduct transactions in English or Spanish.

If you have questions about your bill, Speedpay calls can immediately be transferred to NOVEC's Customer Service Center during the hours of 7:00 a.m. to 7:00 p.m., Monday - Friday.

Levelized Billing

Levelized billing prevents drastic changes in your monthly bills even in the coldest or hottest months of the year. Based on a rolling 12-month average, a levelized bill is the average of the previous 11 months electricity billing and the current month's billing for the service address.

To sign up for Levelized Billing:

- Call NOVEC's Customer Service Center.

Drop Box**

Drop your payment in one of the bill payment deposit boxes located at all NOVEC offices. **Please allow two business days for posting of drop box payments.** See back for locations.

In Person**

Visit NOVEC's Manassas or Minnieville offices Monday through Friday from 8:15 a.m. to 5:00 p.m. (see back for locations) to pay by cash, check, or money order. See Speedpay option for credit card payments.

Mail**

Use the envelope supplied with your billing statement to mail in a payment.

**Please include payment stub.

