

KEEPING CURRENT



Board Attorney Lonas Retires After 50 Years of Service

By Priscilla Knight

Leonard L. Lonas Jr. retired in November after serving for 51 years as attorney for NOVEC's board of directors. During his long tenure, Lonas made sure the Cooperative followed the letter of the law as it grew from serving approximately 1,500 members in 1955 to more than 135,000 members today. NOVEC's board of directors recognized Lonas' many contributions and his dedication at its December 2006 meeting.

Born and raised in Manassas, Virginia, Lonas graduated from Manassas City's Osbourn High School in 1940. He attended the Virginia Military Institute for three years until his urge to serve his country during World War II took him to Okinawa, Japan, with the U.S. Army artillery. He describes the fighting they did and saw as horrific.

After the war, Lonas took off his Army captain's uniform and put on his VMI cadet's uniform again to finish his undergraduate work. He graduated in 1947, then graduated from George Washington University law school in 1951 and opened his law practice in Manassas as a self-proclaimed "country lawyer."

In 1955, the Cooperative's board of directors hired Lonas. He began handling all legal aspects, from annual meeting proceedings to Rural Electric Administration (REA) loans for building the Cooperative's infrastructure.

During his half-century of service, Lonas worked with two general managers, Rubin Hicks and Harry Bowman, as well as NOVEC's current president/CEO, Stan Feuerberg. "Each of them has done a tremendous job for the Cooperative," Lonas said.

According to Lonas, the most complicated task during his tenure was overseeing the merger of Prince William Electric Cooperative and Tri-County Electric Cooperative to form NOVEC on January 1, 1983. "The board had to get more than 50 percent of the members from both cooperatives to approve the merger. That was a huge job," he remarked.

Lonas has many wonderful memories of his co-op days: "Being attorney for the Co-op has been the highlight of my legal career. I consider the staff and board members as my friends," said Lonas. One of his best friends is Board Chairman J. Manley Garber, who has served on the board since 1950. "Manley's been there longer than I have. He's the only original board member



still serving," he said. Lonas also admires all the board directors. "They have been sincere about looking after members' interests. They all work hard to keep power costs low," he said.

The feeling is mutual among board members about Lonas. Chairman Garber sums up that admiration: "Leonard has done a professional job for the Co-op. He established an excellent working relationship between the board and management. He is one of the most honorable and upright individuals I know."

Lonas' fondest memories include several annual meetings. "One of the best was in the late '50s or early '60s when Patsy Cline sang. She was just getting started and was a huge hit with the members," he recalls. He

remembers the sheriff's department coming, too. "We used to hold the annual meetings outdoors behind the Manassas building. If it rained, we went into the garage. Some of the neighbors didn't like all the noise we made and called the sheriff's office. They would come and tell me to wrap up things. I would say, 'Let me just get through a few more votes.' We got along well with the sheriff and his deputies."

Lonas and his wife, Edna Jo, have retired to their beautiful Purcellville ranch overlooking the Blue Ridge mountains, where they raise about 30 head of Hereford cattle including two bulls. They have traveled extensively throughout the world. These days, however, Lonas spends his time reading and enjoying the life of a country gentleman farmer.



photos by Priscilla Knight

Telemetrics Technology Saves Time, Keeps the Power On

By John Roy

NOVEC has been consistently rated as the most reliable energy provider in the Washington, D.C. metropolitan area. In 2006, our electrical system was operating 99.98 percent of the time – a figure that speaks to the dedication of NOVEC employees to ensure that customers always have the electricity they need.

Sometimes, power is interrupted before it enters NOVEC's system. When this occurs, it is largely out of NOVEC's control. However, new advances in technology have enabled NOVEC's Operations department to manipulate the flow of electricity to ensure that the power stays on even if an outage occurs or when electricity usage is particularly high.

Enter the new technology of telemetrics.

"Telemetrics has really improved our reliability and helped to get our customers' power back on quickly," said Gus Glikas, system operations supervisor.

That is because Telemetrics remote-controlled switches, in conjunction with Supervisory Control and Data Acquisition (SCADA) software, have cut the time it takes to switch customers to an alternate feed from an hour and a half to roughly seven minutes.

"We used to have to send crews to the switch locations before any action could be taken to restore power. Now we use the Internet to send a signal to



ID	NAME	DESCRIPTION	STATUS	LOCATION	TYPE
1001	1001	1001	1001	1001	1001
1002	1002	1002	1002	1002	1002
1003	1003	1003	1003	1003	1003
1004	1004	1004	1004	1004	1004
1005	1005	1005	1005	1005	1005
1006	1006	1006	1006	1006	1006
1007	1007	1007	1007	1007	1007
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Telemetrics remote-controlled switches, in conjunction with Supervisory Control and Data Acquisition (SCADA) software, have cut the time it takes to switch customers to an alternate feed from an hour and a half to roughly seven minutes.

the switch," said Larry Shaffer, manager of system operations.

NOVEC has been using Telemetrics remote switching for nearly four years and several additional substations and circuits were upgraded to add the switches in the last year. The new equipment proved itself quite successful last summer, which saw record usage of electricity due to high temperatures.

When a tree fell onto a Dominion Virginia Power circuit that was providing power to NOVEC's Clark's Gap substation in Loudoun County, many

NOVEC customers experienced an outage. Using Telemetrics-controlled switches, power was able to be routed from nearby Sycoline and Beamertown substations to the customers affected. While it took nearly four hours for Dominion to determine the cause of the outage and restore the supply, NOVEC customers only experienced a short interruption of service.

"It's really enabled us to provide our customers with the best-quality service," Glikas said.

Outage Map and IVR

NOVEC's online Outage Map is always available to give up-to-date information about outages on the system. Even if your electricity goes out, cellular and wireless technologies or people in unaffected locations can provide you with information by checking the outage map on the home page at www.novec.com.

Prefer to check your outage status over the phone? The interactive voice recognition system (IVR) is continually available at (888) 335-0500. It received updated hardware and software right before Thanksgiving and now has additional enhancements and features that the old version did not have. In the coming months NOVEC will be evaluating these features for their value to improving customer service and operational efficiency.



Customers Rate NOVEC Performance



Tom Laing, director of market research for TSE Services, presents the cumulative results of the recent customer-satisfaction survey to NOVEC's Leadership Team at their weekly meeting.

By John Roy

Tom Laing, director of market research for TSE Services, addressed NOVEC's Leadership Team and presented the cumulative results of the recent customer-satisfaction surveys. The benchmarking group against which NOVEC was compared was larger this year than last year. NOVEC's data was also compared to other electric utilities and companies nationwide through the American Customer Satisfaction Index (ACSI).

The Co-op outperformed the best investor-owned utility, the average Touchstone electric cooperative, and compared favorably with the TSE Services benchmark group, which Laing characterized as "the best of the best." New customers, in particular, were highly satisfied with NOVEC, rating their satisfaction well above the benchmark, placing NOVEC in the top five out of the 40 utilities ranked. A credit to the Customer Service team – NOVEC was rated number 1 overall in the First Call Resolution category.

Quarterly surveys of business members also rated NOVEC consistent with benchmarking figures in most categories.

An advertisement for NOVEC. On the left is a close-up of a dime showing the profile of Franklin D. Roosevelt. On the right is a glowing, ornate street lamp. Below these images is the headline "One Thin Dime Powers One Night's Security". The text below the headline reads: "The Value of Electricity. The best value in energy today is at your fingertips. NOVEC, your customer-owned electric cooperative, delivers power when and where you need it and at delivery rates that haven't changed in 14 years. So, while we encourage you to conserve, we invite you to enjoy. That's the value of power from the region's most reliable electric utility." At the bottom right is the NOVEC logo, the slogan "The Powerful Choice", the website "www.novec.com", and a smiley face icon. A small note at the bottom left says "Based on two 40-watt bulbs lit for 10 hours."

An Opportunity for High School Students

By Donna Snellings

ATTENTION members of the high school class of 2008 or 2009: If you have an enthusiastic interest in government and politics and would like to visit the seats of government in Washington, D.C., and Richmond to engage in conversation with your elected representatives, along with other rising high school students from across America with interests such as yours, then apply for a spot on NOVEC's Youth Tour Delegation. Five students who receive electric power in their homes from NOVEC will be selected in April for the all-expense-paid program.

From June 10-14, 2007, participants will gather in Washington, D.C., with more than 1,400 of their peers from across the U.S. to learn about electric cooperatives, tour historical and cultural sites, and meet their representatives in Congress. There will also be time for recreation including a boat cruise, dinner dance and other fun activities.

In February 2008, the Youth Tour delegates will spend a day at the Virginia General Assembly in Richmond. They will meet with their local legislators, attend sessions in the House of Delegates and the Senate, and sit in on committee hearings in both houses. Completed Youth Tour applications and pertinent information must be received by March 15, 2007. Interviews will take place in April for the selection of the Youth Tour delegates.



photo by Donna Snellings

Virginia's 2006 Youth Tour delegation.

To receive an application:

- 1 Visit www.novec.com.
- 1 Mail the form below to: Donna Snellings, NOVEC Youth Tour coordinator, P.O. Box 2710, Manassas, VA 20108.
- 1 E-mail a request for application to dsnellings@novec.com.

Request for 2007 Youth Tour Application

Date: _____

School: _____ Class of: _____

Name: _____ Account #: _____

Address: _____

City: _____ Zip: _____

Date of birth: _____ Phone #: _____

Parent(s): _____

An advertisement for NOVEC with a blue background. On the left, there are three people: a man in a white hard hat with 'NOVEC' on it, a woman with a necklace, and a man with glasses wearing a headset. To the right of the people, the text reads 'Reduce Your Commute Electrify Your Career' in large white letters. Below that, it says 'Visit Jobs at www.novec.com'. At the bottom right, there is the NOVEC logo, which includes a stylized lightning bolt and a globe.

State Legislators Discuss Transportation Issues and More

By Inia Burginger

Nearly 80 local business leaders were on hand November 30, 2006, to hear Virginia legislators talk about issues expected to be dealt with during the 2007 General Assembly. NOVEC and Rappahannock Electric Cooperative co-sponsored the forum, an annual meeting hosted by the Fauquier County Chamber of Commerce.

State legislators representing most of Fauquier County – Senator Russ Potts and Delegates Mark Cole, Scott Lingamfelter and Clay Athey – were present and gave brief updates on pertinent issues. Transportation was the number-one-discussed topic, and generated hot debate among the speakers and many follow-up questions from audience members.



photo by Karen Henderson

Senator Russ Potts makes a point about the serious need for transportation reform in Northern Virginia, while Delegate Mark Cole awaits his turn to express his views on the hot subject.

NOVEC Hosts Virginia Legislators at Annual Breakfast



photo by John Roy



photo by Richard Bird

By Donna Snellings

President/CEO Stan Feuerberg presented the yearly “state of the Cooperative” address to Virginia state legislators at NOVEC’s annual legislative breakfast held December 14 at Heritage Hunt in Gainesville. Feuerberg spoke about NOVEC’s many accomplishments and shared the Co-op’s legislative concerns. He highlighted the outstanding rating received from a customer-satisfaction survey conducted by a “leading consumer market research company,” which compared NOVEC to other electric utilities around the country. He also proudly mentioned the implementation of new technology to improve productivity, the company’s strong financial position, and unsurpassed service reliability.

Something for Everyone at the Habitat ReStore

By Sarah Smarrelli

Did you know there is a store in Prince William County where you can get all sorts of building supplies at discounted prices, like a 50-pound box of nails for five dollars or thousands of other items at 40 percent to 90 percent below retail price?

Located on Center Street in Manassas, the Habitat for Humanity ReStore is the place to go for discounted building supplies. The store typically is well-stocked with ceramic tile, windows, doors, appliances, paint, flooring, sinks, siding, nails, cabinets, bathroom fixtures, hardware and many other items needed for home renovations. All of the materials are new or gently used.

Since opening in March 2004, the ReStore's phenomenal success has been two-pronged. First, it generates much-needed income for the Prince William Habitat for Humanity program, which builds homes for lower-income residents of Prince William County and the cities of Manassas and Manassas Park. And, second, it provides a recycling solution for building supplies that would otherwise have ended up in a landfill.

The ReStore is so successful that their profits cover all operational expenses for the Prince William Habitat for Humanity organization, including rent, salaries and utilities.

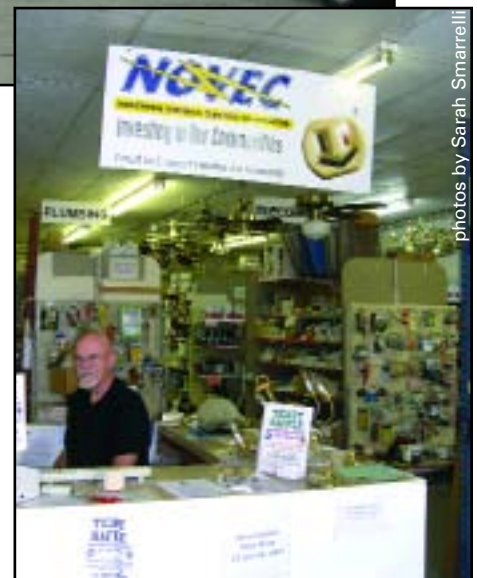
"This store is a great fund-raising diversification for Habitat," commented Traci DeGroat, Prince William Habitat for Humanity executive director. "Since the store brings in such a strong profit, money from our donors is applied directly to our building programs.

"We recently had a 50-percent-off sale and our shelves really got cleared off," DeGroat explained. Now they are busy restocking, which doesn't take long since donations are continuously coming in. The majority of donations (about 65 percent) come from homeowners doing remodeling who bring in their old cabinets, appliances, lighting fixtures, etc. Local builders, contractors, flooring companies and cabinetmakers also make frequent donations.

The ReStore relies heavily on volunteers to keep the store running. Kermit Dance, a former school principal, works regularly in the store, along with about two dozen other volunteers who do everything from running the cash register to keeping the shelves stocked and the store organized. The store also employs one full-time employee, Sam Druetzler, and two part-time staff members, Mark Costello and Larry Williams.

Since their inventory is constantly changing, many customers are "regulars," stopping by at least once a week to see what's in stock. They even had one customer who came in weekly and purchased windows, doors, tile, cabinets and even Corian countertops for a house he was building in North Carolina.

NOVEC supports Habitat for Humanity through financial donations and is one of several community sponsors of the ReStore.



photos by Sarah Smarrelli

Seated under NOVEC's banner, Mark Costello assists customers at ReStore. NOVEC's banner is a symbol of the two organizations' long-standing partnership.

Located on the outskirts of Old Town Manassas, the Habitat ReStore is a bargain-hunter's paradise for all sorts of building supplies.

9506 Center Street, Manassas
(703) 369-6145
www.habitatpwc.org

Monday-Friday: 9 a.m.-5 p.m.
Saturday: 9 a.m.-4 p.m.
Closed Sunday

Customers Respond to Operation Round Up Sign-Up Campaign

By Donna Snellings

The Operation Round Up (ORU) sign-up campaign ended December 1 and there are now 5,177 members participating. Once again this winter, customers participating in Operation Round Up are helping local families in need pay their winter heating bills through donations to heating-assistance programs at local social service agencies. In the 2005-'06 heating season, ORU members donated a record \$46,000 to fuel-assistance programs. Forecasters are predicting even higher fuel costs for this winter season and the local service agencies are predicting an even greater need for fuel assistance.

By authorizing NOVEC to "round up" your monthly electric bill to the next-higher whole-dollar amount, you can help local groups continue their community service work. For example, if your bill is \$69.54, it is rounded up to \$70 and the extra 46 cents is contributed to the Operation Round Up fund. The amount "rounded up" on your bill averages a total of about \$6 per year. Each month, the amount you contribute to ORU is shown on your billing statement. You can also make additional contributions by writing in the extra amount on your billing statement and including this amount with your payment. NOVEC absorbs all administrative costs; 100 percent of all money contributed goes directly to the needs of the community.

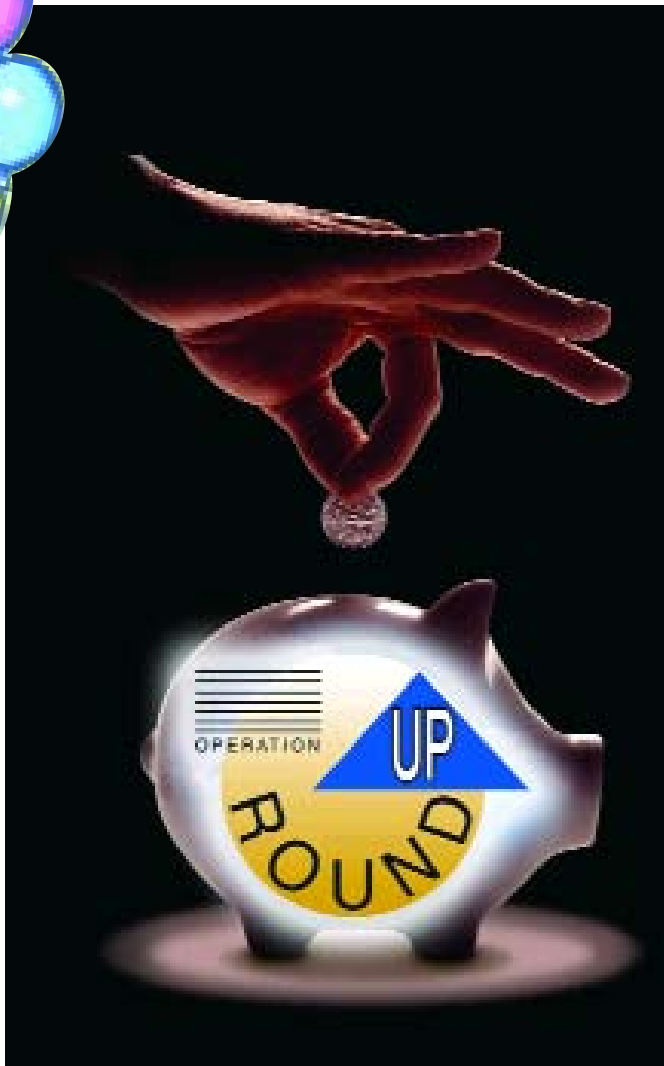
Help is still needed

You can register for Operation Round Up in either of these convenient ways:

- 1 Visit www.novec.com/oru1 and click on the Operation Round Up link.
- 1 Send e-mail to oru@novec.com with your NOVEC account number, complete name on the account and address.
- 1 Call the customer service center at (703) 335-0500 or (888) 335-0500.



The winners of the \$25 gift card drawing are: Edward Allen, James Cupp, Dale Barr, Joseph and Alice Drago, Karen and William Maryland, William and Diana Cunningham, Amanda Rankhorn, James Hollis, James and Jean Ryan, and Nell Carter. Congratulations to the prize winners!



The Season of Giving Continues

By Donna Snellings

NOVEC employees participated in three local family programs by fulfilling the holiday wishes of 10 needy children through the Voluntary Action Center's Un-Trim-A-Tree program in Prince William County, the Fauquier County Family Shelter, and at Birmingham Green in Manassas. This year employees also supported the GRADS program at Stonewall Jackson High School in Manassas, which helps teenage parents care for their children while attending classes.



photos by John Roy and Donna Snellings



Chairman:
J. Manley Garber
District 7
Woodbridge/Dale City/Montclair



Vice-Chairman:
Wade C. House
District 5
Nokesville/Haymarket/Bull Run



Secretary:
Michael Ragan
District 6
Lake Jackson/Buckhall/Manassas Park/Bristow



Treasurer:
Walter Grove
District 8
Fauquier/Stafford



Malcolm Ames
At Large



James Chesley
District 3
Fairfax County, East of Rt. 66



Cynthia Gilbride
District 9
Fairfax County, West of Rt. 66
Loudoun County, South Riding



Don M. Middleton
District 2
Loudoun County, South of Rt. 7



Ann Wheeler
District 4
Manassas/Gainesville



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