



2005 NOVEC SCHOLARSHIP APPLICATIONS AVAILABLE

In 1999 NOVEC initiated the Dollars for Scholars program in support of outstanding local students in their pursuit of a college education. This competition awards a \$1,000 scholarship to a high school student in each of the counties where NOVEC provides electric service – Clarke, Fairfax, Fauquier, Loudoun, Prince William and Stafford – and the City of Manassas Park. **In addition, a single \$1,000 scholarship is awarded to a student living in NOVEC service territory that is home-schooled or attends private school.** Because the majority of NOVEC customers live in Prince William and Fairfax counties, two \$1,000 scholarships are awarded in these counties. In addition, children of NOVEC employees are eligible to apply for a single \$1,000 scholarship. In 2004 a total of \$10,000 was awarded.

For 2005 we are enhancing our scholarship program. An additional \$1,500 Garber scholarship will be added to the Dollars for Scholars for the top outstanding student. After the selection is done for the scholarship winners another review will be conducted of the scholarship winners for the top scholarship honors totaling a \$2,500 scholarship to the top student.

Applications are now being accepted for the NOVEC Dollars for Scholars program, and will be accepted through Friday, April 8, 2005.

Scholarship Requirements

- Must be a college-bound high school senior whose home is currently served by NOVEC.
- Must have at least a 3.0-grade-point average (G.P.A.) on a 4.0 scale. Submit a transcript copy that includes first-semester grades.
- Must demonstrate a wide range of participation and

leadership in extracurricular activities, community service and/or work experience.

- Submit two letters of recommendation – one from a high school official (teacher, counselor, etc.) and one from a member of the community.
- Submit a 300-word typed essay – directions are included with the application form.

All required materials must be postmarked no later than April 8, 2005, and submitted to: Donna Snellings, NOVEC, P.O. BOX 2710, MANASSAS, VA 20108. (They may also be hand delivered to a NOVEC office by that date.)

Failure to submit a complete package by the deadline will disqualify students from consideration for this scholarship.

Completed scholarship applications will be forwarded to each county’s education foundation or scholarship committee for evaluation and selection.

Scholarships will be presented at pre-graduation ceremonies at the schools of selected students. A complete listing of winners will be published on NOVEC’s Web site and printed in the August edition of *Cooperative Living*.

Form

Awards are based on scholastic achievement, community service, work experience and demonstrated leadership qualities. Children of NOVEC employees are eligible to apply as long as they meet service-area and other eligibility requirements. Applicants will not be subject to discrimination on the basis of sex, race, creed, religion, national origin or handicapping condition.

Applications can be obtained by sending e-mail to dsnellings@novec.com, by calling (703) 392-1511 or (888) 335-0500, ext. 1511, or by returning this form to the address listed above.

Name of Student: _____ NOVEC Account #: _____

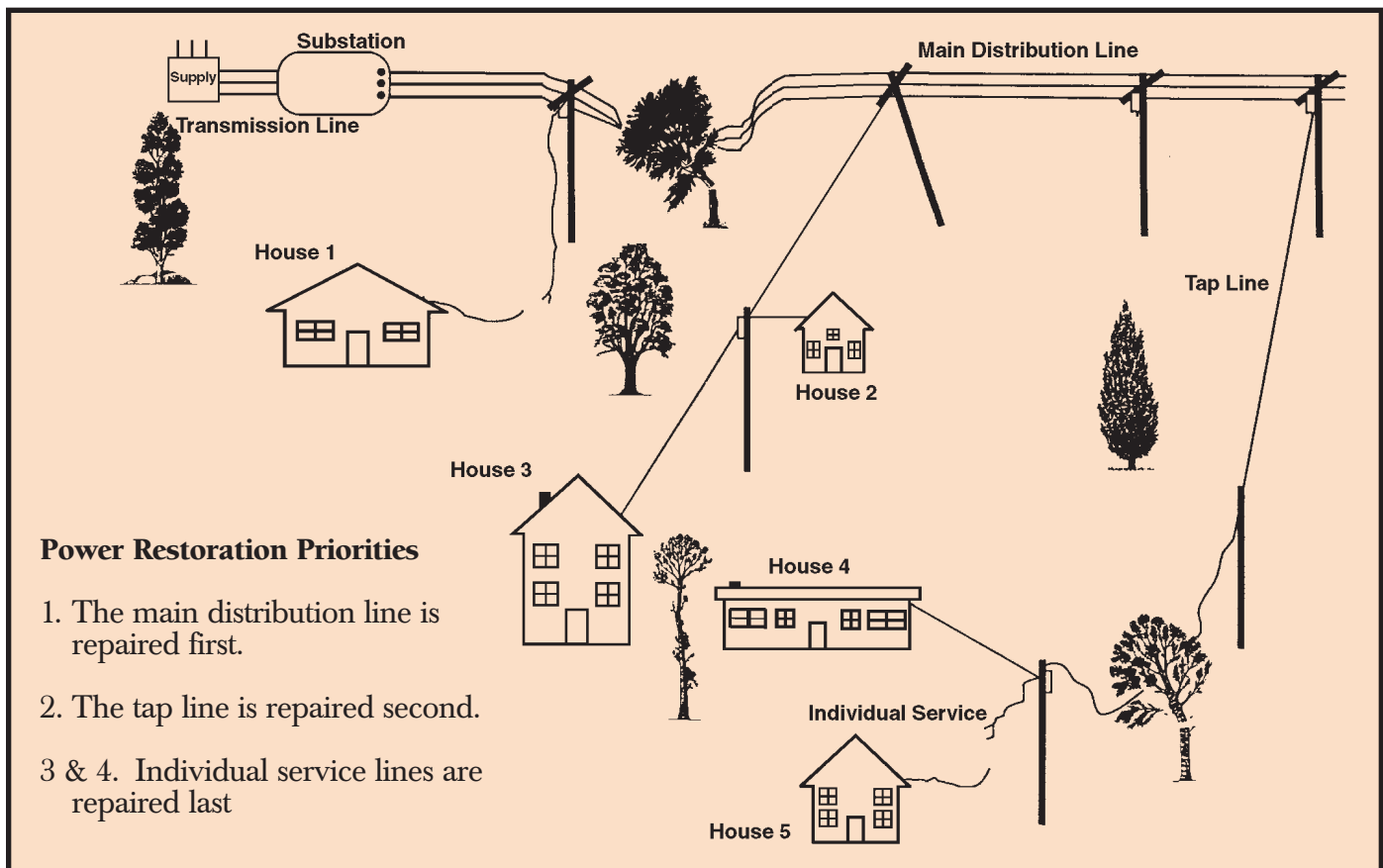
Address: _____

City: _____ State: _____ Zip: _____

Name of High School: _____

County: _____

Keeping the POWER On



Providing customers with reliable, consistent delivery of electricity is NOVEC's number-one goal. For more than six years, NOVEC has achieved the best service reliability record in the Metropolitan Washington region.

There is always room for improvement. We continually strive to better our reliability record and minimize the inconvenience of an outage for our customers. NOVEC employs an aggressive system-maintenance program that includes replacing old underground wire, trimming trees in our rights of way, replacing damaged poles, and upgrading facilities at our substations.

The reality is that power restoration is a tedious process and many factors must be considered when determining how to get the electricity flowing again to the homes and businesses of our customers following an outage.

NOVEC's Restoration Process

- The process of restoration is often complicated, especially during severe weather. Damage may occur at numerous points along the distribution system rather than at one isolated spot.
- Repair work begins with major NOVEC facilities such as substations and main circuits that supply power to thousands of customers. Priorities are then established to restore power to the main distribution lines serving public safety and other essential service customers and

the largest number of customers. We then move on to restoring power to others such as schools, shelters, public water and sewer systems, traffic signals, and finally individual power lines serving a single home.

When NOVEC receives power-outage reports, line technicians are sent to identify the problem. An initial evaluation is done based on the System Control and Data Acquisition (SCADA) system. It alerts us if a substation device has opened and any circuits are out. We also utilize customer telephone calls and field crew surveys to help identify outages on lines that aren't part of the SCADA system. With this information our staff estimates when power will be restored.

NOVEC's Priorities for Restoring Electric Service

Transmission lines: These high-voltage lines supply power to one or more substations. A problem here could interrupt service to more than 10,000 customers.

Substations: A problem here can cause all of the customers being served by the substation to be without power. If the problem is limited to one particular circuit leaving the substation, only those customers on that specific circuit would be affected. An outage at this point could affect service to several hundred to thousands of customers.

Main distribution lines and feeders: These lines carry electricity from the substation and each feeder/line

serves a large portion of customers. A problem here could leave hundreds of customers without power.

Tap lines: These branch off main lines to serve a smaller number of customers. A problem here would interrupt service to only the customers served by that tap line.

Individual service: The line/service drop serves an individual customer. A problem here would only affect a single customer, while the remaining system would still have power.

Special-Needs Customers

Customers with special medical concerns should notify NOVEC prior to an outage so we can highlight the account. We require a letter from a doctor stating the reason why a person should be placed on our critical account list. *This does not place that person on a priority restoration list; it allows NOVEC to help the person make decisions about staying put or moving to a location with power, based on NOVEC's estimated restoration time. It's important to understand that critical-care customers should have a special plan to provide emergency needs in the event of an extended power outage. Depending on the cause of the outage, there is no guarantee that NOVEC can restore power to them faster than to our other customers.* Special-needs customers must still call to report a power outage, since NOVEC does not remotely monitor these locations. To discuss your special-needs situation, contact our customer service center at (703) 335-0500 or (888) 355-0500 or send an e-mail to customerservice@novec.com.

Anticipating an ice storm

Approximately 90 percent of service-restoration work in ordinary outage situations is completed by service technicians who are on duty or on call 24 hours a day. That scenario changes drastically if there is a major outage. In such a case, all operations and construction personnel as well as supporting staff from other departments are devoted to the restoration effort.

A very real possibility of a major outage exists with a



cold, stormy winter predicted for 2005. Ice storms pose the greatest threat to our system.

In the event of such an outage situation, restoring power safely to the greatest number of customers in the shortest time possible is our number-one priority.

NOVEC's Manager of Construction Wayne Smith described some of the difficulties encountered restoring power following an ice storm. He explained, "While our system is built to withstand a certain amount of accumulation of snow, ice and wind, it is not possible to build in a

safeguard that would protect the system 100 percent in every adverse condition. The weight of ice on the line or a fallen tree laden with ice can snap lines and poles. In addition, high winds that often accompany ice storms increase the risk to our electric distribution system."

Restoration problems in ice

Smith enumerated some additional problems faced when restoring power following an ice storm.

Roadways are often blocked with fallen trees and limbs. NOVEC maintains contracts with tree contractors that perform the tree maintenance work on our lines. They play a major role in the service-restoration process. Repair of broken conductors cannot begin until lines are free of downed trees.

Cold weather reduces productivity. Frigid temperatures, ice-coated terrain, poor visibility during night activities have a significant impact on how rapidly service is restored.

Service restoration can involve ground excavation to replace broken poles or repair damaged underground conductors. When these situations are encountered, Miss Utility must be notified so other buried utility lines can be located.

Fifty to 60 percent of our construction fleet, including bucket and pole-setting trucks, is four-wheel drive. This enables us to reach the more remote sections of our service area. Even so, sometimes line patrolling must be done on foot.

Smith concluded, "Overall an ice storm poses the greatest service-restoration problems and has the potential to create longer-than-expected service interruptions."

Questions about restoration

To help better understand NOVEC's restoration process following a major outage, Smith offered to answer some of the most frequently asked customer questions.

Q.How do you determine when to call in outside crews to assist with restoration?

A. That decision is made when we hold our pre-storm meeting; i.e. prior to Hurricane Isabel in 2003, we had crews in hotels and others en route when the storm began. Damage-assessment meetings are conducted several times daily to determine if additional help is needed. NOVEC has contracts with several line contractors. This pool of contractor labor ensures the availability of repairmen if needed.

Q.Why do you send NOVEC personnel to an outage site if they can't repair the damage?

A. We utilize NOVEC personnel familiar with our system as "spotters" to assess damage at the outage site. They provide information – broken poles, wires down, etc. – to our Operations Center that is key to dispatching a crew. This ensures the repair crews have the right equipment and material to fix the problem when they get to the job site. These spotters are not trained line technicians, and therefore cannot work on the lines. However, their

assistance makes it possible to keep our line technicians on the job restoring power, not assessing damage.

Q. Why does it take so long to replace a pole?

A. When a pole is broken and lines go down, there is more involved than just replacing the pole. During a normal working day when construction personnel are on the job, pole replacements and the associated line work can be a matter of just a couple of hours. However, if a pole is broken during “off” hours then a repair crew must be called from home. NOVEC maintains a number of men on “stand by” around the clock to minimize the repair times.

Q. Why don't you keep restoration crews working throughout the night?

A. We do have restoration crews working throughout the night. However, as mentioned earlier, night repairs present some of the most difficult conditions for working. Low visibility and extreme weather conditions bring production to a crawl. Therefore, NOVEC concentrates the majority of the repair crews on daytime repairs. Production and, most importantly, safety is enhanced during the daylight hours.

Q. Why aren't all NOVEC crews equipped with chain saws to clear the roads?

A. NOVEC crews have chain saws on their trucks that are used to clear limbs from lines and for other light tree trimming. They are not suitable for cutting away a large

tree or tree limb that might be lying across a main feeder circuit or blocking a road. We call in tree contractors to do the heavy tree removal and the right-of-way clearing. It is not an efficient use of manpower to have a line technician removing trees when he could be somewhere else restoring service to customers.

Q. Why was my power out for so long when all of the wires in our subdivision are underground?

A. While most lines in subdivisions are underground, power must still be supplied to that subdivision by overhead lines. If overhead feed lines are not the problem, we have to determine exactly where the underground conductors are, use specialized equipment to locate the faulted conductor, excavate the conductor, and finally make the necessary repairs. Restoring service to underground lines is time consuming and may result in longer customer-outage times.

(NOTE: Wayne Smith will discuss at length NOVEC's underground system and restoration in next month's issue of Cooperative Living.)

When asked to comment on NOVEC's service-restoration priorities Robert Bisson, vice-president of electric system development, concluded, “Of utmost importance to NOVEC is that our crews perform the restoration work in a safe manner. While we want to minimize the inconvenience of being without power for our customers, our crews are dedicated to working smartly and safely.”

NOVEC Scores High on Safety Accreditation

NOVEC recently earned its best score ever in the Rural Electric Safety Accreditation Program (RESAP) – 97 percent!

An on-site evaluation team that included representatives from the National Rural Electric Cooperative Association (NRECA) and the Virginia, Maryland & Delaware Association of Electric Cooperatives (VMDAEC), recently spent time observing the safe practices of our employees.

NOVEC earned 96 percent for the on-site evaluation, 96 percent on the written accreditation application portion and 100 percent for our verification process. In the on-site component, NOVEC earned 746.6666 points out of a possible 775. When all three portions were averaged together, NOVEC scored a total of 97 percent. This is significantly higher than the national average of 88 percent. The best total



L-R: Jim Collins, NRECA; Kenneth Brubaker, NRECA; Roger West, NOVEC; and Alan Scuggs, Central Virginia Electric Cooperative, are part of the RESAP Team that came to NOVEC for our on-site inspection.

score ever earned by any cooperative was 98 percent and NOVEC is committed to meeting or surpassing that number next time.

The RESAP is conducted every three years, and in 2001 NOVEC scored 95 percent.

“A job well done goes out to all employees with a special thanks going to the managers, supervisors and employees in the construction, facilities, garage and warehouse departments,” says Al Britton, risk and security manager.

Some of the goals of the RESAP are to preserve life and prevent injuries, establish electric utility safety and loss-control standards, and

recognize those who work daily to maintain a safe work environment. With this high-scoring achievement, NOVEC delivers a clear message that safety for our employees and customers is a top priority for the Cooperative.

REDUCE USE &

Energy Tips You Can Pocket

In Virginia, household appliances (including lighting) account for approximately 23 percent of energy consumption. There are many ways that you can control your energy costs. After all, you only pay for what you use. So here are some tips on controlling your energy consumption.

Air Conditioner

- Set thermostat at 78 degrees or as high as comfort allows
- Close blinds and curtains during hottest time of day
- Close vents in unused rooms
- Clean or replace air filters monthly

Water Heater

- Reduce temperature to 120 degrees F.
- Insulate water heater and pipes
- Take showers instead of baths
- Set washing machine temperature to cold or warm and rinse temperature to cold
- Wash only full loads of clothing and dishes

Clothes Dryer

- Hang laundry outside, weather permitting
- Clean lint filter after every use
- Dry towels and heavy cottons separate from light-weight fabrics

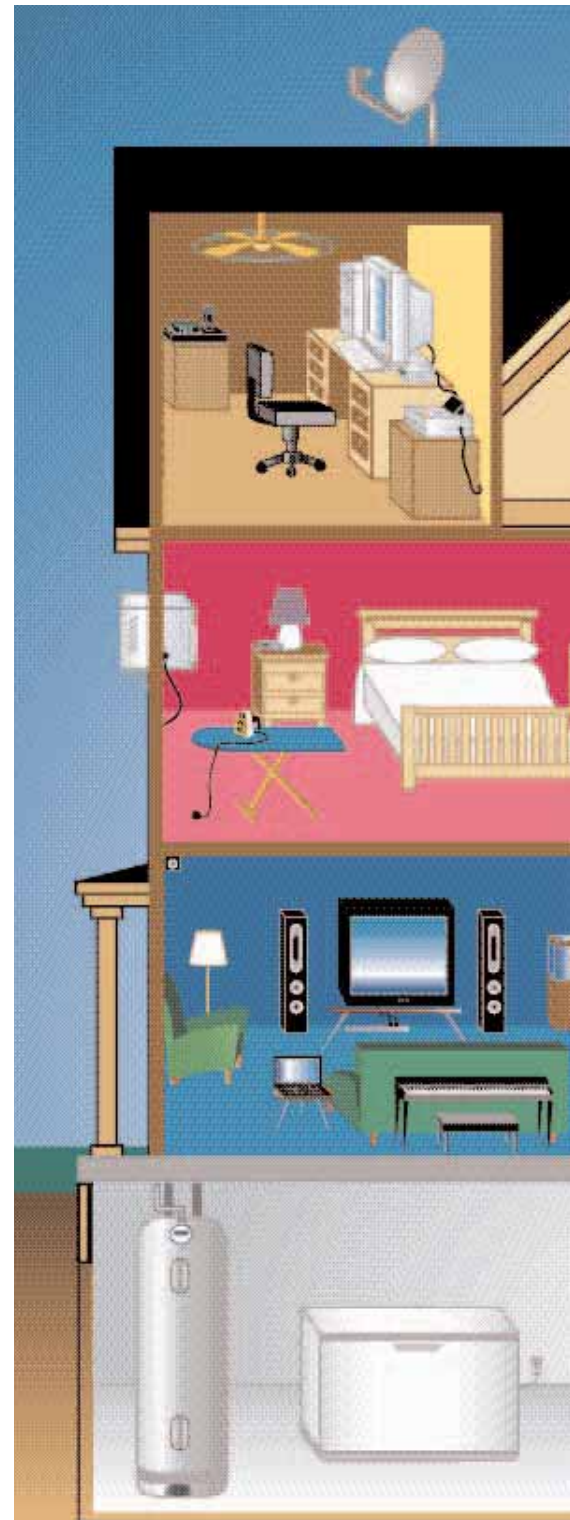
Refrigerator/Freezer

- Refrigerators purchased prior to 1975 consume twice as much electricity as new models
- Keep refrigerator at 37-40 degrees F. and freezer at 5 degrees F.
- Allow hot food to cool off before refrigerating

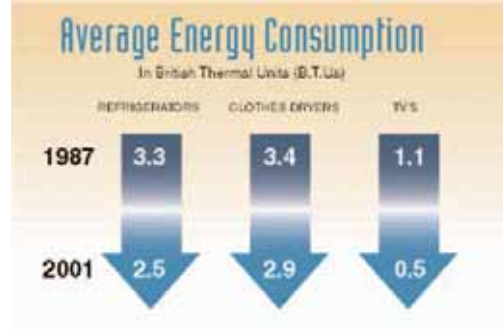
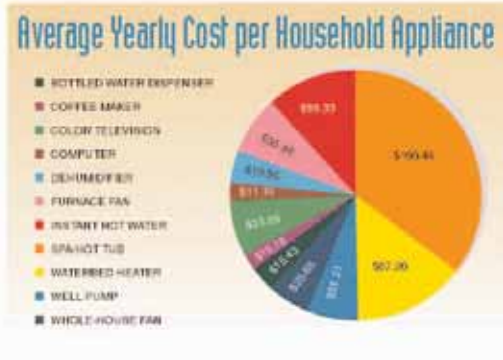
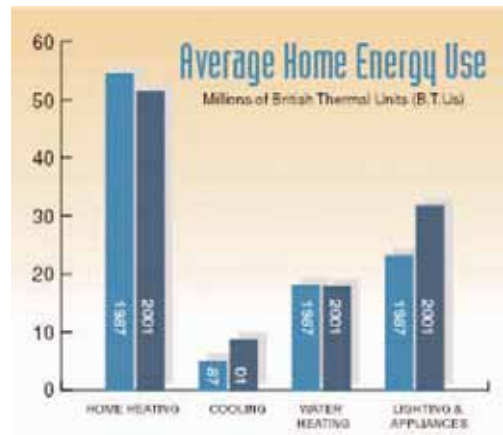
Range/Oven

- Microwave ovens use 90 percent less energy to cook than conventional ovens
- Use pots and pans with flat bottoms
- Leave the lid on your pots to permit lower temperature settings
- Don't peek at food in the oven (25 to 50 degrees F. are lost)

A new tool to help NOVEC customers evaluate their energy usage can be found at www.novec.com/safety.cfm?viewID=114.



REDUCE COST



YFT Country Fair and Auctions a Success



Photos, from above left: Robin Lazo, distribution engineer, served as volunteer coordinator in the registration tent. Charlotte and Jim Moxley, VP, administration, substations and telecommunications, check people in. Clowns Cosmo and Skeeter pose with new friends. YFT founder Joe Gibbs speaks to the crowd at the live auction.

Nearly 40 NOVEC employees, board members, retirees, family and friends took time out of their weekend to volunteer at the **Youth for Tomorrow Country Fair & Auctions** on October 9th.

Most employees worked in the registration tent accepting money and signing out bid cards for the auctions, while others worked in the food tent. NOVEC's own Cosmo the Clown and Skeeter the

Clown were fair favorites again this year.

The 19th annual event raised \$586,000 to support the organization. NOVEC was a Silver Sponsor of the fair. Youth for Tomorrow is a community-based non-profit organization providing residential counseling, education and life learning to at-risk teenagers and was founded by NFL Coach Joe Gibbs in 1986.

Operation Turkey Feeds 2,500 Families



NOVEC facilities maintenance employees Joe Kurosz (left) and Paul Carothers stop at Stonewall Jackson High School in Manassas to pick up the students' generous Operation Turkey donations.

Throughout November, NOVEC employees collected food for the annual **Operation Turkey** food drive benefiting SERVE and ACTS. Thanksgiving Day staples such as stuffing, canned vegetables, canned fruit, gravy and rice were popular donations. NOVEC facilities staff also picked up food from area schools participating in the program and delivered it to SERVE headquarters in Manassas.

The proceeds were enough to supply 2,500 Thanksgiving meals for needy families in the greater Prince William area. Each family received a food

package as well as a voucher to purchase a turkey.

SERVE, Inc., (Securing Emergency Resources through Volunteer Efforts) is dedicated to strengthening the local community through comprehensive services and partnerships that provide basic needs and promote economic independence. The organization's goal is to end poverty and homelessness in Prince William County.

ACTS (Action in the Community Through Service) is a non-profit, human services organization dedicated to meeting the food, housing, clothing and developmental needs of the needy in the county.

Prince William Library Foundation Award



NOVEC was honored for their support of the Prince William Library Foundation on October 16 at their gala. Ed Quinto, president of the Library Foundation, presented Donna Snellings of NOVEC with the award, stating, "NOVEC has not only given monetary contributions over the years, but also many hours of volunteer time supporting the many initiatives of the Foundation including the most recent initiative the Viva Van."

Operation Round Up Needs Your Generosity!

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. However, did you know that last year a record \$46,000 in fuel assistance was donated to local charities? 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 dollar, 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 \$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. A customer advisory board determines how funds are allocated.

You can register for Operation Round Up in two convenient ways:

Send e-mail to customerservice@novec.com with your NOVEC account number, complete name on the account and address.

Call the customer service center at (703) 335-0500 or (888) 335-0500.



NORTHERN VIRGINIA ELECTRIC COOPERATIVE



Chairman: J. Manley Garber
District 7

Woodbridge/Dale City/Montclair



Vice-Chairman: Don M. Middleton
District 2

Loudoun County, South of Rt. 7



Secretary: Wade C. House
District 5

Nokesville/Haymarket/Bull Run



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*



Michael Ragan
District 6

*Lake Jackson/Buckhall/
Manassas Park/Bristow*



Ann Wheeler
District 4

Manassas/Gainesville



Stan C. Feuerberg
President and CEO

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