



Levelized Billing: A Year of No Surprises

NORMAL BILLING



LEVELIZED BILLING



By John Roy

NOVEC’s levelized billing program has just completed its first year of implementation. As of September 2006, more than 6,715 customers have had their electric bills levelized to prevent drastic changes from month to month.

No Surprises

Levelized billing is based on a rolling 12-month average. A levelized bill is based on the average of the previous 11 months’ electricity billings and the current month’s billing for the service address. Since the current month’s billing is calculated into the average, the levelized amount will fluctuate, but only a small amount.

Levelized billing prevents drastic changes in your bill, even in the coldest or hottest months of the year. This can help you budget your finances more consistently each month.

No Settle-up

Because the levelized billing amount is recalculated each month based on a rolling average, the need to settle-up balances annually is eliminated. Reconciliation of your account will be necessary only if

you move or decide to cancel your participation in the program.

Join Anytime

If NOVEC has been providing electricity to your home for at least one year, you are eligible to participate in levelized billing and you can join the program at any time. We’ll simply calculate your levelized payment based on the average billing for your home during the last year. Having one year of history allows us to calculate the most accurate levelized amount.

Same Great Options

You can still participate in NOVEC programs like Operation Round Up. ORU is calculated based on your current month’s billing, then added to the levelized amount. Use e-CHECK? Your levelized amount will automatically be drafted from your bank account.

If you have questions concerning the levelized plan or would like to enroll, please contact our customer service center at (703) 335-0500 or (888) 335-0500 or customerservice@novec.com. Additional information can also be found at www.novec.com.

EXAMPLE: To arrive at your levelized amount, NOVEC adds your current month’s usage to your previous 11 months, then divides the total by 12. It is then rounded to the nearest dollar. Example is a sample levelized bill for January.

January	\$92.45
February	\$97.95
March	\$121.76
April	\$109.29
May	\$88.60
June.....	\$87.38
July	\$127.06
August.....	\$113.24
September.....	\$128.57
October	\$98.98
November	\$75.80
December *current month	\$85.30
Total billed amount \$1,226.38 divided by 12 = \$102.00	
You pay \$102 each month!	

October Is Energy Awareness Month

By Sarah Smarrelli

Change Your Light Bulbs to Save Money and Energy

According to the U.S. Department of Energy, lighting consumes almost 15 percent of a household's electricity use. Reducing lighting power consumption is as simple as replacing old incandescent light bulbs with energy-efficient compact fluorescent lamps. Replacing a 100-watt incandescent bulb with a 32-watt compact fluorescent lamp (CFL) can save at least \$30 in energy costs over the life of the bulb.

A compact fluorescent lamp uses 66 percent less energy than a standard bulb, while providing the same amount of light. And, the CFL will last six to 10 times longer, eliminating the hassle of more frequent bulb changing, while saving money. Although CFLs cost slightly more than incandescent bulbs, their efficient use of electricity and long operating life usually offset the initial higher purchase price.

How CFLs Work

CFLs consist of two parts: a gas-filled tube and a magnetic or electronic ballast. The gas in the tube glows with ultraviolet light when electricity from the ballast flows through it. This in turn excites a white phosphor coating on the inside of the tube, which emits visible light throughout the surface of the tube.

Compact fluorescent lamps use less energy because they provide the same amount of light (lumens) as standard incandescent bulbs, but have lower wattage ratings. If you're unfamiliar with the best CFL wattage to use for your needs, always refer to the lumens or light output on the product package. For example, if you want a light bulb that gives off the same amount of light as a 60-watt incandescent bulb, look for a CFL with a light output of 800 lumens or more, which will produce the same amount of light.

CFL Savings

Energy-efficient CFLs may cost more initially, but they can save you money in the long run. For example: Suppose your living room lamp is on 1,000 hours a year, and your local electric utility charges eight cents per kilowatt-hour. A 15-watt compact fluorescent bulb (producing the same light output as a 60-watt regular bulb) may cost you \$10*, considerably more than the dollar or so that you'd spend for a standard bulb. However, the CFL should last for six to 10 years, while the standard bulb likely will be replaced every year. The CFL costs about \$1.20 a year to operate; the standard bulb costs \$4.80. For a one-time initial extra payment of \$9, you can receive \$4.60 in savings each year (\$3.60 electricity cost and \$1 bulb cost) for six to 10 years.



Get the Most from CFLs

Place CFLs in the fixtures you use most frequently. CFLs are most efficient when they operate for two or more hours at a time. You'll experience a slower payback in areas where lights are turned on for short periods of time.

Use CFLs in fixtures that are hard to reach such as ceiling fans, other ceiling fixtures, and enclosed outdoor fixtures. Because CFLs last longer, you enjoy the convenience of buying and changing bulbs less frequently.

Certain CFLs are designed to work in dimmable, 3-way fixtures, as well as torchieres. Check the package to be sure you are buying the correct bulb.

For More Information

For more information about energy-efficient lighting, visit the Department of Energy's Energy Efficiency and Renewable Energy Network Web site at www.eere.energy.gov/consumer. You can also download an ENERGY STAR lighting brochure at www.energystar.gov/ia/products/lighting/lighting_brochure.pdf.

*Depending on what style CFL you select and where you purchase the bulbs, the price can be even less than \$10.

A diagram titled "Compact Fluorescent Lamps" showing six different types of CFLs labeled a through f. (a) is a twin-tube integral CFL. (b) and (c) are triple-tube integral CFLs. (d) is an integral model with a casing that reduces glare. (e) is a modular circline and ballast CFL. (f) is a modular quad-tube and ballast CFL. The diagram illustrates the various shapes and sizes of CFLs and their components.

Energy-efficient compact fluorescent lamps come in a variety of sizes and shapes including (a) twin-tube integral, (b and c) triple-tube integral, (d) integral model with casing that reduces glare, (e) modular circline and ballast, and (f) modular quad-tube and ballast.

PVCC Offers Electric Line Worker Apprenticeship Program



By John Roy

A unique partnership between the Virginia, Maryland & Delaware Association of Electric Cooperatives (VMDAEC) and Piedmont Virginia Community College (PVCC) has resulted in a degree program to address the shortage of utility line workers in the mid-Atlantic area.

Ongoing and impending retirements of line workers – the classic “linemen” who climb poles, string wires and install transformers to deliver electric service to homes and businesses – is a growing concern for electric utilities nationwide, including the nation’s nearly 900 consumer-owned electric cooperatives.

Sixteen electric cooperatives, including NOVEC, operate in the Virginia, Maryland and Delaware region, providing electric service to more than 650,000 homes and businesses and more than 1.6 million citizens in the three states.

The associate degree in utility line technology, jointly announced by VMDAEC and PVCC, is one of only a handful nationally in which electric utilities partner with a local college to provide a degree program for line workers.

The new program offers credit for the 8-step apprenticeship program developed by the VMDAEC. The residential training program for utility line workers is held at the George Washington Carver-Piedmont Technical Education Center near Culpeper.

PVCC will award 24 credits to students who successfully complete the electric cooperatives’ 8-step apprenticeship program. An additional six credits of coordinated internship

may be earned through on-the-job training as a utility line worker.

Academic courses offered on campus or online by PVCC allow students to complete the degree program and NOVEC employees may also receive educational assistance from the cooperative. Students may also transfer credits earned at other accredited colleges and universities and through military training.

“We are extremely pleased that Piedmont Virginia Community College has partnered with us to offer this new associate degree program for line workers,” said Richard Johnstone, VMDAEC executive vice president. “The mid-Atlantic region is experiencing tremendous growth and, when combined with the retirement of many older Baby Boomers, this means that a lot of trained utility line workers are needed for our electric cooperatives, and also for the other electric utilities serving our region.

“We believe that offering this college-track program will help attract a new generation of young people interested in a financially and personally rewarding career working outdoors and helping enhance people’s lives. And the line workers who participate in this degree program will then have the education and skills needed to gain supervisory positions in our industry,” Johnstone added.

For more information on this program, contact Piedmont Virginia Community College at (434) 961-5495 or e-mail eloving@pvcc.edu.

**Reduce Your Commute
Electrify Your Career**

Visit Jobs at
WWW.NOVEC.COM

NOVEC

Your Neighbors Need Your Help!

By Donna Snellings

Since its inception in 1997, Operation Round Up (ORU) has distributed approximately \$350,000 in fuel assistance thanks to contributions from NOVEC customers.

But recently, customer participation in this helpful program has fallen off. Currently, fewer than 5 percent of NOVEC's customers participate in ORU. NOVEC seeks your help to make it robust once again.

ORU works through local social service agencies to distribute your fuel-assistance contributions to those in need of assistance, including:

- ACTS – Prince William County
- SERVE, Inc. – Prince William County
- SERVE, Inc. – Stafford County
- The Salvation Army – Fairfax County
- The Salvation Army – Loudoun County
- The Fauquier County Community Action Program – Fauquier County

During the past winter season, ORU provided \$46,000 to these agencies which, in turn, benefited more than 600 area families. 100 percent of contributions go toward helping families who would otherwise not be able to pay their winter heating bills. NOVEC pays for all administrative costs.

More participation means more assistance for the less fortunate in our community. Won't you help us spread goodwill this winter season and join today?


To join, visit www.novec.com/oru1. Questions, call (703) 335-0500 or (888) 335-0500.

Sign up for Operation Round Up and be entered in a Prize Drawing!

All customers who sign up for Operation Round Up by December 1, 2006, will be entered in a prize drawing for one of ten \$25 Visa Gift cards.

To enter:

- Visit our Web page at www.novec.com/oru1 and complete and submit the online form.
- Questions? Call the customer service center at (703) 335-0500 or (888) 335-0500



Loose Change Brightens Lives

The Value of Community. Every year NOVEC customers agree to round up each month's electric bill to the next dollar amount to help pay the fuel bills of customers who cannot do so. We call this Operation Roundup (ORU). Support this worthy cause by enrolling or making a one-time donation today.

To sign up visit www.novec.com/oru1
Your loose change will brighten many lives.

NOVEC
The Powerful Choice
www.novec.com



NOVEC Unveils New Web Site

By John Roy

NOVEC has recently completed major renovations to its Web site, www.novec.com. In addition to a new look and feel, [novec.com](http://www.novec.com) has been streamlined to enable easier navigation and upgraded to include several new customer service features, while continuing to deliver accurate and up-to-date information about electric service.

New Look and Feel



One of the first things you will notice is the clean, updated appearance that portrays NOVEC as the modern, technologically sophisticated company it is, according to Inia Burginger, manager, communications, who headed up the project. "It's important that we properly 'brand' NOVEC to our customers as we enter competition," she said.

The second thing you will notice is that the Web site now is organized according to information most pertinent to primary customer groups, and under easily recognizable subject titles. With only one or two clicks, the "tabs" at the top and the side navigation bar take customers straight to the information they need. For example, if you receive electric service at your house, then simply click the "Residential Customer" tab or sidebar link to display all the information you need. Looking for water heaters? Click on "water heaters" rather than trying to determine which department provides that service. "We have tried to provide the most frequently accessed information in an easy-to-find format," Burginger said.

Outage Alerts

Improved visibility of outage information is available right from the home page. In the event of an emergency, a special alert system is in place to keep customers informed. The award-winning, real-time Outage Map remains prominently available for easy-to-access information regarding current outages.

Sign Up for New Service Online

Now, customers can simply fill out the online form to request new service or to transfer service to a new location. A customer service representative will follow up

with the request during the time the customer specifies. Moving? Customers can also change their account information or request service to be discontinued at their old address. (You will also be called by a customer service representative to confirm at a time you specify.)



View Your Account Online

The new novec.com makes it easy to understand the bill-payment options, and continues to offer the same flexibility for paying bills. Do you prefer to pay online, in person, through the mail, or by automatic deduction? Not sure how much you currently owe? Regardless, now you can view your billing options and payment history for the past 24 months simply by logging in.



Improved Cash Back Information

Moving out of NOVEC's service area? We're sorry to see you go. As a cooperative member, however, you will still receive Cash Back refunds from time to time. However, many Cash Back refunds that are mailed to former members are returned to NOVEC as undeliverable. Our updated list of members whose Cash Back refunds remain unclaimed is now online. Check it out, as someone you know might be on the list.

More Information for Builders

Our Builders and Developers section offers specific guidelines and application forms regarding the installation of electric service. Important information about easements and rights of way are also readily available online.

Lots More!

NOVEC and our Web development staff continually work hard to listen to and implement the comments and suggestions made by our customers. "We hope you will find the Web changes valuable, and we will be continuing to update and make additional changes in the future," Burginger said.

So what are you waiting for? Get clicking!

Creating Opportunities, Enriching Lives – Didlake Works



Photos Courtesy of Betty Dean

Didlake provides bulk mailing services for many area businesses – including NOVEC. Sissy Murphy is one of more than 100 people employed at the Manassas Work Center.



Yvonne Leonce enjoys the outdoor time afforded her by her job on Didlake's mobile crew, which provides grounds maintenance services for the City of Manassas.

By Inia Burginger

It's obvious the moment you walk through the front doors of their Work Center in Manassas: Didlake is a special place that helps special people lead ordinary lives.

Since 1965, Didlake Incorporated has partnered with numerous government and community organizations to offer training, therapies and rehabilitative services that support the efforts of people with disabilities to acquire the skills they need to live and work as independently as possible. Nearly 75 percent of Didlake's employees have severe disabilities, from brain injuries and illnesses to mental retardation, blindness and autism.

But it's not about charity. The nearly 1,000 men and women who staff the Work Centers and Didlake's government and commercial contracts are capable, enthusiastic employees who earn an honest living. To name just a few, the jobs they fill include custodial services at the Pentagon, mailroom operations at the FBI, packing and shipping emergency supplies around the world for the Peace Corps, and bulk mail fulfillment for commercial customers – including NOVEC.

"Employers see Didlake as having excellent employees providing top-notch service," said Betty Dean, Didlake Foundation director. "We have a detailed application process and conduct situational assessments with each employee to ensure capabilities and that the work is what he or she wants to do."

"When matching an individual to an employment opportunity, our careful screening, job training and continuing support maximize the chance for a successful outcome," said Rex Parr, president and CEO at Didlake, Inc. "The human faces behind the numbers are the real story of Didlake," Parr said.

In addition to the Community Inclusion Program (CIP) that integrates people with severe disabilities into the community, and the Employment Program that matches employees and employers, Didlake currently is embarking on an initiative to



Stephanie Puddy's sculpture, "The hands of an artist are never clean" is one of many beautiful pieces created by participants in Didlake's Expressive Arts program on display in the gallery at Didlake's headquarters on Breeden Ave., Manassas.

optimize the amazingly rich artistic talents of many of the participants. From sculpture to painting to collage to traditional chair-caning, all created by employees, the artwork that graces Didlake's offices in Manassas is stunning.

"Our goal is to generate an income path for these very real talents," said Andrew Clarke, Didlake's director of CIP and Sheltered Employment. "Everyone should receive a fair compensation for services they render, whether doing a job, holding an audience's attention with story-telling, or enlivening surroundings with beautiful art," Clarke said.

Didlake welcomes businesses and organizations to join their mission by becoming a Community Partner. For more information, visit www.didlake.com or contact Betty Dean at (703) 361-4195.

**Two Thin Dimes Dry
One Full Load of Laundry**

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.

NOVEC
The Powerful Choice

Based on a 40 minutes of drying time. www.novec.com

Walk With "Team Amy" and Raise Funds for Easter Seals

Here's an opportunity to tour historic Fredericksburg, improve your health and wellness, and help Virginians who can't always help themselves.

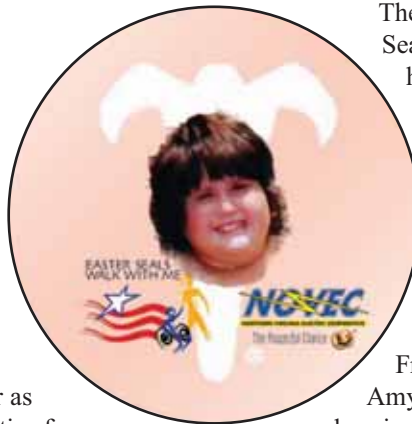
Easter Seals Virginia is hosting "Walk With Me" on Saturday, October 14, beginning at 9 a.m. in Old Mill Park, Fredericksburg. NOVEC is sponsoring Team Amy, whose captain is Amy Feuerberg, daughter of NOVEC CEO Stan Feuerberg. Amy serves as one of several Easter Seals Ambassadors and would love to greet you at the walk.

Your participation in Walk With Me or as part of Team Amy will provide opportunities for people with disabilities to live with dignity, pride and

increased independence.

The Feuerberg family is grateful to Easter Seals Virginia for what its camping program has offered Amy over the years. Amy's mom, Robyn, says, "Our family's participation in Walk With Me is just a small way in which we can demonstrate our appreciation and help sustain Easter Seals' programs by raising money."

To register to walk or make a donation to Team Amy, go to www.walkwithme.org and use the event finder to locate the Fredericksburg walk. Then click on Team Amy. You may also contact Inia Burginger at vburginger@novec.com.



Help Supply a Thanksgiving Meal to a Needy Family



The annual "Operation Turkey" food drive will begin November 6 in the main lobbies of NOVEC's Minnieville and Manassas offices. We will be collecting non-perishable food items to donate to SERVE, Inc. of Manassas and ACTS in Woodbridge. Items such as canned vegetables, boxed muffin mixes, Bisquick, instant mashed potatoes, canned pumpkin, and evaporated milk are just a few examples of items that can be donated.

Not only will we be helping less fortunate families with their Thanksgiving meals, but we will be helping to stock the pantries of these organizations for use by needy families throughout the year.

The deadline to drop off your non-perishable food items is November 15.

The drop-off addresses are: Corporate Office: 10323 Lomond Drive, Manassas, VA

Minnieville Office: 14500 Minnieville Road, Woodbridge, VA

Hours: 8:15 a.m.–5 p.m. Monday–Friday

Donate Your Vehicle to Local Red Cross

Do you have an old vehicle that you're ready to part with? If so, then consider donating it to the American Red Cross. Your vehicle will be auctioned for the most possible profit, and the proceeds will be used to support programs and services of the Red Cross in the Prince William area. The Red Cross will have your car towed at no expense to you. Not only will you be supporting a worthy cause, your donation is tax-deductible.

The only requirements are that the vehicle must be in good running condition, have inflated tires, a set of keys and a clean title.

If you are interested in donating your vehicle or would like more information, please call (703) 368-4511, ext. 229.



Do you have a car you've outgrown?

Donate it to the American Red Cross!

It's tax deductible!

Contact Elaine at elaine@pwarc.org or (703) 368.4511 x229

Golfers Raise Funds for Education



Scott Lenhart at Old Hickory Golf Club

Photo by Donna Snellings

It was a perfect golfing day on Friday, August 11, for the Prince William County Public School Education Foundation 13th Annual Golf Tournament. This year's "Tee Off for Education" Golf Classic generated \$51,000 to fund enhanced educational opportunities for Prince William County Public School students. The proceeds from this year's tournament will support Read to Achieve with KidBiz (an integrated reading tutorial for third-graders), the Innovative Grant Awards program, and other initiatives.

NOVEC was proud to be a Foundation Sponsor, which gave us the opportunity to have a team of four players participate in the event.

To find out more about the Prince William County Public School Education Foundation, contact Susan Harman at harmansc@pwcs.edu or call (703) 791-8001.

Red Cross Promoted at Nissan Pavilion

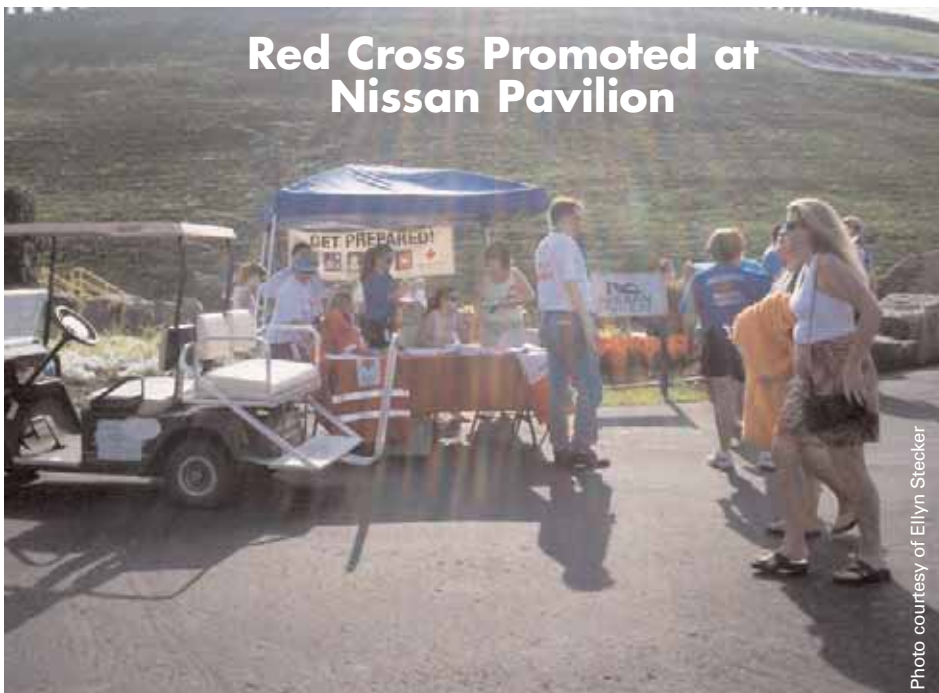


Photo courtesy of Eilyn Stecker

Volunteers from the Prince William Chapter of the American Red Cross distributed brochures and talked to thousands at the Kenny Chesney concert at Nissan Pavilion on July 29. The display space was sponsored by NOVEC.



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Stan C. Feuerberg
President and CEO

Corporate Office

10323 Lomond Drive
Mailing Address • P.O. Box 2710
Manassas, Virginia 20108-0875
(703) 335-0500 or (888) 335-0500
www.novec.com