

What's Current



The Powerful Choice

Visit us at www.novec.com



17,000 customers have switched to e-billing

As customers requested, NOVEC introduced e-billing last year and as of January 31, 2005, we have enrolled 17,000 NOVEC customers in this convenient bill payment program. E-billing offers you the opportunity to receive, view and pay bills online.



E-billing advantages:

It's free: Register by clicking the "Pay Your Bill" link on www.novec.com and pay no additional fees for this service. (Other bill payment Web sites may charge a nominal fee.)

It's convenient: E-billing payments can be made from your checking or savings account. All you need is access to the Internet. You will be notified via e-mail when your bill is available for online viewing and payment.

No more paper: Once registered for e-billing, you will receive three more paper bills. After the third subsequent bill, paper bills will no longer be mailed.

It's safe: Internet security measures have been instituted to ensure the security & confidentiality of your payment.

For more information: Visit www.novec.com and click on "Pay Your Bill" or call (703) 335-0500 or (888) 335-0500.

Credit card payments

To pay by credit card or debit card (with MC or VISA logo), you must use Speedpay.



To pay via Speedpay, visit www.novec.com and click on the "Pay Your Bill" link or call (866) 215-2703.

Speedpay charges a \$2.45 fee for this service, which will be reflected on your credit card or bank statement.

Complaint procedure in place for customers

NOVEC strives to provide the best possible customer service. However, in the event that you do have a problem with any facet of your NOVEC service, contact us at (888) 335-0500 or (703) 335-0500, Monday through Friday from 8:15 a.m. to 5 p.m. You can speak to a customer service representative (CSR) who is trained to respond to just about any problem you may have. In most cases your problem can be resolved immediately. If your problem is unresolved after talking with a CSR, we have a formal complaint procedure as detailed in Section XI of the *NOVEC Terms & Conditions*. This procedure is on file at each NOVEC office and can be provided upon request.

Questline

Special resource for commercial & industrial customers

NOVEC'S commercial and industrial customers now have access to *Questline*, a premier research and information service for your business.

Many commercial and industrial customers are already receiving Questline. If you are a commercial/industrial customer and would like to be added to the e-mail list for this valuable resource, contact Renee Barr at (703) 392-1604 or rbarr@novec.com or Tom Koerner at (703) 392-1763 or tkoerner@novec.com.

Available at no cost. Questline can provide you with:

- **Ask An Expert Hotline.** Staffed with engineers and professional researchers, this confidential service provides one-on-one answers to your energy, technical and business-oriented questions.
- **Industry Benchmark and Energy Audit Tools.**
- **Access to Energy Library & Resource Portal.** Within this proprietary portal, a comprehensive set of documents and resources can be searched by keyword or category, with topics including power quality & regulatory information, facility maintenance, energy efficiency and more.



Before digging: Call Miss Utility
It's the law!

1-800-552-7001

www.missutilityofvirginia.com

You must call Miss Utility at least 48 hours before doing any digging in your yard, no matter how deep!

Need a new water heater? Think of NOVEC Solutions!

If you need a new water heater, our affiliate, NOVEC Solutions, offers a line of quality, energy efficient water heaters for electric and gas applications. And, they have done the research for you to find water heaters that meet or exceed energy efficiency requirements.

NOVEC Solutions can also provide installation by an experienced contractor, at one of the most reasonable rates in Northern Virginia. We work with reliable, bonded and insured contractors to do the installations at your convenience.

Two water heater models to choose from:

Marathon: An energy-efficient model guaranteed not to leak for as long as you own your home. Prices begin at \$893 for a 50-gallon tank with basic installation.* Or, you can purchase the 50-gallon water heater without installation for \$578.

Marathon water heater features:

- ▶ Lifetime limited tank warranty; if it ever leaks, Marathon will replace it
- ▶ 6-year limited parts & labor warranty
- ▶ highest efficiency available
- ▶ electric only
- ▶ thermostat with safety shut-off
- ▶ super-tough outer shell resists dents & scratches
- ▶ jacket & tank are plastic, for years of corrosion-free savings
- ▶ extra-thick Envirofoam insulation helps save energy
- ▶ available in 50, 50-short, 85 & 105-gallon models



Marathon
for super efficiency & lifetime durability

A.O. Smith: An economic water heater with prices beginning at \$566 for a 50-gallon tank with basic installation.* (*The A.O. Smith must be purchased with installation.*)

A.O. Smith water heater features:

- ▶ electric or gas
- ▶ 6-year limited tank warranty & 2-year limited parts warranty
- ▶ thermostat with safety shut-off
- ▶ corrosion-resistant glass lining for longer tank life
- ▶ anode rod for corrosion protection
- ▶ high-efficiency zinc-plated copper heating elements
- ▶ patented R-Foam® insulation
- ▶ available in 30, 40, 50 & 70-gallon tank sizes



A.O. Smith
for economy & value

One call does it all!

Just one call to NOVEC Solutions will get you a new water heater. We provide prompt and professional service with guaranteed installation. NOVEC Solutions will arrange for our contractor to deliver and install the new water heater, and even dispose of your old one.

For more information call (888) 335-0500, (703) 335-0500 or send e-mail to novecsolutions@novec.com. Or, visit www.novec.com/novecsolutions.cfm.

You can also stop by our Manassas office to see NOVEC Solution's water heater display.

**Additional fees will be charged above the basic installation charge for special filters or valves that may be required. PRICES AND POLICIES SUBJECT TO CHANGE WITHOUT NOTICE.*

Know Your Utility Lines

NOVEC's poles carry numerous utility lines including electric, telephone, cable television and fiber optic. For your safety, always assume that any line on a utility pole is energized with deadly voltage.

For reference purposes only, the picture at right depicts the typical location of utility lines on a NOVEC pole. Electric lines are usually at the top, farthest from the ground. Cable television and telephone lines run closer to the ground. Contact your local cable or phone company for questions related to these lines.

NOVEC trims trees away from overhead lines on a three-year cycle. This means that any tree limbs closer than 10 feet from any NOVEC line will be trimmed back to at least 10 feet every three years. Only trained line clearing professionals are allowed to work within 10 feet of overhead power lines.

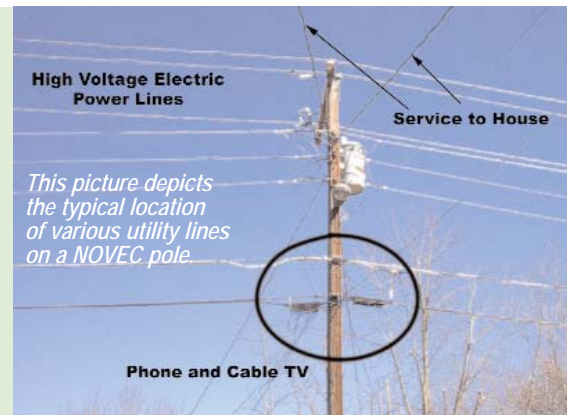
Never attempt to trim or remove trees or branches growing near or on overhead power lines. Also, never plant trees under utility lines that can grow into overhead wires and create a

safety hazard. NOVEC crews will remove any offending trees or other plants in our rights of way.

Contact the NOVEC Right-of-Way

Department

with any questions relating to tree and utility line conflicts at (703) 392-1661 or (888) 335-0500, extension 1661 or via e-mail at novecrightofway@novec.com. You can also visit www.novec.com/rightofway.cfm for more information about our tree trimming and removal program.



NOVEC
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What's Current is produced by the NOVEC Public Relations Department for Cooperative customers. If you would like additional information or if you have suggestions for future articles, please contact: NOVEC PR, P.O. Box 2710, Manassas, VA 20108 or send e-mail to: ssmarrelli@novec.com.