

What's Current

NOVEC

The Powerful Choice

Visit us at www.novec.com



When paying by check, remember float time is shorter!



NOVEC Customers who write checks in the expectation of having at least a few days to cover them with a deposit need to be aware of a new federal law that became effective October 28.

Under the Check Clearing for the 21st Century Act (Check 21), banks will now have more leeway to process checks electronically, which means shorter or even nonexistent float times. Float time is the grace period between the time the check is written and when the money is debited from the account.

Because of Check 21 and other check-system improvements, your checks may be processed faster, which means money may be deducted from your checking account faster. Before you write a check, make sure that your checking account has enough money in it to cover the check.

For more information on the new Check 21 law, visit www.federalreserve.gov/pubs/check21/consumer_guide.htm.

Prepare now for winter storms and power outages

The winter season often brings snow and ice, which can cause power outages. The process of power restoration is often complicated, especially during severe weather. *NOVEC's goal is to restore power safely to the greatest number of customers in the shortest time possible.*

To report an outage, call NOVEC at (888) 335-0500 or (703) 335-0500, 24-hours a day, seven days a week. Please listen to the interactive voice response (IVR) system, which provides information about the outage in your area and an estimated time of service restoration. We must have your accurate phone number for this system to work. To verify your phone number, call (703) 392-1696 or (888) 335-0500, extension 1696. The automated process is quick and can save you and NOVEC valuable time during an outage.

By using the IVR to report outages, you can get information to NOVEC staff quicker than if you wait to speak to a customer service representative. The IVR system also gives NOVEC staff more information in a shorter period of time, allowing for quicker and more accurate diagnosis of the cause of the outage.

Critical care list

NOVEC maintains a *critical care list* for customers who have medical conditions that may place them at an elevated risk during an extended power outage. However, it is important

for critical care customers to have their own plan to provide for their needs should an extended outage occur. Depending on the cause of the outage, there is no guarantee that NOVEC can restore power to them any faster than our other customers.

NOVEC's online outage map

During power outages, you can log on to www.novec.com and take advantage of our new online outage map, which allows customers to have a window into real time data from our outage management system. This online map shows where outages are located, how many customers are affected and what streets are involved. In the future, you will also be able to use this system to report power outages. You may wonder how you can get online during a power outage, but you can always use a battery-powered laptop if you have one or log on at your workplace.

Prepare for outages in advance

- Have flashlights, radios, candles, batteries and matches on hand. The radio can bring you weather reports and information on restoration efforts.
- Stock your pantry with foods that do not require cooking, such as canned meats, tuna fish and peanut butter.

During an outage

- During major outages, NOVEC supplies restoration updates to local and metro radio stations, as well as television stations.
- If you have no heat, close off unused rooms and stuff towels in cracks under doors. Dress in layers to stay warm.
- Keep the refrigerator and freezer doors closed. The refrigerator will keep food cold for about 4 hours. A full freezer will stay cold for approximately 48 hours (24 hours if it's half full).
- If it looks like the power will be off

for more than six hours, pack milk, dairy products, meats, poultry, eggs, etc. in a cooler with ice. And, if power is expected to be off more than 8 hours, prepare a cooler with ice for your freezer items.

Scroll compressor technology for A/C & heat pump systems

When it's time to replace your air conditioner or heat pump system, you should consider the advantages of scroll compressor technology.

Scroll compressors use advanced engineering and flow dynamics to more efficiently and smoothly compress gas refrigerant. Old-fashioned reciprocating compressors use pistons and valves to compress and move gas, but with a scroll compressor, these noisy high-wear parts are eliminated.

The compressor is the heart of any air conditioner or heat pump system, circulating the refrigerant gas for heating and cooling. For the past 30 years, piston compressors have been the main component used in residential air conditioners and heat pumps. Competition, higher energy costs and pending federal regulations are

Advantages of Scroll Compressor Technology

✓**Durability** - A fixed scroll and an orbiting scroll are all that's required to compress refrigerant gas. This replaces approximately 15 parts in a piston compressor, meaning less wear on parts and more reliability.

✓**Higher heat output** - Scroll technology has a higher heat output at low air temperatures, as compared to piston compressors. The scroll compressor will result in warmer air temperatures at the registers for increased comfort.

✓**Quiet & simple** - A continuous squeeze of gas by two scrolls replaces the reciprocation piston compression and valves opening and slamming shut. Scrolls can be perfectly balanced and valve noise is eliminated.

compelling manufacturers to develop more efficient systems for the future. These demands will lead the industry away from piston compressor technology to more advanced and inherently superior, compressor technologies.

Scroll compressors use an advanced orbiting technology that eliminates the need for pistons and valves found in reciprocating or piston

compressors. Unlike conventional heat pump compressors, the scroll compressor has two scrolls that rotate around each other to continuously compress refrigerant with no valves.

NOVEC holiday closings

All NOVEC offices will be closed on the following dates so our employees can enjoy the holidays with their families. However, our operations center is staffed 24 hours a day, seven days a week, even on holidays, in order to handle power outages and other emergencies.



Friday, December 24 ❄ Monday, December 27 ❄ Friday, December 31

Holiday greenery recycling

Monday, December 27, 2004 - Friday, January 7, 2005

NOVEC Gainesville office: 5399 Wellington Road

When the holidays are over and you get ready to dispose of your Christmas tree don't just throw it in the trash. Trees picked up by trash services are typically dumped at landfills, which are not supposed to accept "green waste." Instead, bring your tree to NOVEC's Gainesville office for

recycling. From **Monday, December 27, 2004 through Friday, January 7, 2005** we will accept Christmas trees at the Gainesville office located at 5399 Wellington Road. Asplundh Tree crews will be recycling the trees by chipping

them and creating wood chip mulch.

Please leave trees in the front parking lot in the area outlined with orange safety cones to the right of the office. Remember to remove all lights and ornaments from the trees.

Free wood chips available

We can deliver a six- to ten-yard load of wood chip mulch to your property at no charge if right-of-way crews are working in your area. This mulch is generated from year-round tree trimming and maintenance activities. Wood chips make good mulch for tree beds and can also help in erosion control.

For more information, contact the NOVEC Right-of-way Department at (703) 335-0500 or (888) 335-0500, extension 1633 or 1661, or send e-mail to novecrightofway@novec.com.



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