

What's Current

NOVEC

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\$6.7 Million in CASH→BACK Returned

The NOVEC Board of Directors authorized another special retirement of CASH→BACK capital credits to be distributed in December. A total of \$6.7 million is being refunded to customers as a credit on December billing statements. As with prior special CASH→BACK returns, this distribution will be to current customers, who were on the NOVEC system anytime between 1987 and 2004.

This December special distribution brings the total CASH→BACK special distributions in 2005 to \$19 million, and the total CASH→BACK distributions in 2005 to \$31 million.

Winter's Here – Prepare for Power Outages

Winter's here and with it come snow and ice storms, which often cause power outages. NOVEC's goal is to restore power safely to the greatest number of customers in the shortest time possible.

During an outage

✓ To report an outage, call NOVEC at (703) 335-0500 or (888) 335-0500, 24-hours a day, 7-days a week.

✓ To use our automated outage reporting system, we must have your accurate phone number. To verify the phone number on record for your account, call (703) 335-0500 or (888) 335-0500. *You may list your cell phone as your primary number.*

✓ 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 at least four hours. A full freezer will stay cold for about 48 hours. When the power returns, check the temperatures. If food in the freezer has ice crystals and is not above 40° F you can refreeze. Perishable foods in the refrigerator should not be above 40° F.

✓ If the power is expected to be off for more than four hours, pack dairy items, meats, etc. in a cooler with ice. If it looks like the outage will be prolonged, do the same with your freezer items.

✓ During major outages, listen for updates on local radio stations and visit www.novec.com to view our outage map.

Customer Tip: "We have used nature's icy fury to our advantage during long outages in other states. Put ice and snow in your cooler to keep food cold and safe from spoiling. (Seal up food packages carefully to avoid contamination.)"

Also, if you run out of seed for your bird feeders during storms, put some dry dog or cat food or some cereal or oatmeal in the bag and break it into small pieces with a hammer. Birds will eat it and be happy!"

-- The Shipp, Hartwood

Storm Kit...

Be Prepared!

IF YOUR LIGHTS GO OFF, you should have the following on hand:

- ✓ Portable, battery-powered radio and clock.
- ✓ Flashlights & extra batteries.
- ✓ Candles and matches.
- ✓ Manual can opener.
- ✓ Non-perishable food such as canned meats, tuna fish and peanut butter.
- ✓ Any special dietary foods, baby food, formula and medicine.
- ✓ Store as much clean water as possible in clean, non-breakable containers. If you have a well, fill a bathtub with water for bathroom use.
- ✓ Extra pet food.
- ✓ Wood for fireplace/woodstove.
- ✓ Camping or canned heat stove or gas grill for cooking outside. *Never, under any circumstances, use these inside your home.*
- ✓ Blankets & sleeping bags.
- ✓ Paper plates, plastic utensils.



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Stay Safe & Save Energy this Holiday Season!

The holidays are a time for celebration and that means more cooking, home decorating and entertaining. Follow these tips to stay safe and help control your energy use.

Think safety when decorating your home

- ◆ Examine lights for frayed cords, broken or cracked sockets, loose connections or exposed wires. Repair or discard damaged light sets.
- ◆ Make sure all your holiday lights have the Underwriters Laboratories label, which means they meet UL safety requirements.
- ◆ Unplug lights and other decorations before you leave the house or go to bed. Or, use an automatic timer, both indoors and out.
- ◆ Don't run cords under rugs, appliances or other objects. Cords can overheat or become worn and cause a fire.
- ◆ Do not overload extension cords. Only two or three sets of lights should be plugged into one extension cord.
- ◆ Only cords and lights labeled for outdoor use should be used to decorate your home's exterior.
- ◆ Remember that hot bulbs can ignite dry tree branches. To avoid disaster, keep trees well watered and keep extension cords and light strings away from the water.
- ◆ As an extra precaution, keep a fire extinguisher handy and be sure your home's smoke detectors have new batteries and are working properly.



Kitchen tips for energy- & safety-wise holidays

Today's new appliances use nearly 50 percent less energy than those built just a decade ago. Still, when holiday time rolls around, your energy bills can rise considerably. Thankfully, it's not difficult to keep holiday energy costs to a minimum.

- ◆ Don't preheat the oven. Put your turkey, ham or baked goods in as soon as you turn the oven on. You may have to adjust the baking time for the first batch of cookies but it'll save you wasted heat.
- ◆ Don't open the oven door to take a peek – use the oven light.
- ◆ If you have an electric oven, turn it off a few minutes before your food is fully cooked. As long as the door stays shut, the heat will stay in and your meal will get finished. The same principle applies to your electric range-top – the heating elements stay hot even after the electricity is turned off.

Spread Some Holiday Cheer!

It's going to be a cold winter, but you can help the less fortunate in our area stay warm by joining Operation Round Up (ORU) and having your monthly bill rounded up to the next dollar. The extra change goes to the ORU fund to be distributed through social service agencies to those families needing assistance paying winter heating bills.



You can also write in an extra donation to ORU on your monthly bill (even if you're not in the program). To join ORU, call (703) 335-0500 or (888) 335-0500, or send e-mail to dsnellings@novec.com with your NOVEC account number, name and address.

Recycle Holiday Greenery at NOVEC Offices

December 27, 2005 – January 6, 2006 @ NOVEC Gainesville office: 5399 Wellington Branch Drive

When the holidays are over and you get ready to dispose of your tree don't just throw it in the trash.

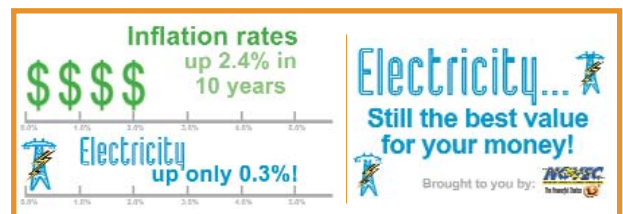
Trees picked up by trash services are typically dumped at landfills, which are not supposed to accept "green waste." Instead, bring your tree to NOVEC's Gainesville office for recycling. From Tuesday, December 27, 2005 through Friday, January 6, 2006 we will accept Christmas trees at the Gainesville office located at 5399 Wellington Branch Drive. Asplundh Tree crews will recycle 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 decorations 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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