

What's Current



The Powerful Choice



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Información disponible en español

Con el fin de ayudarles a nuestros usuarios de habla hispana, hemos elaborado las versiones en español de diversos documentos informativos, los cuales se enumeran a continuación. Para solicitar una copia de estos documentos, por favor llame al Centro de Servicio al Cliente de NOVEC, al (703) 335-0500 o al (888) 335-0500, de lunes a viernes, de 7 a.m. a 7 p.m., o bien, envíenos un mensaje de correo electrónico a customerservice@novec.com. Cuando usted llame a NOVEC, siempre tendrá disponible una opción en español. También puede retirar una copia de estos documentos en el estante de publicaciones situado en el lobby de nuestras oficinas en Minnieville o Manassas.

Publicaciones en Español:

- Opciones para pagar sus Recibos y Términos y Condiciones de NOVEC. Disponible en: www.novec.com. Pulse en botón que indica NOVEC en español.
- Cómo leer su Recibo
- Libro de Seguridad para Niños
- Comprendiendo qué es NOVEC
- Manual del Propietario, Reglamento Interno,

Information available in Spanish

To help our Spanish-speaking customers, we have translated several informational documents, as listed below. To request a copy of any of these documents, call NOVEC's Customer Service Center at (703) 335-0500 or (888) 335-0500, Monday through Friday, 7 a.m. to 7 p.m. Or, send e-mail to customerservice@novec.com. A Spanish language option is always available when calling NOVEC. You can also pick up copies of the Spanish publications from our reading racks at the Minnieville or Manassas office.

Spanish publications:

- Bill Payment Options
- How to Read Your Bill
- Safety Book for Kids
- Understanding NOVEC
- NOVEC Owner's Manual,
- Bylaws and Terms & Conditions: available at www.novec.com. Click on NOVEC en español link.

Youth Tour

Does your child have an interest in government & politics?

Would your child like to visit the seats of government in Washington & Richmond?

If so, they should apply for NOVEC's 2005 Youth Tour!

Five students living in NOVEC service territory will be selected for the all-expense-paid Youth Tour program scheduled for June 19-23, 2005. Students who are currently sophomores or juniors may apply.

To receive an application, contact Donna Snellings at (703) 392-1511 or via e-mail at dsnellings@novec.com. Or visit www.novec.com, click on *About Us*, select *In the Community* then *Education* and follow the links to print an application form.

Application deadline
March 18, 2005

You received another special capital credits return! NOVEC customers with active accounts from 1986 through 2003, received their portion of a special \$2.5 million capital credits distribution on their January 2005 billing statement. In 2004, a total of \$30.4 million in capital credits was distributed. *Remember: this is an added value you enjoy because you are a Cooperative customer.*

There's still time to apply for NOVEC's college scholarship program

NOVEC's *Dollars for Scholars* program is currently accepting applications. This competition awards a \$1,000 college scholarship to a high school student in each of the counties where NOVEC provides electric service - Fairfax, Fauquier, Loudoun, Prince William and Stafford - and the City of Manassas Park. In addition, a single \$1,000 scholarship is awarded to a home-schooled or private school student living in NOVEC territory. Because the majority of our 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. This year we are adding an additional \$1,500 to the outstanding student scholar. That will give one outstanding student a \$2,500 scholarship.

Get your application now!

- Download an application at: www.novec.com. Click on *About Us*, then *In the Community - Education*.
- Send e-mail to dsnellings@novec.com.
- Call (703) 392-1511 or toll-free (888) 335-0500, extension 1511.

Application deadline: April 8, 2005.

Front-load washers can save money & energy

Appliances account for about 20 percent of your household's energy consumption, with refrigerators, clothes washers and dryers at the top of the consumption list. When shopping for appliances, you can think of two price tags. The first one is the purchase price. The second one is the cost of operating the appliance. Purchasing a front-loading washing machine is one way to save money on the second price tag.

How do they work?

By design, front-loaders are more effective at cleaning clothes than top loaders. Instead of filling a tub with water and using a plastic agitator to move the water, a front-loader uses gravity. As the tub spins on a horizontal axis, the clothes gently tumble through the sudsy water. An automatic sensor determines the proper water level for the size of the load.

Front loader advantages

☺ **Energy conservation.** Front-load washers use less water (typically 20-28 gallons in a regular front-loading cycle, compared to 45 gallons in a regular top-loading cycle).

Because they use less water, they also require 50-65% less electricity to heat the water, resulting in energy savings.

☺ **Savings.** The average home can save \$60 to \$70 per year with a front-loading washing machine.

☺ **Larger capacity** because of no bulky agitator. The average load increase is 30%. The extra space improves washing of bulky items like sleeping bags, bedspreads and throw rugs.

☺ **High-speed extraction.** Front-load washers spin at over 1000 rpm, compared to the 600-700 rpm spin cycle on top-load washers. Clothes come out dryer, thereby reducing drying time.

☺ **Gentler wash action**, with no agitator. Easier on clothes.

☺ **Quieter.** No clunky sounds, just the whir of the spin cycle.

☺ **Stackable.** Models with controls mounted on the front can have the dryer stacked on top or be installed under counters.

☺ **Front opening** provides easier access for some consumers with certain types of disabilities.

☺ **Better quality.** Front-loaders typically are designed with very high-quality materials for a longer life.

Front loader disadvantages

☹ **Higher initial cost.** Front-loaders cost an average of \$300- \$400 more than top loaders. This cost is recouped over time, in energy savings.

☹ A front-loading washer **requires you to bend over to open the door** and add/remove laundry.

☹ A front-loader **works best with special detergent.**

Upcoming Community Events

Prince William Red Cross Gala

Saturday, March 12, 2005

visit www.pwarc.org for information

SERVE Bowl-a-Thon

Saturday, March 19, 2005

visit www.serveinc.org for information

Congratulations to Charles and Donna Jarrow of Manassas. Their customer survey card was randomly selected from our quarterly drawing. They received a \$25 gift certificate to Lowe's.

Right-of-way trimming to accommodate line upgrades

In order to keep pace with our area's booming growth and at the same time maintain or improve the reliability to existing customers, NOVEC will be upgrading more than 55 miles of overhead lines in 2005. As part of this upgrade, tree trimming and tree removal along our rights of way will be increased to facilitate the new, taller poles and additional lines. Our crews will be side trimming trees to the full 30-foot easement width and removing trees which cannot co-exist with the new lines. Trees will be evaluated on a case-by-case basis to determine their potential liability to the new lines.

Trees are a vital resource in our neighborhoods and NOVEC realizes the importance of saving as many healthy trees along our rights of way as possible. We promote the placement of appropriate plant and tree species near our rights



of way; those being trees which have mature heights of less than 20 feet and do not block access to our easements. Trees which will grow into overhead lines and may require future trimming are not permitted in our rights of way.

We count on and appreciate the cooperation of our customers in the affected areas. With progress and growth comes change, and NOVEC must keep pace with the electricity demands of our customers by upgrading our system as needed.

Customers in the affected areas will be notified in writing of the upcoming work at least two weeks prior to the arrival of tree contractors. For more information, contact the right-of-way

department at (703) 392-1661, (888) 335-0500, extension 1661 or via e-mail at novecrightofway@novec.com.

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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.