

What's Current

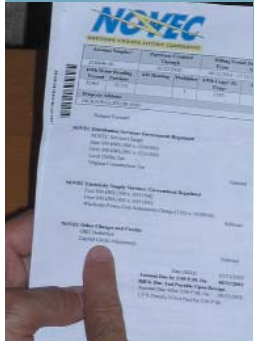


The Powerful Choice

Visit us at www.novec.com



Did you see your capital credits return?



The credit that appeared on your December 2004 bill was the result of a special capital credits distribution approved by NOVEC's Board of Directors. This makes a total of \$30.4 million in capital credits that was returned to customers in 2004.

If you were an active customer any time from 1986 through 2003, your December 2004 billing statement included this special capital credits return. The total capital credits return was approximately \$5.2 million. This is the fourth special distribution approved in 2004; customers also received capital credits distributions in March, July and August 2004. These special distributions were in addition to the regular distribution of capital credits in September. In 2004, customers received a grand total of \$30.4 million in capital credits.

Because NOVEC is structured as a not-for-profit business, revenue received over and above the cost of doing business (margins) is allocated to our customers in the form of capital credits. Keep in mind that if you purchased electricity from an investor-owned utility, the margins (or profits) would go to the stockholders rather than to you, the customer.

For more information about capital credits, call (703) 335-0500 or (888) 335-0500, Monday through Friday, 7 a.m. to 7 p.m.

Operation Round Up needs your generosity

Once again, customers participating in Operation Round Up (ORU) are helping local families in need pay their winter heating bills

through donations to heating assistance programs at local social service agencies. Last year, ORU participants contributed a record \$46,000 to local agencies for fuel assistance. Forecasters are predicting even higher fuel costs for this winter season and local service agencies are predicting a greater need for fuel assistance, so your help is needed to keep up with this demand.

By authorizing NOVEC to "round up" your monthly electric bill to the next higher dollar, you can help local groups

continue their community service work. The amount "rounded up" on your bill averages a total of \$6 per year. Each month the amount you contribute to ORU is shown on your billing statement. You can also make additional contributions by writing in the extra amount on your billing statement and including this amount with your payment. NOVEC absorbs all the administrative costs of ORU, ensuring that 100 percent of all

money contributed by customers goes directly to the needs of the community. A volunteer board comprised of NOVEC customers oversees the ORU funds and determines how they are distributed.

Register for Operation Round Up today!

- ▶ Send e-mail to: customerservice@novec.com with your NOVEC account number, complete name on the account and address.
- ▶ Call: the customer service center at (703) 335-0500 or (888) 335-0500.

NOVEC offers scholarships

In a continuing effort to reward outstanding college-bound high school seniors from our area, NOVEC is again sponsoring the Dollars for Scholars scholarship program. This year, a \$1,000 scholarship will be awarded to a qualified high school student in the counties we serve - Fairfax, Fauquier, Loudoun, Prince William and Stafford and the City of Manassas Park. In addition, a single \$1,000 scholarship will be awarded to either a private school student or a home-schooled student. New this year, NOVEC is adding an

additional \$1,500 scholarship to be awarded to one of the winning applicants, bringing that student's total scholarship to \$2,500.

Applications are now available and will be accepted through April 8, 2005. You may download an application from www.novec.com by clicking on "About Us," then "In the Community - Education." You may also request an application by sending e-mail to dsnellings@novec.com or call (703) 392-1511 or (888) 335-0500, extension 1511. See the January issue of *Cooperative Living* for more information.

Maintaining heating and air conditioning coils

A central air conditioner and heat pump system has an indoor and outdoor coil, which are connected by refrigerant tubing. Generally not too much attention is paid to them because they are not easily observed. They are designed similar to an automobile radiator, with thin metal fins. The indoor coil is located inside the furnace fan compartment in the home, and the outdoor unit cover protects the outdoor coil. Since both indoor and outdoor coils are crucial to system performance and comfort, cleaning the coils is a job that shouldn't be ignored.

Why clean the coils?

When a coil becomes dirty, it reduces the amount of airflow into the home. The result is that some rooms can be too warm in the summer and too cold in the winter. A dirty coil can also damage other parts of the heating and cooling system if neglected. A worst-case scenario is it could cause damage to the compressor motor that circulates

refrigerant throughout the system. The frequency of cleaning coils can range anywhere from every two to five years, depending on where the unit is located. Routine maintenance can help to prevent costly problems in the future.

When was the last time you changed or cleaned your filter?

Your heating and air conditioning filter does more than simply filter the air, it also helps to protect the cooling and heating coils from collecting too much dust, thereby increasing your unit's efficiency and your home's comfort. This is just one more reason to change or clean your air filter on a regular basis.



Cleaning Methods

Indoor coils can be in hard to reach, confined spaces making cleaning difficult. Care must be taken when cleaning coils because they can be damaged. Generally, a technician will vacuum the coils or use a chemical cleaner specially designed for this purpose. Next time a technician inspects your system, get them to show you the indoor coil so you can visually inspect it from time to time.

The outdoor coil is just as important to maintain. Be sure it isn't obstructed by grass clippings, leaves, and dirt. Maintaining your system will give you optimum comfort and also help extend the life of your equipment.

Your phone number helps speed outage reporting!

In order to better serve you, NOVEC MUST have your up-to-date area code and phone number. NOVEC's outage system uses caller ID to expedite your outage reporting process.

To report your telephone number:

You may change or verify the phone number on our account records by calling (703) 335-0500 or (888) 335-0500 and selecting "Option 2" from the main menu. Please have your account number handy when you call.

You may want to change the phone number to your cell phone number if that is the phone you are most likely to use when reporting an outage.

Thank you for keeping our rights of way clear

The NOVEC Right-of-Way Department would like to extend a special thank you to our customers who have helped us "hold the line" on vegetation maintenance costs on our system.

We would like to recognize those customers who have made an effort to plant only trees that have mature heights of less than 20 feet near our overhead line rights of way, therefore eliminating the need to trim those trees.

We especially appreciate customers who have requested that we cut down fast-growing trees located under power lines which in the past had to be continually topped out and no longer resembled a tree. It's evident in our underground neighborhoods that many of you have nicely landscaped

around utility enclosures following the planting specifications pictured on each of these enclosures.

Your continued efforts to plant the "right tree in the right place" will slowly lead to more easily maintained, natural appearing utility right-of-way areas.

For more information about NOVEC's programs to help improve the appearance and reliability of our electric system as well as the aesthetics of your neighborhood, please visit www.novec.com/rightofway.cfm. In addition, a member of the right-of-way staff can visit your property and provide suggestions to help lessen the time and impact of vegetation management work.



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.