

# What's Current

# NOVEC

The Powerful Choice

Visit us at [www.novec.com](http://www.novec.com)



## Levelized budget billing deferred until 2005

Introduction of the new levelized budget billing program that we announced last month has been deferred until 2005. Therefore, all customers on NOVEC's current budget billing program may remain in that program, with no changes in 2004. Watch for more information about levelized billing in this publication. If you have questions about budget billing or other billing programs, please contact the NOVEC Customer Service Department at (703) 335-0500, (888) 335-0500 or via e-mail at [customerservice@novec.com](mailto:customerservice@novec.com). Or, visit our Web site at [www.novec.com](http://www.novec.com) for more information about billing options.

## Special capital credits return in July and August

As a NOVEC customer, you share in the financial success of the cooperative's business. Because NOVEC is structured as a not-for-profit business, margins earned are allocated to customers in the form of capital credits and are held in a capital credits account. While NOVEC retains some of the margins to provide funding for system growth and maintenance, more than \$84.7 million in capital credits has been returned to NOVEC customers since 1999 in the form of credits on your monthly bills.

### **Credit on July & August bills**

NOVEC's Board of Directors has reviewed the financial performance of the Cooperative and determined that a special capital credits return of approximately \$8.1 million will be made. Current customers who were on the system at the end of 2002 will see a credit on their bill in July and August.

Although recent utility bills have reflected a higher wholesale power cost adjustment fee, some components of our wholesale power expenses were lower than anticipated, creating higher-than-expected margins and allowing NOVEC's Board to make this special capital credits distribution.

## Electricity theft is illegal & dangerous

The theft of electricity (current diversion) by customers is an ongoing problem for NOVEC. Current diversion is a Class 1 misdemeanor and is punishable either by jail time, a fine or both. The guilty party is also required to pay all of NOVEC's expenses related to the case, such as the investigation time, estimated electricity usage, and meter repair costs.

Most cases of current diversion occur when the violator alters the internal mechanism of their home's electric meter, causing the electricity to bypass the meter and not be recorded. Therefore, they are not charged for the total number of kilowatt-hours actually used.

This ultimately results in lost revenue for NOVEC and, in the long run, also a reduced capital credits return for customers.

In addition, tampering with live electricity inside a meter is dangerous and could result in a house fire, shock or even death to the perpetrator. NOVEC staff could also be injured when later repairing the meter.

NOVEC meter readers typically suspect that current diversion is taking place when they find a broken meter tag or other signs of tampering. Often, current diversion takes place after service has been disconnected for non-payment. For this reason, it is NOVEC's policy to periodically check disconnected meters if the customer has not contacted us to reconnect service. If you suspect that current diversion is taking place in your neighborhood, call (888) 335-0500 or (703) 335-0500 and ask for the collections department.



All NOVEC electric meters are protected with a tag that reads, "unlawful to cut or break seal."

### **Call Miss Utility!**

**Before digging in  
your yard - call  
Miss Utility at  
(800) 552-7001.  
It's the law!**



Visit [www.missutilityofvirginia.com](http://www.missutilityofvirginia.com)  
for more information or to  
download a Miss Utility brochure.

## Attic fans help keep home cooler

If you've ever stuck your head into the attic on a summer day, you know first hand how hot an attic can be. During the summer, attic temperatures can reach 150°F without an attic fan. That extra heat in the attic makes your house hotter, causing your air-conditioner to work harder.

Proper ventilation in the attic can reduce the level of heat. Most attics have openings for ventilation, however sometimes these are not sufficient to prevent the attic temperature from skyrocketing. Heat in the attic can migrate into living areas below, increasing the load on your air conditioner and causing discomfort for the occupants. Installing an attic fan can reduce the temperature of the attic air and keep your home cooler.

### How attic fans work

Attic fans create a positive airflow through your attic. They blow out super-hot attic air while drawing in cooler outside air. The attic fan can also be equipped with humidity control and used during the winter to remove excess moisture.

### Savings

The exact savings obtained with attic fans depends on several factors such as the roof color, if the home is shaded, the amount of insulation, and the efficiency of your cooling system. However, attic fans can help cool the living space below, with the payoff being increased comfort.

### THE ATTIC FAN CONCEPT

**Without**

Gets hotter & hotter all day

Air conditioner never stops

**SUPER HOT: 150° F**

Attic temperatures penetrate living spaces.

**With**

Hot air out

Cool air in

Air conditioner runs much less

**COOLER: attic air is 60° F cooler**  
Less heat penetrates rooms.

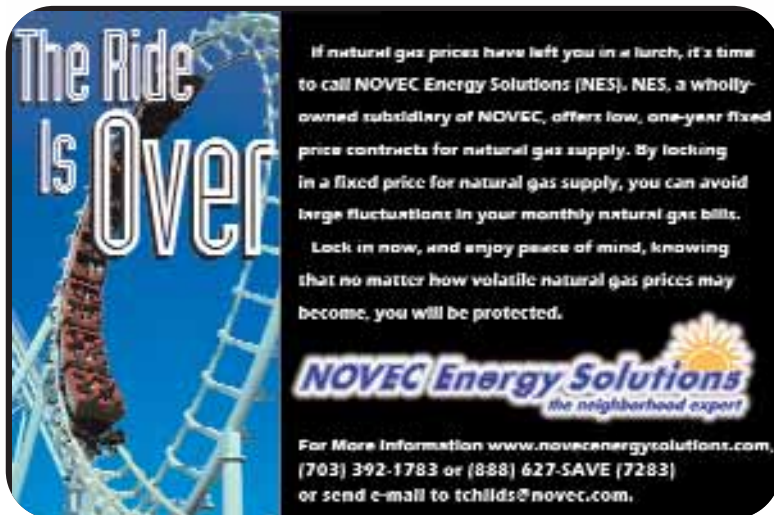
*An attic fan helps remove trapped super-hot air that collects in attics and causes heat to back up into the home's lower level.*

### When you don't need an attic fan

Most new construction consists of installed soffit and ridge vents, replacing the need for attic fans. The soffit vents allow cool fresh air into your attic while the ridge vents exhaust the hot air. When replacing a roof, you can consider installing soffit and ridge vents, which will eliminate the need for an attic fan.

### Attic fan facts:

- Attic fans are normally mounted on the roof toward the back of the house about two feet down from the peak.
- An attic fan is installed by cutting a hole in the roof. The fan has a protective cover so rain, snow, and animals cannot get in the attic.
- Attic fans are waterproof and have flashing that fits in with the shingles.
- Attic fans have a thermostat control that cycles the fan on and off as needed.



**The Ride Is Over**

If natural gas prices have left you in a lurch, it's time to call NOVEC Energy Solutions (NES). NES, a wholly-owned subsidiary of NOVEC, offers low, one-year fixed price contracts for natural gas supply. By locking in a fixed price for natural gas supply, you can avoid large fluctuations in your monthly natural gas bills. Lock in now, and enjoy peace of mind, knowing that no matter how volatile natural gas prices may become, you will be protected.

**NOVEC Energy Solutions**  
the neighborhood expert

For More Information [www.novecenergysolutions.com](http://www.novecenergysolutions.com), (703) 392-1783 or (888) 627-SAVE (7283) or send e-mail to [tchllds@novec.com](mailto:tchllds@novec.com).

## Right-of-way information on Web site



In an effort to better communicate with customers, the NOVEC Web site now features extensive information about right-of-way activities. Customers can visit [www.novec.com](http://www.novec.com) and click on the "services" tab and then on "right of way" to get answers to many questions concerning right-of-way issues. Tree trimming, herbicide application, transformer painting and many other topics are explained in

detail. The Web site also has photographs and illustrations visually depicting many right-of-way activities.

This additional right-of-way information will be available on our Web site in July, with ongoing updates to be completed during the summer. As always, if you have additional questions that are not answered on the Web site, contact the right-of-way department at (703) 392-1661, (888) 335-0500, extension 1661 or send your questions via e-mail to [novecrightofway@novec.com](mailto:novecrightofway@novec.com).

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The Powerful Choice



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](mailto:ssmarrelli@novec.com).