

What's Current



The Powerful Choice

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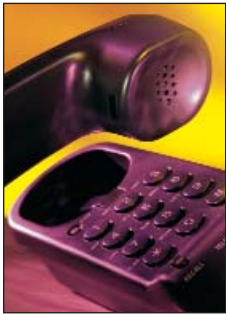


\$5 million special capital credits return

The NOVEC Board of Directors recently authorized another special retirement of capital credits to be distributed this month.

Approximately \$5.0 million is being returned to customers as a credit on June 2005 billing statements. As with prior special capital credits returns, this distribution will be to current customers, who were on the NOVEC system anytime between 1986 through 2003.

This is the second special capital credits distribution in 2005; \$2.5 million was returned in January 2005.



Update your phone number for quicker outage reporting

NOVEC's outage management system uses caller ID to expedite your outage reporting process. In order to serve you

better, we MUST have on file the area code and phone number that you would call from to report a power outage.

Whether this is your home number or a cell phone number doesn't matter,

we just need the accurate phone number to be associated with your account.

During a recent outage incident, our records indicated that less than 20 percent of the affected customers had their phone numbers accurately registered with NOVEC. Without their phone numbers on record, the customers in this case either had to have their account number on hand to report the outage, or had to leave a message, which creates more work for NOVEC and perhaps a delayed outage response time.

Having your accurate phone number registered allows you to more quickly access our Interactive Voice Response

(IVR) system to report outages and **obtain service restoration progress reports**, as well as to get automated account information. If your phone number is not registered, you will be required to go through extra steps to access your account and to report power outages, potentially adding unneeded time to your service restoration process.

Keep in mind that using the IVR to report a power outage can save you time and expedites getting necessary information to NOVEC staff. Whereas, if you "opt out" and wait for an employee to take your call, it could take much longer to report your outage, depending on the time, how many other calls are coming in, and how many staff members are taking calls.

Update your phone number

To change or verify the phone number on file for your account, call NOVEC at (703) 335-0500 or toll-free (888) 335-0500 and select "Option 2" from the main menu. Please have your NOVEC account number handy when you call.

NOVEC to offer levelized billing

In August, NOVEC will introduce a new levelized billing program for residential customers to replace the current fixed amount budget plan.

No surprises

Levelized billing is based on a rolling 12-month average. A levelized bill is based on the average of the previous 11 months billing and the current month's billing for the service address. Levelized billing prevents drastic changes in your bill, even in the coldest or hottest months.

No need to settle-up

Because the levelized billing amount is recalculated each month based on a rolling average, the need to "settle-up" or reconcile balances annually is eliminated. Reconciliation of your account will be necessary only if you move or decide to cancel your participation in levelized billing.

Join anytime

You can enroll in levelized billing at any time, as long as NOVEC has been providing electricity to your home for at least one year. We'll simply calculate your levelized payment based on the average billing for your home.

Current budget customers

Current fixed budget customers will be automatically converted to levelized billing after the settle-up month in July. Your August bill will reflect your first levelized bill amount.

For more information

If you do not wish to convert to the levelized plan or for more information, contact the Customer Service Center at (703) 335-0500 or (888) 335-0500, or via e-mail at customerservice@novec.com. Frequently asked questions about levelized billing and examples are available on our website at www.novec.com/billpay.cfm.

Money saving tips for air conditioning

Thermostat settings

Set your thermostat at the highest temperature possible; 76 to 78 degrees is recommended for summer. Operating costs increase from 3 to 5 percent for each degree the temperature is lowered. Generally, it's best to set your indoor fan on AUTO to save money and provide better humidity control.

Clean or change your filter

For the most efficient and economical operation, clean or replace the air filter at least once a month. Dirty filters cause unnecessary strain and can lead to equipment malfunctions.

Keep supply registers & return grills unobstructed

Arranging your furniture and drapes so that all supply registers and return grills are free from obstructions allows the system to circulate conditioned air to all areas of the home for more economical operation.

Avoid excessive use of exhaust fans

Exhaust fans can blow away a houseful of costly, cooled air so turn off the kitchen and bathroom fans as soon as they've done their job.

Leave interior doors & supply registers open

A properly installed system is balanced so that sufficient cool air is delivered to and returned from each room of your house. Closing doors and supply registers disrupts this balance, causing your system to run at less than peak efficiency. You can close doors in unused rooms if there's enough space under the door to allow for sufficient air

circulation. But, never close off registers to more than 10 percent of your total conditioned space.

Close the blinds

Closing the blinds, curtains and shades in your home during the hottest part of the day keeps your home cooler.

Have your cooling system checked

Have your system serviced by a properly trained technician on a regular basis. They can perform pressure testing, recharge the system, check thermostats, controls and sensors, and repair or replace components. Technicians often spot small problems before they become large and very expensive.

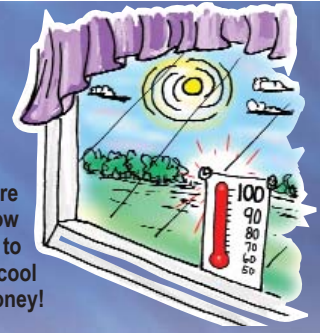
When to replace your system

The average home air conditioning system has a life expectancy of 10 to 15 years, depending on how often it's used and how well it's maintained. As with most other high-dollar items, you'll know it's time to replace the system when the cost of repairs equals or outweighs the cost of a new one.

For more information

For more air conditioning tips or if you're thinking about replacing your system, contact the account services department at (703) 392-1503 or (888) 335-0550, extension 1503 or via e-mail at accountservices@novec.com.

When the temperature rises, follow these tips to help stay cool & save money!



Play it safe with fireworks

Virginia law prohibits the use of most fireworks for private use, except for sparklers, fountains, pharaohs, serpents and caps. Keep in mind that localities may also have their own laws regarding fireworks.

If you do celebrate with fireworks, follow these safety tips:

- ❖ Never throw fireworks.
- ❖ Read all warnings & instructions.
- ❖ Keep a bucket of water nearby.
- ❖ Never try to relight fireworks that have not functioned properly.
- ❖ Even sparklers can be dangerous. They get very HOT (1,000° F+) & can burn you or cause a fire.

For more information, visit the National Council on Fireworks Safety website at www.fireworksafety.com/statelaws or call the Virginia State Fire Marshal's office at (804) 371-7170.

Money To Burn?

Natural gas is one of the most efficient methods for heating water, cooking and warming homes. Unfortunately, when you need it the most, natural gas prices tend to increase. NOVEC Energy Solutions offers a way to keep the gas flowing to your home without unit cost fluctuation. NES allows you to lock in a fixed price for your supply of natural gas with our PriceOne Plan. You pay the same low price for natural gas throughout the year, no matter how volatile prices may become.

NOVEC Energy Solutions
the neighborhood expert

For More Information www.novecenergysolutions.com,
(703) 392-1783 OR (888) 627-SAVE (7283)

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