

What's Current

NOVEC

The Powerful Choice

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\$9.2 Million Special CashBack Return this Winter

One unique benefit of being a NOVEC customer is the return of CashBack, which typically occurs annually as well as when the NOVEC Board of Directors approves special returns. CashBack returns essentially allow NOVEC customers to share in the financial success of the Cooperative.

This winter, NOVEC's Board of Directors approved a special CashBack distribution for current customers, totaling

NOVEC Fees: Other Charges and Credits	
Operation Round Up	0.05
→ Your CASHBACK Amount	-42.14
Did you see the credit on your January, February and March billing statements?	

\$9.2 million. In January, approximately \$3.1 million was distributed, \$3.1 million in February, and \$3.0 million is being returned in March. The

CashBack credits appear as a line item on customer billing statements.

Only current customers who were on the NOVEC system anytime between 1989 and 2005 received this special CashBack distribution.



New P.O. Box for Bill Payments

Beginning this month, a new P.O. Box number must be used when mailing bill payments to NOVEC. This new P.O. Box is printed on the return envelope so customers don't need to make any changes unless they use an envelope other than the one provided by NOVEC. This address change was required by the U.S. Postal Service.

Please make note of the new address for bill payments below. The general correspondence address remains the same.

Bill payments only:

P.O. Box 34795
Alexandria, VA 22334-0795

All Other correspondence:

P.O. Box 2710
Manassas, VA 20108

Wood Reel Recycling Saves Money and Protects Environment

NOVEC purchases wire and cable on small, medium and large wood reels. Rather than dumping them in a landfill, NOVEC recycled 550 reels last year. This not only saved money, but also saved about 183 trees and 567 cubic yards of landfill space. The recycling program saved NOVEC an estimated \$22,000 in 2006, by reducing disposal fees and labor expenses.

SONOCO, a recycling company, collects the empty reels, refurbishes them for reuse.



NOVEC recycled 550 wire reels last year, saving the co-op money and helping to protect the environment.

Free Reels Available to Customers

Customers can also pick up empty reels free of charge. To schedule a pick-up, contact Bob Terry at NOVEC's Gainesville warehouse facility at 703-754-6739, 1-888-335-0500, extension 6739, or bterry@novec.com.

NOVEC Has Near Perfect Safety Record in 2006

Thanks to the diligence of all employees, NOVEC achieved a near perfect safety record in 2006 with no work time or days lost due to accidents. NOVEC Construction Manager Skip Hollcroft credited the achievement to employees following established safety rules and procedures.



Strict adherence to safety procedures helped NOVEC achieve a near perfect safety record last year.

Many of NOVEC's 300 employees work directly with electricity and hazardous industrial equipment and machinery. When storms hit and cause outages, employees work around-the-clock in storm conditions to restore power. Electrocutation, falls from utility poles, and accidents on busy roads are just a few of the possible hazards.

Mike Curtis, NOVEC's vice president of public relations, commented, "To go a whole year without a single lost-time accident is phenomenal in an industry as dangerous as ours."

Energy-Efficient Water Heating

Water heating is typically the third largest energy expense in your home (after heating and cooling). It typically accounts for about 14 percent of your utility bill. To lower water heating bills, try one or more of these energy-saving strategies.

Reduce Hot Water Use

> **Fix Leaks:** Repair leaks in faucets, showerheads or pipes.

A leak of one drip per second can cost \$1 per month. If your water heater tank leaks, you need a new water heater.

> **Install Low-Flow Fixtures:** You can purchase low-flow faucets, showerheads, etc. for about \$10 to \$20 and achieve water savings of 25 to 60 percent.

> **Purchase Energy-Efficient Dishwashers and Clothes Washers**

Lower Your Water Heating Temperature

Reduce costs by simply lowering the thermostat setting on your water heater. For each 10°F reduction in temperature, you can save between 3 and 5 percent in energy costs.

Although some manufacturers set thermostats at 140°F, most households usually only need a setting of 120°F.

Insulate Your Water Heater Tank

Unless your water heater already has insulation with an R-value of at least R-24, adding insulation can reduce heat loss by 25 to 45 percent. If you don't know your water heater's R-value, touch it. A tank that's warm to the touch needs additional insulation.

Install a Timer

If you have an electric water heater, you can save additional energy by installing a timer that turns it off at night when you don't use hot water.

For More Information

Visit the U.S. Department of Energy's consumer Web site at www.eere.energy.gov/consumer to find more energy-saving tips.

Install an Energy Efficient Water Heater

If you need a new water heater, NOVEC Solutions offers high-quality, energy-efficient products with guaranteed installation and disposal of your old water heater at no additional charge.

NOVEC Solutions
Technology for everyday life

www.novec.com
novecsolutions@novec.com
703-392-1503
1-888-335-0500, ext. 1503

Tree Trimming Notices to Appear on Billing Statements

The NOVEC Right-of-Way (ROW) Department maintains more than 2,000 miles of overhead power lines using a three-year tree trimming cycle. The Virginia State Corporation Commission (SCC) requires NOVEC or its contractors to attempt to notify property owners who have trees on their property that will be trimmed. However, this is a notification of work, not a request for permission to do the work. Utility easements attached to these properties give NOVEC the legal right to maintain the lines and perform any tree-trimming or removal that's necessary.

NOVEC has been hand delivering such notices for the last 20+ years. This process required an employee to physically carry a door hang-tag to each customer's home. Last year, more than 40,000 door hang-tags were hand placed.

Beginning in March 2007, NOVEC will begin a new tree trimming notification program. All NOVEC customers will now be notified about tree trimming work on or near their

NOVEC Distribution Services: Government Regulated		
Distribution	11/21/2006 - 12/21/2006	48.88
NOVEC Electricity Supply Services: Government Regulated		19.38
NOVEC Fees: Other Charges and Credits		-43.95
Date Billed	01/03/2007	
Amount Due by 2:00 P.M. On	02/01/2007	-143.76
Bill Is Due And Payable Upon Receipt		
Amount Due After 2:00 P.M. On	02/01/2007	-143.76
1.5% Penalty-If Not Paid by 2:00 P.M.		

ROUTINE TREE TRIMMING WILL TAKE PLACE ON OR NEAR YOUR PROEPRTY OVER THE NEXT 3 MONTHS. DETAILS: WWW.NOVEC.COM OR CALL 703-392-1661.

Customers will now be notified of upcoming tree-trimming work on or near their property with messages on the billing statement.

property with a message on their monthly billing statement. The notification will only appear on a customer's bill during the months that tree trimming may be taking place. More specific information about tree trimming procedures and proximity to a specific customer's property may be obtained by contacting the ROW department or visiting NOVEC's Web site.

This new notification program will insure that all NOVEC customers are notified in writing of routine tree trimming work and eliminate misplaced notifications. In certain situations, the hand-delivered door notification may still be used.

Be sure to look closely at your billing statements for this tree-trimming notification as well as other important messages

For more information, visit www.novec.com, click on "Residential Customers," then "Tree Trimming and Removal" or contact the ROW department at rightofway@novec.com, 703-392-1661, or 1-888-335-0500, extension 1661.



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