

What's Current

NOVEC

The Powerful Choice

Visit us at www.novec.com



Join Operation Round Up and Help Your Neighbors

WE NEED YOU.... to sign up for NOVEC's Operation Round Up program! With your participation, we can continue to help keep the less fortunate warm during the winter months. Since Operation Round Up began in 1997, more than \$350,000 in heating assistance has been distributed thanks to generous contributions from NOVEC customers.

Operation Round Up (ORU) is NOVEC's community service assistance program, which gathers voluntary contributions from customers enrolled in the program. These customers have authorized NOVEC to "round up" their monthly electric bill to the next higher dollar. For example, if your bill is \$69.54, it is rounded up to \$70.00 and the extra 46 cents goes to the ORU fund. All administrative costs are absorbed by NOVEC, so 100 percent of all money contributed goes directly to ORU.

**If you sign up for
Operation Round Up
by December 1, 2006,
you'll be entered in a
drawing for one of 10
\$25 Visa gift cards.**

The amount "rounded up" on your bill averages a total of \$6 per year. The amount you contribute to ORU is shown each month on your billing statement. You can also make additional donations by writing in the extra amount on your statement and including this amount with your payment.

Last year, ORU worked through local social services agencies to provide \$46,000 in aid to local families needing assistance paying their winter heating bills.

With just 4,971 of our 133,000 customers currently enrolled in Operation Round Up, we still assisted more than 600 families last winter.

If the rest of our customers enrolled, we could collect as much as \$700,000 in donations each year. Just think of the number of families that we could assist in our community!

Won't you help spread goodwill this winter and join today?

Registering for ORU is easy:

- ▶ Call the customer service center at (703) 335-0500 or (888) 335-0500.
- ▶ Visit www.novec.com/oru2.



Loose Change Brightens Lives

The Value of Community. Every year NOVEC customers agree to round up each month's electric bill to the next dollar amount to help pay the fuel bills of customers who cannot do so. We call this Operation Roundup (ORU). Support this worthy cause by enrolling or making a one-time donation today. Sign up today at www.novec.com/oru2. Need more information? Call 703-335-0500 or 888-335-0500.

Your loose change will brighten many lives.



Congratulations to Shannon Smith of Herndon

Her new customer survey card was randomly selected from our quarterly drawing and she received a \$25 gift certificate to Lowe's Home Improvement Warehouse.

Holiday Closings

All NOVEC offices will be closed on:

**Friday, November 10
Veterans Day**

**Thursday, November 23 &
Friday, November 24
Thanksgiving**

However, our operations center is staffed 24/7, even on holidays. Call (703) 335-0500 or (888) 335-0500 to report power outages.

Saving Energy in the Kitchen - Why Not Start This Thanksgiving?

Although today's kitchen appliances use about 50 percent less energy than those built 10 years ago, during the holidays your energy bills can rise considerably. To keep energy costs to a minimum, try these simple tips.



Oven

✓ When roasting turkey or ham, there's no need to preheat the oven. In fact, unless you're baking breads or pastries, you may not need to preheat the oven at all.

✓ Don't open the oven door to take a peek; use the oven light and look through the oven window instead. Opening the door lowers the oven temperature by as much as 25 degrees, which increases cooking time and wastes energy.

✓ As long as the oven is on, cook several items at the same time. Just make sure to leave enough room for the heat to circulate around each item.

✓ In an electric oven, turn the heat off several minutes before the food is fully cooked. As long as the oven door remains closed, enough heat will be stored inside to finish cooking the meal. The same principle applies to an electric stove top; the metal heating elements stay hot for a while after they are turned off.

Stovetop

✓ When cooking on the stovetop, match the size of the pan to the heating element. More heat will get to the pan and less will be lost to the surrounding air.

✓ Clean burners and reflector pans provide better heating, while saving energy. If you need new reflectors, buy quality ones – the extra cost is quickly recouped in energy savings.

Other ways to cook

✓ Fast and efficient microwave ovens use about 50 percent less energy than conventional ovens. They're especially efficient for small portions, but when it comes to the turkey or large items, the oven or stovetop are usually more efficient.

✓ Crock-pots are perfect for holidays and all year long. On average, they will cook a whole meal for about 17 cents worth of electricity.

✓ If you're baking or broiling small items, a toaster oven is ideal because it uses one-third the energy of a big oven.

Refrigerator

✓ Refrigerators are one of the largest energy users, often accounting for as much as 15 percent of a home's total energy usage.

✓ Help your refrigerator and freezer operate efficiently by keeping the doors closed as much as possible so cold air doesn't escape. However, leaving the door open for a longer period of time while taking out the items you need is more efficient than opening and closing it several times.

✓ Keeping the refrigerator (and freezer) full saves energy because the mass of cold items inside helps the refrigerator recover each time the door is opened. But, don't cram it so full that cool air can't circulate properly around the food.

Access to NOVEC Utility Equipment Must be Maintained

NOVEC utility lines and equipment are located above or below ground throughout our service territory. Unrestricted access to the lines, poles, transformers and other equipment that deliver electricity is critical to ensure service reliability. Utility easements or right-of-way areas on customers' property allow NOVEC to access this equipment when necessary.

Access is made through roads, driveways or along existing utility line corridors when possible. However, personnel and equipment may have to cross a customer's property at other locations to access equipment as needed to make repairs or perform maintenance tasks.



NOVEC must have clear access to transformers, as pictured here, as well as to all electrical equipment on our system, to ensure the consistent delivery of power to customers.

In order to expedite access and repairs, customers are not permitted to place fences, sheds, plant materials or other obstructions within NOVEC's right-of-way areas. Any fenced areas with restricted access or locked gates must be accessible to NOVEC service technicians. NOVEC can supply a special lock to interlock with your own gate lock so we can gain access when necessary.

Please help us provide superior service reliability and minimize unnecessary property damage by not restricting access to any NOVEC lines or equipment.

For more information, visit www.novec.com or contact the NOVEC Right-of-Way Department at (703) 392-1661, (888) 335-0500, extension 1661, or send e-mail to novecrightofway@novec.com.



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