

What's Current



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Speedpay Will Soon Accept ATM Cards

NOVEC customers will soon see a few changes to the Speedpay bill payment service, which allows you to pay your NOVEC bill 24 hours a day, seven days a week, from anywhere there is a phone or computer with internet access.

The most significant change is that you will be able to use ATM cards to pay your NOVEC bill through Speedpay. ATM cards with the STAR, Honor, MAC, NYCE, Magic Line and Yankee 20 logos will initially be accepted and additional ATM networks will be added in the future. In addition, these ATM transactions do not require a PIN.

SPEEDPAY
Speedpay now has an option to select English or Spanish for bill payment transactions.

As in the past, Speedpay also accepts credit card (MasterCard, Visa or Discover), debit card, check-by-phone or electronic check. To use Speedpay, simply dial (866) 215-2703 or access the Speedpay link on NOVEC's Web

site. Keep in mind that depending on the day of the week that you make a payment, it can take up to three days for it to be credited to your account.

NOVEC shares the per-transaction fee that Speedpay charges with customers. The co-op pays \$2.50 and customers will continue to pay \$2.45, so we are happy to report there is no change in the fee.



NOVEC customer service representatives are available Monday-Friday, 7 a.m. to 7 p.m., to answer billing questions. Call (888) 335-0500 or (703) 335-0500.

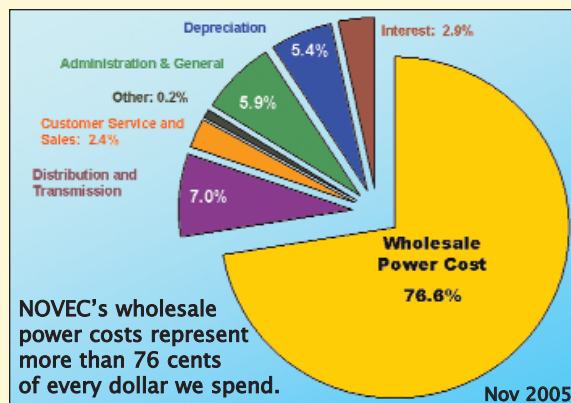
NOVEC customers have many options when it comes to paying their bills; Speedpay is just one of them. For a complete list of bill payment options, visit www.novec.com/billpay.cfm.

Rising Wholesale Power Costs A Major Concern to NOVEC

NOVEC's distribution rates (the price you pay for the delivery of electric service to your home or business) have not changed in 15 years – an amazing fact. During that time we have made customer service a primary focus for the company and the record speaks to our success. For the past seven years, NOVEC has done the best job in the metropolitan Washington, D.C. area of keeping the lights on for our customers.

A 2005 J.D. Power customer satisfaction survey compared our results to the 78 largest electric utilities in the United States and NOVEC finished second by a single point to Duke Energy in the southern region. Our score of 108 was well ahead of the industry average (99) and bested both Dominion Virginia Power (101) and PEPCO (100).

We have made great strides in managing our controllable operating costs and have used computer technology to its best advantage to improve productivity and overall efficiency. While we take pride in our success, we also are keenly aware of the need to reduce our wholesale power costs to gain a competitive advantage in Virginia's emerging electricity marketplace. NOVEC's wholesale power costs have climbed much faster than our controllable expenses and now represent an average of 76¢ of every dollar we spend. This fact is not acceptable to us and the price we pay for wholesale power continues to hamper our efforts to deliver competitively priced



electricity to all of our customers.

Where do we purchase the power we distribute?

NOVEC purchases power from Old Dominion Electric Cooperative (ODEC), a generation and transmission (G & T) cooperative owned by 12 electric distribution cooperatives in

continued on back

Wholesale Power Cost *continued*

Virginia (10), Maryland (1) and Delaware (1). ODEC owns an interest in both the North Anna nuclear generation station in Louisa County and the Clover coal-fired plant in Halifax County. Both generation facilities have proven to be wise investments; however, output from these high-performing plants accounts for less than 40 percent of ODEC members' energy requirements. The remainder is supplied through various contract and spot-market purchases. ODEC's power supply mix also includes three natural gas and oil-fired combustion turbine plants (peaking units) in Rock Springs, Maryland and Louisa and Fauquier counties, Virginia. This current generation and purchased power mix has resulted in a wholesale power price to ODEC members that is among the highest of any G & T in the nation. This is somewhat inconsistent with Virginia's ranking among the other states in terms of power costs to end users.

In future articles we will examine our wholesale power costs in more detail. We will also summarize the efforts of NOVEC's Board of Directors and management team over the past eight years to optimize and gain more control over this major component of NOVEC's operating budget.

"...we are keenly aware of the need to reduce our wholesale power costs to gain a competitive advantage in Virginia's emerging electricity marketplace."

**-Stan Feuerberg
President/CEO**



One Thin Dime Powers Five Hours of Your Favorite TV Shows

The Value of Electricity. The best value in energy today is at your fingertips. NOVEC, your customer-owned electric cooperative, delivers power when and where you need it and at delivery rates that haven't changed in 14 years. So, while we encourage you to conserve, we invite you to enjoy. That's the value of power from the region's most reliable electric utility.



Wind, Rain, Ice & Snow: Some Trees Just Don't Stand Up

The majority of NOVEC overhead utility lines are located on rights of way which are 30 feet wide. Many of these lines have trees growing along the edges or underneath them which have to be continually trimmed back to keep them from growing into the power lines. The NOVEC right-of-way department has a nominal three-year cyclical maintenance program that virtually eliminates power outages caused by branches growing into the wires.



As pictured here, a seemingly healthy tree, which has been properly trimmed back from NOVEC's power lines can be toppled by high winds and cause power outages.

However, trees located outside the 30 foot wide easement cause other problems. Utility easements allow NOVEC to target and remove trees located in this area which pose an obvious hazard of falling into the wires. These trees may be visibly dead, leaning towards lines or show signs of structural decay. Customer calls and our maintenance program

generally eliminate most power outages caused by these types of trees, as they are removed before they fall.

The biggest cause of tree-related power outages is trees which appear straight and healthy, but break or uproot under wind, rain, ice or snow conditions. These outages are difficult to predict since almost any tree that is tall enough to contact overhead lines may fail under extreme conditions.

The high winds we had this winter are a prime example of the conditions that can cause such outages.

If you see trees that show signs of possibly falling into main overhead lines contact the right-of-way department at (703) 392-1661, (888) 335-0500, ext. 1661 or send e-mail to novecrightofway@novec.com.



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