



## NOVEC receives top score

in power quality and reliability in J.D. Power and Associates study

### Scores of Utilities in the Mid-Atlantic Region

#### NOVEC RANKS HIGH IN CUSTOMER SATISFACTION

NOVEC customers have given their Co-op high scores in the J. D. Power and Associates' 2018 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>. Among the nation's 138 largest investor-owned utilities, electric cooperatives, and public power systems, NOVEC ranks third highest in overall customer satisfaction.

NOVEC's overall score of 796 is its highest ever. Two cooperatives in Georgia placed ahead of NOVEC by eight and four points. Overall, 15 electric co-ops placed in the top 20. Among the 10 utilities in the Mid-Atlantic area, NOVEC scored the highest, as it has every year since 2009.

The study asked customers about their utility's power quality and reliability, price, billing and payment, corporate citizenship, communications, and customer service. NOVEC ranked first in the nation in power quality and reliability, which accounts for the largest portion of the total score. NOVEC is the only electric brand to score among the top 10 in the other five categories.

"NOVEC is pleased our customers have ranked us as one of the top three electric brands in the U.S. in the J.D. Power study," said Stan Feuerberg, NOVEC president and CEO. "In particular, we're pleased our customer-owners gave us the highest score in the nation for power quality and reliability. NOVEC's investments in our robust system infrastructure and smart-grid technologies, and our constant attention to system maintenance, have kept the power on 99.99 percent of the time and given us high customer satisfaction."

|    |  |     |
|----|--|-----|
| 1  | NOVEC                                  | 796 |
| 2  | Southern Maryland Electric Cooperative | 772 |
| 3  | Rappahannock Electric Cooperative      | 764 |
| 4  | Dominion Energy Virginia               | 733 |
| 5  | BGE                                    | 728 |
| 6  | Potomac Edison                         | 717 |
| 7  | Delmarva                               | 715 |
| 8  | Pepco                                  | 714 |
| 9  | MON Power                              | 683 |
| 10 | Appalachian Power                      | 678 |

J.D. Power released its findings in July 2018 after compiling responses from more than 104,000 online interviews it conducted from July 2017 through May 2018.

# \$500 OFF

## SOLAR INSTALLATION

Valid for NOVEC customers who sign contracts between Aug. 5-Sept. 30, 2018.

VISIT [NOVEC.COM/SOLAR](http://NOVEC.COM/SOLAR) TO GET STARTED.

## Holiday Office Closure:

MONDAY, SEPT. 3, 2018  
NOVEC offices will be closed for  
Labor Day

The operations center is staffed 24 hours a day, seven days a week, even on holidays. To report outages, call 703-335-0500 or toll-free 1-888-335-0500.

## ANNUAL MEETING IS NEXT MONTH

Mark your calendars for NOVEC's annual meeting on Wednesday, Sept. 12, at Battlefield High School in Haymarket!

You'll have a chance to eat a complimentary meal, meet Co-op personnel, and learn about many beneficial programs and services. You'll also have the opportunity to vote for a District 1 board member to represent northern Centreville and parts of Chantilly, Aldie and Ashburn.

Registration and Dinner: 6 p.m.

Meeting Starts: 7:30 p.m.

Where: **Battlefield High School,**  
15000 Graduation Drive, Haymarket, VA 20169

Members who cannot attend the annual meeting may assign a proxy vote online or by mail to select a District 1 board member. In late August or early September, members will receive a registration card in the mail that provides the required information and instructions for voting online at [www.novec.com](http://www.novec.com). Registration cards with proxy assignments also may be mailed. Members who vote online or by mail will be eligible for a prize drawing to win an Apple iPad mini 4, Samsung Gear Sport Watch, Microsoft Xbox One S, Amazon Echo, gift cards and more.

Members who attend the annual meeting will have the chance to win one of these door prizes:

**Grand Prize:**  
Apple iPad Pro

- Samsung HDTV
- Google Home Max smart speaker
- Apple Watch Series 3 (GPS) 38mm
- Microsoft Xbox One S
- Kobalt cordless electric leaf blower
- Kobalt cordless electric hedge trimmer
- Amazon Echo (2nd generation) smart speaker
- Gift cards, and more!

For more information about the annual meeting, visit [www.novec.com/annualmeeting](http://www.novec.com/annualmeeting).

## ENERGY STAR CAN HELP YOU SAVE

Purchasing ENERGY STAR-certified appliances and electronics is a great way to save energy. Here are a few options that could help reduce your energy use:

**Washers.** Wash multiple loads of laundry each week? Investing in an ENERGY STAR-certified washer could save you around \$45 on your utility bill each year.

**Computers.** Home computers can use a shocking amount of energy. If all computers in the country were ENERGY STAR-certified, the U.S. would save more than \$1 billion in energy costs each year.

**Televisions.** Large TVs consume large amounts of electricity. ENERGY STAR-certified TVs are, on average, 25 percent more efficient than conventional models.

For the most efficient products of 2018: [energystar.gov/products/most\\_efficient](http://energystar.gov/products/most_efficient).

**GUESS THAT PRICE!**

Specialty cup of coffee **\$5.26\***

Powering your life **\$4.74**

NOVEC Powering Value

\*Average local price

NOVEC's residential customers enjoy everything from lights to laundry, from cooling to computing for an average of less than \$5 a day.

## - Congratulations -

*Mauricio Calderon of Chantilly, Va., won this quarter's new customer survey drawing and received a \$25 Lowe's gift card.*