

Ol' Man Winter strikes in January

Tip of the Month

Vehicle accidents involving utility poles or power lines are dangerous, especially in winter weather. Never approach a vehicle that is in contact with power lines. If you see downed power lines, notify NOVEC immediately at 703-335-0500.

JANUARY'S RECORD LOW TEMPERATURES COULD AFFECT FEBRUARY BILLS

Winter Storm Grayson didn't bring much snow to Northern Virginia, but it did draw cold air from the polar vortex down over the East Coast. December and January both saw record-breaking cold temperatures in the region. During extremely cold weather, home heating systems have to work much harder to maintain a set temperature. As a result, many NOVEC customers may experience higher than normal bills due to increased energy use.

"Electric bills are often higher in winter months as people heat their homes, have holiday celebrations, and keep their lights on longer during the shortest days of the year," explains Bob James, NOVEC energy services specialist. "Due to an extremely cold winter, customer bills could be higher than normal even though NOVEC's rates haven't increased."

One easy way to avoid bill fluctuations is NOVEC's leveled billing program. Leveled billing averages a customer's power use from the previous year to help control dramatic fluctuations in the monthly bill amount. To participate in leveled billing, call the Customer Care Center at 703-335-0500 or 1-888-335-0500. Learn more about the program at www.novec.com/leveledbilling.

TO HELP LOWER YOUR ENERGY BILLS, FOLLOW THESE TIPS:

- Replace or clean your air filters. This helps your system operate more efficiently.
- Use a programmable thermostat.
- Keep heating/cooling vents unobstructed by furniture, pet beds, or other items.
- Add extra insulation to windows by placing plastic film on the interior.
- Install thin foam seals under switch and outlet covers to minimize air leaks.
- Lower your water heater thermostat to 120 degrees.
- Insulate hot water pipes in unheated areas, such as crawl spaces, garages or an outdoor utility room.

For more tips, visit www.novec.com/save.



Sign up for NOVEC Energy Solutions' PriceOne Plan.

LOCK IN YOUR GAS PRICES!



Pay the same low price for natural gas all year, even when prices spike. Learn more at NovecEnergySolutions.com or call 1-888-627-SAVE.

Holiday Office Closure:

MONDAY, FEB. 19, 2018
NOVEC offices will be closed for
Presidents' 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.

- Congratulations -

Peter and Kim Spokes of Purcellville, Virginia, won this quarter's new customer survey drawing and received a \$25 Lowe's gift card.

SPACE HEATER SAFETY

Are you using a space heater to stay cozy this winter? Stay safe by following these tips:

- Make sure your space heater is listed by a recognized testing laboratory.
- Read the manufacturer's instructions and warning labels carefully.
- Inspect heaters for damaged wires, plugs and loose connections before each use.
- Never leave a space heater unattended.
- Don't let pets or children play too close to a space heater.
- Always unplug and safely store a heater when not in use.
- Space heaters should never be used to warm bedding, cook food, dry clothing, or thaw pipes.
- Place space heaters on level, flat surfaces — never on cabinets, tables, furniture, or carpet.
- Keep at least 3 feet away from flammable material.
- Plug space heaters directly into a wall outlet. Do not use an extension cord or power strip, which could overheat and result in a fire.
- Do not plug any other devices into the same outlet as the heater.

Source: *Electrical Safety Foundation International*

HIGH SCHOOL STUDENTS: APPLICATION DEADLINE REMINDER!

Scholarships

NOVEC scholarship applications must be submitted online by March 13, 2018. High school seniors whose homes are served by NOVEC may apply for \$1,500 scholarships. Visit www.novec.com/scholarships to learn more and apply.

Youth Tour

Applications from high school sophomores and juniors for the 2018 Youth Tour program MUST be received by mail by close-of-business Feb. 9, 2018. The application and details about the program are available at www.novec.com/youthtour.

Mail to:

Ms. Emily Ready
NOVEC
P.O. Box 2710
Manassas, VA 20108



We've Launched Our NEW WEBSITE!

NOVEC HELPS has contributed time, talent and financial resources to make our communities better places to live and work.

It's now easier to *join us in our efforts.*

www.novechelps.org

NOVEC HELPS, Hands Engaged in Local Public Service, is a non-profit, 501(c)(3) organization of NOVEC employees who volunteer their time to do community service. The HELPS board of directors votes on projects and events to support, whether with financial donations or with feet on the ground.

Follow NOVEC HELPS on Facebook.

