

August 2015

NOVEC Ranks High in Customer Satisfaction

This summer, the J.D. Power and Associates 2015 Electric Utility Residential Customer Satisfaction StudySM ranked NOVEC second highest in customer satisfaction among midsize electric utilities in the South segment. NOVEC also ranked second among the 140 largest electric utilities in the U.S. Among utilities in our immediate region, NOVEC was first, as the chart here shows.

The Cooperative scored highest in the industry in power quality and reliability, and in communications. It scored second highest in price and in corporate citizenship. The research company based its findings on responses from more than 100,000 online interviews conducted from July 2014 through May 2015 among residential customers of the largest electric utility brands across the United States. Companies in the midsize utility segment serve between 100,000 and 499,999 residential customers. Companies in the

large utility segment serve 500,000 or more residential customers. NOVEC serves approximately 160,000 customers.

Despite our region experiencing one of the coldest winters on record, NOVEC received its highest score ever from the J.D. Power study. "This is the first time NOVEC has ranked in the top five in all components of customer satisfaction," said Mike Curtis, NOVEC vice president of Public Relations. "This is a testament to the dedication and professionalism of every member of the NOVEC team."

| J.D. Power Customer Satisfaction Regional Scores of Interest | | |
|--|--------------------------|-----|
| 1 | NOVEC | 746 |
| 2 | Southern Maryland EC | 727 |
| 3 | Rappahannock EC | 687 |
| 4 | Dominion VA Power | 684 |
| 5 | Delmarva Power | 669 |
| 6 | Baltimore Gas & Electric | 664 |
| 7 | Duke Energy - Carolinas | 663 |
| 8 | PEPCO | 640 |

Congratulations to Erick Rivas, of Woodbridge. He won NOVEC's quarterly new customer survey drawing, and received a \$25 Lowe's gift card.

Annual Meeting Next Month: Attend, Vote, and Win!

Don't miss NOVEC's annual meeting next month. The meeting features a free spaghetti dinner, information booths, business meeting, board of directors' elections, and door prizes.

Board of Directors Election

This year, two seats on the board of directors are up for election: at-large and District 2, which covers Loudoun County, except South Riding. Seven customers are running for these positions.

District 2 Board Candidates

Sean Bodkin
Harry Harris (incumbent)
Anthony "Tony" Howard

At-large Board Candidates

Fawn Freeman
Brent George
Chris Myers
William Zilliott (incumbent)



NOVEC Annual Meeting

Wednesday, Sept. 16

Dinner: 6 p.m.
Business Meeting: 7:30 p.m.

Battlefield High School
15000 Graduation Dr,
Haymarket, Va. 20169

(Inclement weather date: Oct. 7)

Door Prize Drawing

Customers will want to stick around until after board elections for a chance to win one of these, and many more, door prizes:

- **Grand Prize** – Sony 48" LED 1080p Smart TV
- Toshiba laptop bundle w/Microsoft Office
- CharBroil electric patio bistro grill
- Nutri Ninja 2-in-1
- Kindle high-contrast touch screen
- Lowe's, Home Depot, and Visa gift cards

Vote by Proxy

Customers who can't attend the annual meeting may assign their vote by proxy, with information on this process arriving via mail in late August. Those assigning their proxy are also eligible to win door prizes, including the grand prize of a Microsoft Surface 3 with type cover (keyboard), as well as a Kindle Fire, digital camera, and various gift cards.

For More Information

For more information about annual meeting look in September's *Cooperative Living* magazine, visit www.novec.com, or see NOVEC's Facebook page at www.facebook.com/novec.



TODAY'S FORECAST: BRIEF SHOWERS POSSIBLE



Set your electric water heater thermostat to 120 degrees to save energy and money.

Lower your costs by reducing your time in the shower. **In addition to saving energy and money, you'll have more time to play.** You'll even save water, too!



www.novec.com/usetwisely  
NOVEC is an equal opportunity provider and employer.

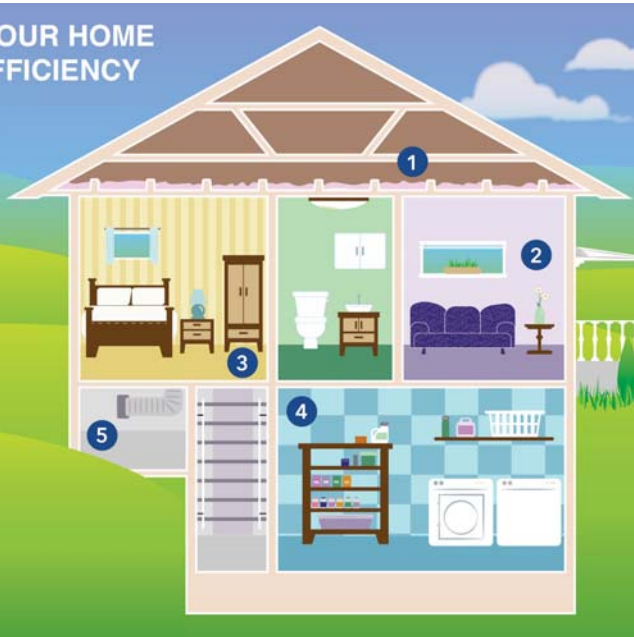
Prevent Energy Loss With Adequate Home Insulation

INSULATING YOUR HOME TO LOCK IN EFFICIENCY AND SAVINGS

Adding insulation in the areas shown here may be the best way to improve your home's energy efficiency. Insulate either the attic floor or under the roof. Check with a licensed contractor about crawl space or basement insulation.

- 1 Attic
- 2 Walls
- 3 Floors
- 4 Basement
- 5 Crawlspace

Source: Dept. of Energy



According to the U.S. Department of Energy, you can reduce heating and cooling needs up to 30 percent by properly insulating and weatherizing your home, especially if your home is more than 20 years old. The actual amount of savings depends upon several factors — the current level of insulation, your climate, the efficiency of your heating/cooling systems, and your utility rates.

So, Where Do You Start?

You first need to determine how much insulation is already in your home and where it is located. A prime area that is typically under-insulated is the attic. If you have R-19 or less insulation in the attic, consider bringing it up to R-38.

Get Started and Get Saving

A well-insulated home is one of the most cost-effective means of saving energy and decreasing heating and cooling bills. For more information, visit www.novec.com/save.

Holiday Office Closure: Labor Day — Monday, September 7

To report outages, call 703-335-0500 or toll-free 1-888-335-0500.

Beware of Phone Scams



NOVEC customers should be alert to anyone who calls them, claims to be a NOVEC employee, and directs the customer to pay bills in a specific way over the phone. To make such calls seem legitimate, spammers will “spoof” utility companies’

phone numbers so customers with Caller ID will see the name of their utility provider on their phones. This type of call is definitely a phone scam since NOVEC never calls customers to demand immediate payment over the phone.

In some scams, the caller will threaten to shut off power unless a delinquent bill is paid within a few hours. Those called are then encouraged to pay over the phone using a debit or pre-paid credit card. Again, NOVEC never demands immediate payment over the phone, even on delinquent accounts.

NOVEC does make automated courtesy phone calls each month to customers if their accounts are past due, but the Co-op never asks for any personal information or requests a dollar amount that a customer must pay. Furthermore, these calls are from an automated telephone system and not by a NOVEC employee, so the customer is not speaking with a person.

Customers who receive any phone-scam attempt should immediately call NOVEC’s Customer Service Center at 703-335-0500 or 1-888-335-0500 to verify their account information. The incident should also be reported to the police.

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