

October 2015

Two New Board Directors Elected at Annual Meeting



Sean Bodkin



Brent George

At last month's annual meeting, NOVEC customers elected two new members to the board of directors — Sean Bodkin in district 2, which includes Loudoun County except for South Riding, and Brent George for the at-large position. Aldie resident Bodkin is an associate counsel for the North American Electric Reliability Corporation, and South Riding resident George is president and CEO of an organization that provides consulting services to the intelligence and defense industry. Both will serve four-year terms on the NOVEC Board of Directors.

State-of-the-Cooperative

During his state-of-the-Cooperative address, president and CEO Stan Feuerberg reported that NOVEC continues to hold onto its record as the most reliable electric utility among seven utilities in the Washington, D.C., region and was ranked second highest in overall customer satisfaction in J.D. Power and

Associates' recent study of the 140 largest electric utilities in the U.S. He noted that NOVEC ranked for the first time in the top five in all survey components — power quality and reliability, price, billing and payment, corporate citizenship, communications, and customer service. "Ranking in the top five in all six categories is a remarkable achievement," said Feuerberg.

Board Chairman Wade House told customers that the board will be making important power-supply decisions as the Co-op estimates that energy requirements will more than double in the next few years. House noted NOVEC's financial strength, and announced a \$3.8 million CashBack return for December.

Board Director Honored for Service

Also at annual meeting, Delegate Bob Marshall honored Board Director J. Manley Garber with a plaque from the Virginia House of Delegates commending Garber for 65 years of service on the NOVEC board. "Manley is the longest-serving co-op board director in the U.S.A.," Marshall said.



NOVEC employees welcome customers to annual meeting.

An Early Holiday Treat — CashBack Approved for December

Customers will have a little extra jingle in their pockets this holiday season thanks to the approximately \$3.8 million December CashBack credit that the NOVEC Board of Directors recently approved. Current customers will see a CashBack credit on December bills, and former customers will receive a check in the mail.

What is CashBack?

As a not-for-profit business, NOVEC allocates to customers any revenue that is received over and above the cost of doing business. This extra revenue, or margins, is proportionately held in a

CashBack account for each customer. NOVEC retains some of these margins to fund expansion and maintenance of the system, and for extreme emergency service restoration such as during harsh winter storms. The board of directors approves CashBack returns as financial conditions permit.



Since 2000, a total of nearly \$293 million in CashBack has been returned to customers.



Heat up Winter

Heat up your winter by choosing NOVEC Energy Solutions as your natural gas provider. NES pricing allows homeowners to enjoy the same deals that large businesses receive.

Lock-in your low natural gas rate today!

Learn more at www.novecenergysolutions.com | nes@novec.com | 1-888-627-SAVE (7283)



NOVEC is an equal opportunity provider and employer.



Stay Warm with Virginia Fuel Assistance

This winter, eligible households can get assistance with home heating expenses through the fuel assistance program administered by the Virginia Department of Social Services. Designed to help with home heating costs, the program can also

be used for furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. Applications for fuel assistance are accepted from Tuesday, October 13 to Friday, November 13.

Crisis assistance — another state program — can help meet a household’s emergency heating needs when no other resource is available. Local social service departments accept applications for equipment-related and security-deposit assistance from November 1 through March 15. In addition, applications are accepted from the first workday in January through March 15 for the following types of one-time crisis assistance: purchase of home-heating fuel and payment of utility bills. All assistance is based on the availability of funds.

Eligibility requirements and application forms for both programs are available online at www.dss.virginia.gov/benefit/ea/ or by calling 1-804-726-7000 or toll-free 1-800-552-3431. The process can be completed online or by returning the application to your local department of social services.

Help NOVEC Control Invasive Plants

The Virginia Department of Conservation classifies many trees and shrubs in Virginia as “invasive species” because they are not native to our region, and they displace native species. These plants can negatively affect wildlife ecosystems by driving out food sources. In addition, these plants can cause problems when located near overhead power lines since they grow extremely fast and are difficult to eradicate.



Overgrown bamboo that conceals a power line creates a potentially dangerous situation.

In NOVEC’s territory, a few invasive species that grow rapidly in power line right-of-way areas include bamboo, tree of heaven (alanthis), kudzu, autumn olive, wild bradford pear, and catalpa. The NOVEC Vegetation Management team makes every effort to eradicate these invasive plants during routine right-of-way maintenance work. When found, the invasive plants are removed and herbicides are applied to prevent future regrowth.

As a NOVEC customer, please do not plant any of these invasive plants anywhere near overhead or underground power lines. For an extensive list of invasive species that should not be planted, visit www.dcr.virginia.gov/natural_heritage/invspinfo.shtml. For more information, contact the vegetation management department at 703-392-1661 or 1-888-335-0500, ext. 1661, or via e-mail: rightofway@novec.com.

All NOVEC Offices Will be Closed

November 11: Veterans Day

November 26-27: Thanksgiving

To report power outages, call 703-335-0500 or 1-888-335-0500 24 hours a day, seven days a week.

POWERFUL VALUES that power your life

NOVEC’s rates are lower today than six years ago, thanks to our commitment to keep costs as low as possible.

At NOVEC, these same values power everything we do, while we power so much of what you do.



www.NOVEC.com



For additional information or to submit suggestions for future articles, contact: NOVEC Public Relations, P.O. Box 2710, Manassas, Va 20108 or email: pknight@novec.com. NOVEC is an equal opportunity provider and employer.

www.novec.com

