

November-December 2014

Join Operation Round Up to Help Your Neighbors Stay Warm This Winter

With the support of customers, NOVEC's Operation Round Up® program helps our low-income neighbors stay warm during the cold winter months.

"Last winter was brutal," states Mike Curtis, NOVEC vice president, public relations. "Many people had trouble paying their heating bills after two polar vortices stretched down from the Arctic to hit our area. We're hoping this winter won't be as cold, but we're still urging customers to help low-income people by joining ORU."

By participating in ORU, NOVEC customers agree to have their monthly bills rounded up to the nearest dollar. For example, if a bill is \$89.54, NOVEC will round it up to \$90 and put the extra 46¢ in the ORU fund. Customers who participate donate approximately \$6 a year. Because NOVEC absorbs all administration costs, 100 percent of all donations go into the fund.

How ORU Helps People Stay Warm

After receiving donations, the ORU board, composed of NOVEC customer-owners, sends donations to these organizations, which then distribute funds to qualifying low-income residents:

- ◆ The Salvation Army, Loudoun County
- ◆ The Salvation Army, Fairfax County

- ◆ ACTS, Prince William County
- ◆ SERVE, Prince William County
- ◆ SERVE, Inc., Stafford County
- ◆ The Salvation Army, Fauquier County



How to Participate in ORU

NOVEC customers may sign up for ORU online at www.novec.com/oru, or call NOVEC Customer Service, Monday through Friday, 7 a.m. to 7 p.m., at 703-335-0500 or toll-free 1-888-335-0500.

Customers may also make direct donations to ORU by sending a check in any amount (payable to NOVEC ORU), to: NOVEC, P.O. Box 2710, Manassas, VA 20108.

PCA Credit = Extra Holiday Money for Customers

A little extra money during the holidays is always helpful, and the power cost adjustment credits that continue to appear on monthly electric bills will be a welcome sight for NOVEC customers. The credit of more than half a cent per kilowatt-hour is applied to every kWh purchased.

The PCA credit is the direct result of improved operating efficiencies, and the NOVEC power supply team's procurement of energy at favorable rates. As an owner of the business, when the Co-op saves on power costs, customers benefit. That's why it's called "The Cooperative Difference!"



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 a low natural gas rate today before winter rates increase.



Learn more at www.novecenergysolutions.com | nes@novec.com | 1-888-627-SAVE (7283)
NOVEC is an equal opportunity provider and employer.

Holiday Office Closings

November 11: Veterans Day

November 27-28: Thanksgiving

December 24-25: Christmas

January 1: New Year's Day

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



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Starting as low as
\$29⁹⁹ /mo
FREE Installation
FREE Equipment
 Limited Time Offer

Let NOVEC Recycle Your Holiday Greens

When the holiday celebrations are over, NOVEC will help with the clean-up by recycling fresh holiday greens.

Christmas trees and other holiday greenery will be accepted at the Gainesville Technical Center: 5399 Wellington Branch Drive, Gainesville, VA 20155, anytime from Dec. 26 to Jan. 12. Customers may leave greenery in the front parking lot in the area designated by orange safety cones. Trees must be free of all decorations, metal ornament hooks, and light strings.

“Most people agree that it’s more fun to put up and decorate a Christmas tree than to take one down,” says Junior Martin, right-of-way and grounds maintenance administrator. “But when a tree starts turning brown, take it down. You don’t want it to become so dry that it becomes a fire hazard.”

NOVEC tree crews will chop the greens into wood chips. They will deliver the wood-chip mulch to interested customers at no charge when right-of-way crews are working in nearby neighborhoods.

Customers interested in free wood-chip mulch need to complete the request form at www.novec.com/woodchips.

For more information about greenery recycling or mulch delivery, contact NOVEC’s vegetation management department at 703-392-1661 or 1-888-335-0500, ext. 1661, or via email: rightofway@novec.com.



Shop AmazonSmile to Support NOVEC HELPS



When doing holiday shopping, consider ordering gifts through AmazonSmile, a program that supports charitable organizations, including NOVEC HELPS. Visit www.smile.amazon.com, enter your log-on information, and shop as you usually do. AmazonSmile will donate 0.5 percent of the purchase amount to NOVEC HELPS.

Hands Engaged in Local Public Service (HELPS), 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, either with financial donations or with volunteer manpower. Learn more about HELPS at www.novechelps.org, or follow HELPS on Facebook.

Congratulations!

Congratulations to Mr. and Mrs. Cissell of Warrenton. They won this quarter’s new customer survey drawing, and received a \$25 Lowe’s gift card.



TODAY’S FORECAST: TEXTING POSSIBLE

Report an outage or check its status with our new texting service. Sign up today by visiting www.novec.com/novecoute or text **NOVECOUT** to **85700**.*

*Standard text messaging rates will apply. NOVEC will never send more than 10 messages a week.



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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.

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