

WHAT'S CURRENT

February 2014



Help Others Stay Warm: Join Operation Round Up®

NOVEC customers can help the less fortunate heat their homes this winter by joining Operation Round Up®. When customers join ORU, they authorize the Cooperative to round up their monthly electric bills to the next dollar. If a customer's bill is \$69.74, NOVEC will 'round up' the amount to \$70 and the extra 26 cents will go into the ORU fund. Customers enrolled in ORU donate an average of \$6 annually.

NOVEC sends the ORU donations to six local social service organizations. These organizations distribute the funds to help customers pay their heating bills. Co-op customers have contributed more than \$670,000 since the program's inception in 1997. Because NOVEC absorbs all administration costs, 100 percent of all donations go into the fund.

To Join ORU:

- Visit www.novec.com/oru2
- Call 703-335-0500, or 1-888-335-0500
- Email oru@novec.com

No Matter How You Spell It, PCA Credit Saves Customers Money

NOVEC customer-owners will continue to receive the benefit of a Power Cost Adjustment credit for every kilowatt-hour purchased in 2014. NOVEC has filed with the Virginia State Corporation Commission for a credit adjustment of 1.1¢. As of this writing, Commission approval is pending. In the meantime, customer-owners will continue to receive the credit adjustment approved in 2013, which was also more than a penny per kilowatt-hour.

The PCA credit is the direct result of favorable energy-market conditions that have allowed the NOVEC power-supply team to purchase energy at lower prices than in previous years. Coupled with a 4.5 percent rate reduction in 2011, NOVEC customer-owners are paying about **14.5 percent less** for energy than they were in 2009 when NOVEC assumed full power-supply responsibility.



TODAY'S FORECAST: CHILLY WITH A CHANCE OF WARMTH



Sign up today at
www.novec.com/oru2
to warm homes,
as well as hearts.

Help your less fortunate neighbors heat their homes this winter by participating in Operation Round Up®. Agree to have your monthly electricity bill rounded up to the next dollar. **Every penny you donate helps neighbors in need.**



Congratulations to Mr. Timothy Way, Fredericksburg. He won this quarter's new customer survey drawing, and received a \$25 Lowe's gift card.

CASH→BACK — The Co-op Difference

NOVEC is a not-for-profit business, owned by the customers it serves. This means that annual margins (profits) are allocated back to NOVEC's customer-owners and not to a separate group of investors or shareholders. These "capital credit" allocations are based on each customer's annual contribution to the overall margin. Capital credit allocations are periodically returned to NOVEC customers through the CashBack program.

**NOVEC has returned
more than \$35 million
in CashBack since 2009.**

Just in time for the December 2013 holidays, the NOVEC Board of Directors authorized a return of approximately \$1.68 million in CashBack to current customers on the NOVEC system prior to 2013. The authorized capital credits were applied to customers' December bills.



See Government in Action!

High School Class of '15 and '16 Students Apply Now for Youth Tour

Attention NOVEC customers with high school students graduating in 2015 and 2016! If your student has an avid interest in government and politics and would like to visit Washington, D.C., and Richmond, Va., to engage in conversation with their elected representatives, then have them apply for NOVEC's Youth Tour program.

Five students who receive power in their homes from NOVEC will be selected for the all-expense-paid program. In June, participants will gather in Washington, D.C. — with more than 1,400 of their peers from across the U.S. — to learn about electric cooperatives, tour historical and cultural sights, and meet their representatives in Congress. In February 2015, the Youth Tour students will spend a hands-on day at the Virginia General Assembly in Richmond.

The deadline for applications is March 10. For more information, contact Donna Snellings at dsnellings@novec.com, or 1-888-335-0500, ext. 1511.

Apply Online for NOVEC Scholarship: Deadline March 18

The Cooperative is accepting applications for the NOVEC Scholarship Program until March 18, 2014. High school seniors in Fairfax, Fauquier, Loudoun, Prince William, and Stafford counties, and in The City of Manassas Park who receive NOVEC electric service in their homes, may apply for the \$1,500 scholarships. Since the majority of Co-op customers live in Prince William, Fairfax, and Loudoun counties, scholarships will be awarded to two students in each of these counties. There will also be a single \$1,500 scholarship awarded



to a home-schooled or private school student. In addition, the overall top student will receive the \$1,500 Garber Scholarship as an extra bonus.

All scholarship applications must be submitted online at www.novec.com by March 18, 2014.

No More Writing Checks!

Bill Payment Options for Any Lifestyle



With NOVEC's wide variety of payment options, there's one to suit every customer's lifestyle.

- e-Billing** – Receive, view and pay bills online. It's free at www.novec.com.
- e-CHECK** – Automatically pay bills each month from a bank account.
- Speedpay** – Pay bills 24 hours a day, seven days a week with credit card, check or debit card via telephone or online. Speedpay charges \$2.45 per transaction.
- Levelized Billing** – Prevent drastic changes in monthly payments. The monthly bill is based on a rolling 12-month average of the previous 11 months and the current month's billing amounts.
- By Mail** – Use the envelope enclosed with the billing statement, and include the return portion of the bill.
- In Person** – Pay bills during business hours at the Lomond or Minnieville offices. Most NOVEC offices also have a drop-box for payments anytime day or night (except the Balls Ford Corporate Center).

Feel the Need for Some Internet Speed?



NOVECnet, a new NOVEC Energy Solutions service, provides lightning-fast Internet to rural Virginia. All NOVECnet plans provide speed up to 12 megabits per second!



Presented by:



For more information, visit www.novecnet.com or call 1-866-511-9005

All NOVEC offices closed Monday, February 17 Presidents Day

The NOVEC Operations Center is staffed 24 hours a day, seven days a week, including on holidays.

Call 703-335-0500 or toll-free 1-888-335-0500 to report outages.

You can also report outages online at www.novec.com. Simply click on the Customer Services tab, and then Outage Information.

Also online, you can sign up to report outages and check repair status via text messaging, and learn how to download NOVEC's new smartphone app for reporting outages.