

# WHAT'S CURRENT

May 2014



## Call 811 Before You Dig — It's the Law!

With spring in full bloom, you may be planning to plant trees or shrubs in your yard. Before doing any digging either for landscaping projects or construction projects, the law requires that you call 811.

When you call 811 — also known as Miss Utility — your call will be routed to the local One Call Center. Tell the operator where you're planning to dig and what type of work you will be doing. The center will notify your utilities — whether electric, gas, phone, fiber optic, cable, water, or sewer. The utility companies, including NOVEC, will send locators to your property to mark underground lines, pipes, and cables. You must call 811 at least 48 hours before doing any digging on your property.

After the utilities mark underground facilities, you will know their approximate location and can start digging. Be sure to dig at least five feet away from the marks, to stay out of the utilities' easements.

For more information about the Call 811 Before You Dig service, visit [www.call811.com](http://www.call811.com) or [www.missutilityofvirginia.com](http://www.missutilityofvirginia.com).

**To avoid injury, damage, or a monetary fine, always Call Before You Dig — It's the Law.**

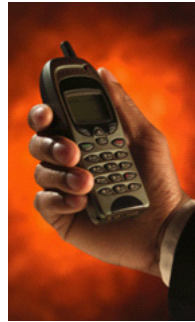
## Holiday Office Closing

**Memorial Day: Monday, May 26**

To report outages, call 703-335-0500

or

toll-free 1-888-335-0500.



## Customer Alert: Beware of Scammers!

NOVEC warns customers to be alert to anyone who calls claiming to be a Co-op employee and directs the customer to pay bills or pay for a meter repair with a specific prepaid debit card. The caller is likely a scammer.

Last year, the Virginia Attorney General's office warned consumers to be cautious of scam phone calls from "individuals who claim to be an employee of their electric utility and demand immediate payment of their bill." The callers threaten to shut off power unless a delinquent bill is paid within a few hours using a Green Dot Visa or other pre-paid debit card. The AG's office noted that scammers are apparently targeting Spanish-speaking and elderly people.

To make the calls seem legitimate, the scammers are "spoofing" utility companies' phone numbers so that customers who have Caller ID will see the name of their electric utility on their phones.

"NOVEC does not do business this way," says Pam Ringel, customer service supervisor. "We're advising Co-op members to call customer service at 703-335-0500 or 1-888-335-0500 to verify their account information after receiving any suspicious calls or text messages, even if the number displayed on their phone is NOVEC's."

NOVEC sometimes places recorded courtesy phone calls to remind customers their accounts are past due. However, these messages never ask for any personal information, or give a dollar amount that a customer must pay. These calls are not made by an actual NOVEC employee, so the customer only hears a recorded voice.

In other instances, scammers are telling customers their electric meters are not working and they must pay for repairs with prepaid debit cards. "Electric meters belong to NOVEC," explains Clare Bargerstock, manager, system metering. "We never ask customers to pay for repairs to our equipment." Customers who receive such calls about their meters should call customer service at 703-335-0500 or 1-888-335-0500.

### Protect Yourself and Your Family

- Always verify the identity of a caller who claims to represent a business. Do not provide money or personal information to an unsolicited caller whose identity cannot be verified.
- Do not make a payment by purchasing a Green Dot card or other means when told to do so. Report the call immediately to NOVEC and verify your account status.
- If you received a suspicious call and already made a payment to the scammer, report it to the local police, or to state or federal law enforcement agencies.

## Home Suite Home

NOVEC's **HomeEnergySuite** has the information and tools to lower your energy costs.

Find more information at [www.novec.com/homeenergysuite](http://www.novec.com/homeenergysuite)

**NOVEC**  
Powering a New Generation

[www.novec.com](http://www.novec.com)





## The PCA Credit Means Savings For You

For the third consecutive year, NOVEC customers are receiving a monthly credit on their electric bill. The credit of more than half a cent per kilowatt-hour will be applied to every kWh you purchase for the remainder of 2014.

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, you benefit. That's something we call "The Cooperative Difference!"

**CONGRATULATIONS!**

Congratulations to Ms. Susan Kauffman of Aldie. She won this quarter's new customer survey drawing and received a \$25 Lowe's gift card.

## Don't let summer storms put you in the dark.

Take control with a whole-house power generator from NOVEC Solutions.



**NOVEC Solutions**  
Technology for everyday life

Find more information at [www.novec.com/ns](http://www.novec.com/ns) or call 703-392-1503 or 1-888-335-0500, ext. 1503.

### Summer Weatherization Tips

## Is Your House Ready for Hot Weather?

Performing a few simple weatherization procedures can help keep cool air in and hot air out during the summer.

**SEAL LEAKS.** Use weather-stripping and caulk to seal air leaks around doors and windows.

**SEAL DUCTS.** In a typical house about 20 percent of the air moving through ducts is lost due to leaks. Exposed ducts in attics, basements, crawl spaces, and garages can be repaired by sealing the leaks with duct sealant (also called duct mastic).

**ADD INSULATION.** Many older homes have less insulation than new homes, but adding insulation to a newer home may also pay for itself within a few years. For homes in Northern Virginia experts recommend an attic insulation level of R-49, which typically equals 14-inches of blown-in insulation.

**CHANGE THE AIR FILTER.** Check the filter every month on your HVAC system. If it looks dirty, change it. At a minimum, change the filter every three months. A dirty filter wastes energy by slowing air flow, causing the system to work harder to keep the house cool.

**GET AN HVAC CHECKUP.** Hiring a professional to perform an HVAC maintenance review can prevent a minor problem from turning into a major one.

### OTHER STAY-COOL TIPS

- ◆ Use the microwave or grill instead of the conventional oven.
- ◆ Close blinds or drapes to block sunlight. Direct sunlight can raise the temperature of a room by 10 to 20 degrees.
- ◆ Turn the thermostat up to 78 for optimal savings. Each degree below 78 increases energy use by 3 to 5 percent.
- ◆ Use a programmable thermostat to turn the air conditioner up or down based on when family members are home.
- ◆ Use portable or ceiling fans. Run ceiling fans counter clockwise. Even mild air movement of 1 MPH can make you feel 3 to 4 degrees cooler.

### FOR MORE INFORMATION

Learn more about how to keep your house cool this summer by visiting [www.novec.com/useitwisely2](http://www.novec.com/useitwisely2).

You can also find more energy saving tips at the U.S. Department of Energy's Energy Savers website at [www.energy.gov/energysaver/energy-saver](http://www.energy.gov/energysaver/energy-saver).

