

Use this postage-paid
reply card to request
information about NOVEC
programs and services.



Customers' Manual

Guide to Services
and Programs

Lomond Business Center
10323 Lomond Drive
Manassas, VA 20109



Mailing Address:
P.O. Box 2710
Manassas, VA 20108



Phone Numbers:
703-335-0500
or 1-888-335-0500



www.novec.com



Request for Additional Information

- e-CHECK Automated Bill Payment
- Levelized Billing
- Online Billing
- Security Lighting
- Business & Residential Energy Information
- Electric Safety Education
- Load Management Program
- Operation Round Up®
- Water Heaters
- Generators
- NOVECnet
- Home Protection Services
- OTHER: _____

Dear Valued Customer: If you would like additional information about NOVEC programs or services, return this postage-paid card and we will promptly respond to your request.

Account Number: _____

Name: _____

Address: _____

E-mail Address: _____

Phone: _____

Best Time to Call: _____

Contact NOVEC

Customer Care Center

Monday-Friday
7 a.m.-6 p.m.
703-335-0500
1-888-335-0500
customerservice@novec.com

Report Outages

24 hours, 7 days a week
703-335-0500
1-888-335-0500

Website

www.novec.com

Office Locations

Lomond Business Center*^

10323 Lomond Drive
Manassas, VA 20109
Mailing Address
P.O. Box 2710
Manassas, VA 20108

Balls Ford Corporate Center

10432 Balls Ford Road
Manassas, VA 20109
Mailing Address
P.O. Box 2710
Manassas, VA 20108

Gainesville Technical Center^

5399 Wellington Branch Drive
Gainesville, VA 20155

Loudoun Service Center

23973 Evergreen Mills Road
Aldie, VA 20105

Minnieville Office*^

14500 Minnieville Road
Woodbridge, VA 22193

**These offices accept in-person bill payments,
Monday-Friday, 8:15 a.m.-5 p.m.*

^These offices have payment drop boxes.



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 8 MANASSAS VA

POSTAGE WILL BE PAID BY ADDRESSEE

NORTHERN VIRGINIA ELECTRIC COOPERATIVE
ATTN: CUSTOMER CARE CENTER
P.O. BOX 2710
MANASSAS VA 20108-9856



**No Postage
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United States**

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NOVEC's "Terms and Conditions for Electric Service" are available upon request by calling the Customer Service Center at 703-335-0500 or 1-888-335-0500 or visit www.novec.com

Welcome

Welcome to Northern Virginia Electric Cooperative. As part of the cooperative, you are more than just a customer — you are also a member and an owner. You elect a board of directors that makes company policy and you share directly in the Cooperative’s success through CashBack distributions.

Electric cooperatives like NOVEC began in the mid-1930s when many rural areas were being “left in the dark.” Investor-owned utilities regarded building power lines to serve sparsely populated rural communities as “not profitable.” In response, residents in rural communities joined together to

“... you are more than just a customer — you are also a member and an owner.”

create local electric cooperatives. With the help of the Rural Electrification Administration,

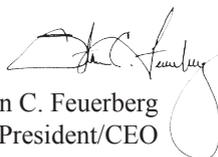
cooperatives brought electricity to small towns and farmlands throughout the United States.

2 NOVEC, our community service group NOVEC HELPS, and Co-op employees are dedicated to making our communities better places to live and work. We lend our time, resources, and financial assistance to causes that make a positive difference in Northern Virginia.

We hope this Customers’ Manual answers many of your questions about NOVEC services and programs. Of course, you are always welcome to contact NOVEC if you have questions.

Customer service excellence is a corporate priority. I trust you will always find your business dealings with NOVEC to be both professional and pleasant. For a number of years, NOVEC has been recognized as one of the highest-ranked electric utilities in the nation in customer satisfaction, as measured by J.D. Power.

We look forward to serving you!
Sincerely,


Stan C. Feuerberg
President/CEO

NOVEC Information

NOVEC is a privately held, not-for-profit electric distribution system that provides reliable energy and services to approximately 169,000 homes and businesses located in Clarke, Fairfax, Fauquier, Loudoun, Prince William and Stafford counties, the City of Manassas Park, and the Town of Clifton. The Cooperative’s membership comprises residential, small business, large commercial, industrial, and government customers.

NOVEC generates electricity from its biomass renewable-power plant. It also buys electricity wholesale and distributes it to customers over a network almost 7,300 miles of power lines.

Incorporated on Jan. 1, 1983, when Prince William and Tri-County electric cooperatives consolidated, NOVEC is today one of the largest electric distribution cooperatives in the United States.

NOVEC Reliability

By keeping power flowing 99 percent of the time, NOVEC has been the most reliable electric utility in the Washington, D.C., region for almost 20 years.

The Board of Directors

NOVEC customers elect a board of seven directors who represent NOVEC’s seven defined geographical districts. The board in turn hires a president/CEO to manage the daily operations of the company. Members elect directors each year (according to the bylaws) to serve four-year terms by a plurality vote of the members. Nominations may be made by a petition signed by 15 or more members and submitted at least 70 days prior to the annual meeting date.

For a list of current members of the board of directors, visit www.novec.com/about_novec. See a map of the general areas directors represent on pages 10-11.

Annual Meeting

Customers meet annually in September or October to receive information about the operation and financial condition of the Cooperative, and to elect directors. Customers also have the opportunity to learn about Co-op products and services and talk with Co-op representatives.

CashBack

Like any business, NOVEC earns margins, i.e., profits. While margins for other companies go to stockholders, who may or may not be customers, NOVEC allocates margins to Cooperative members as CashBack. The amount allocated to each member's account is calculated in direct proportion to each member's annual energy use and patronage received.

Every year, the board of directors reviews the Cooperative's financial condition. If it meets the requirements established by NOVEC's bankers and the Internal Revenue Service for a not-for-profit organization, a percentage of each member's CashBack balance may be returned. When a return is made, current members receive a credit on their bills. NOVEC mails a check* to former customers who no longer live in the service territory. CashBack is a unique cooperative benefit for members.

*CashBack checks less than \$5 are not issued to former members.

Service Information

Employee Identification

All NOVEC personnel are required to carry an identification badge at all times while on duty. Therefore, if a NOVEC employee calls on you, please ask for proper identification. You may also call 703-335-0500 or 1-888-335-0500 to verify his or her identity. NOVEC contractors may or may not have a NOVEC issued ID. We recommend that you always call to verify the identity of any contractor that claims to represent NOVEC. There are few times when an employee or contractor will request entry into a customer's home. To protect yourself and your family from people who are misrepresenting the company, always verify identity prior to granting entry.

Obtaining Service

Any person, firm, association, corporation, or public body desiring service from NOVEC must sign an application for membership and pay all appropriate fees. The application commits the applicant to: receive electric service from NOVEC; be bound by NOVEC's certificate of incorporation, bylaws, rules, regulations, and rate schedules; and pay the applicable minimum monthly bill for NOVEC services.

Schedule of Fees

Membership	\$1
Service connection	\$40
Collection	\$40
Reconnect after nonpayment (normal hours)	\$45
Reconnect after nonpayment (after hours)	\$65
Returned check charge	\$35
Special meter test:	
<i>Single-phase</i>	\$100
<i>Poly-phase</i>	\$155
Residential security deposit:	
<i>Established credit</i>	-\$0-
<i>No credit history</i>	est. two months use
<i>Poor credit history</i>	est. two months use
Commercial security deposit:	
<i>Established credit</i>	-\$0-
<i>No credit history</i>	est. two months use
<i>Poor credit history</i>	est. two months use
Interest on deposit	determined by the SCC
Late payment fee (<i>after one full billing period</i>)	1.5% per month
Underground service	per NOVEC plan

Security Deposit

Residential Service

NOVEC may require the applicant or member to deposit, as a guarantee of payment for electricity used, an amount of money not to exceed an estimate of charges for two months of electric service. Security deposits may be billed in three equal installments. NOVEC may disconnect service if the required security deposit is not paid.

The Cooperative pays interest as determined by the Virginia State Corporation Commission annually on each security deposit retained longer than 90 days. NOVEC does not retain security deposits beyond one year provided the member has established satisfactory credit.

Members with security deposits who terminate service with NOVEC are credited with the deposit and accrued interest.

Upon request, NOVEC will provide members with a credit reference for a period of time not to exceed 12 months after service has been discontinued.

Commercial Service

New commercial customers who have not had previous service with NOVEC may be required to pay an initial deposit as a guarantee of payment for NOVEC charges.

The deposit will be in an amount not to exceed estimated charges for two months of service. NOVEC's commercial customers are given the option of paying the established deposit by cash or check, or providing an irrevocable letter of credit from an appropriate financial institution.

Transferring or Terminating Service

Whenever a change of occupancy or of legal responsibility takes place on any service, notice of the change must be given to NOVEC within a reasonable time prior to the date of the change. Failure to do so may result in the departing member being held responsible for all service supplied until the notice has been received. Keeping NOVEC informed of address changes is also necessary to ensure that future CashBack checks are mailed to the current address.

Underground Electric Service

Underground electric service is available for residential, commercial, and industrial accounts. However, the member must pay a portion of the increased cost of providing this service.

Temporary Electric Service

Provisions can be made to provide temporary electric service for members when necessary.

Service Requirements for New Construction

Members who are building a new structure are required to sign a membership application and pay all appropriate fees, just as if the electric facilities already existed. A properly recorded easement giving NOVEC the right to construct the necessary facilities

is required. An inspection of electrical wiring by the local governing body is also required before NOVEC will connect electric service.

Residential

Members or builders with new residential construction projects requiring electrical service should contact NOVEC's distribution engineering department at 703-754-6750 or 1-888-335-0500 ext. 6750. A detailed packet of information describing the steps necessary to obtain service, from the planning stage through completion and meter installation, will be provided.

Commercial and Industrial

Commercial and industrial customers should contact the Energy and Business Development division during the project design phase to discuss rate options and contract requirements. A distribution electric service agreement may be required due to facility load or type of redundancy service required.

NOVEC Energy Bill

Billing Information

Bills are mailed in cycles based on geographic areas. If you need assistance or require an explanation of your bill, contact the Customer Care Center.

To protect the privacy of our customers, NOVEC does not discuss account information with anyone other than the person or persons named on the account. If for any reason another person needs to be added to the account, only the account holder may authorize it.

NOVEC continually looks at providing new payment options. Check NOVEC's website at www.novec.com for updates on payment options.

Billing and Payment Options

e-Billing

With e-Billing, members can receive, view, and pay their bills online with no additional fees. NOVEC notifies e-Billing members via email when their monthly bills are available for online viewing and payment. Once registered for e-Billing, members will

receive three more paper bills in the mail. After the third subsequent e-Bill, paper bills will no longer be mailed. If you choose e-Billing, print your e-Bill for your records.

To register for e-Billing:

Visit www.novec.com/paymentoptions to sign up.

You may pay your bill through e-Billing with no additional fees or use bill-payment consolidator sites, such as banks, brokerages, and credit unions. Consolidators may charge a fee for this service.

Advantages of e-Billing:

- Ability to schedule payments
- Bill may be viewed and paid online
- Around-the-clock availability

e-CHECK

With e-CHECK, NOVEC automatically deducts the amount of your bill electronically from your bank account each month. Once enrolled, you will receive a monthly statement from NOVEC detailing your account activity and the amount due. The payment date is the approximate date your bank account will be debited for the amount due. The statement is yours to keep for your records.

To sign up for e-CHECK:

- Call NOVEC to request an enrollment form or sign up online at www.novec.com/paymentoptions.
- Complete and sign the form and attach a voided check for a checking account or a deposit slip for a savings account.
- Make sure your NOVEC account number, your bank account number, and the bank's name are correct.
- Mail the documents to NOVEC, attn: Customer Care Center, or deliver them to NOVEC's Lomond Business Center in Manassas or the Minnieville Road office in Woodbridge.
- The first payment from your bank account will occur approximately six to eight weeks after NOVEC receives your authorization.

Advantages of e-CHECK:

- Saves time and money
- No Fees

EZ-Pay

Pay your bill quickly and securely from any phone or computer with internet access by using the EZ-Pay bill payment service. You can pay by ATM card*, credit card (MasterCard, Visa, or Discover), debit card, check-by phone or electronic check. ATM transactions do not require a PIN.

With EZ-Pay, there is a \$2,000 maximum per transaction/per week. EZ-Pay charges a convenience fee of \$2.45, which will be reflected on your credit card or bank statement.

To use EZ-Pay:

Dial 1-888-335-0500 and press 2 or visit www.novec.com/paymentoptions.

Advantages of EZ-Pay:

- 24/7/365 bill-payment access
- No phone delays or waiting time
- Accepts credit cards, ATM cards, debit cards, and electronic check (ACH) payments
- Payments post the next business day
- Accessible through www.novec.com
- Conduct transactions in English or Spanish

Late payment penalties will apply if amount due is not received by the due date. You should submit your EZ-Pay payment at least one business day ahead of the due date.

Quick Collect

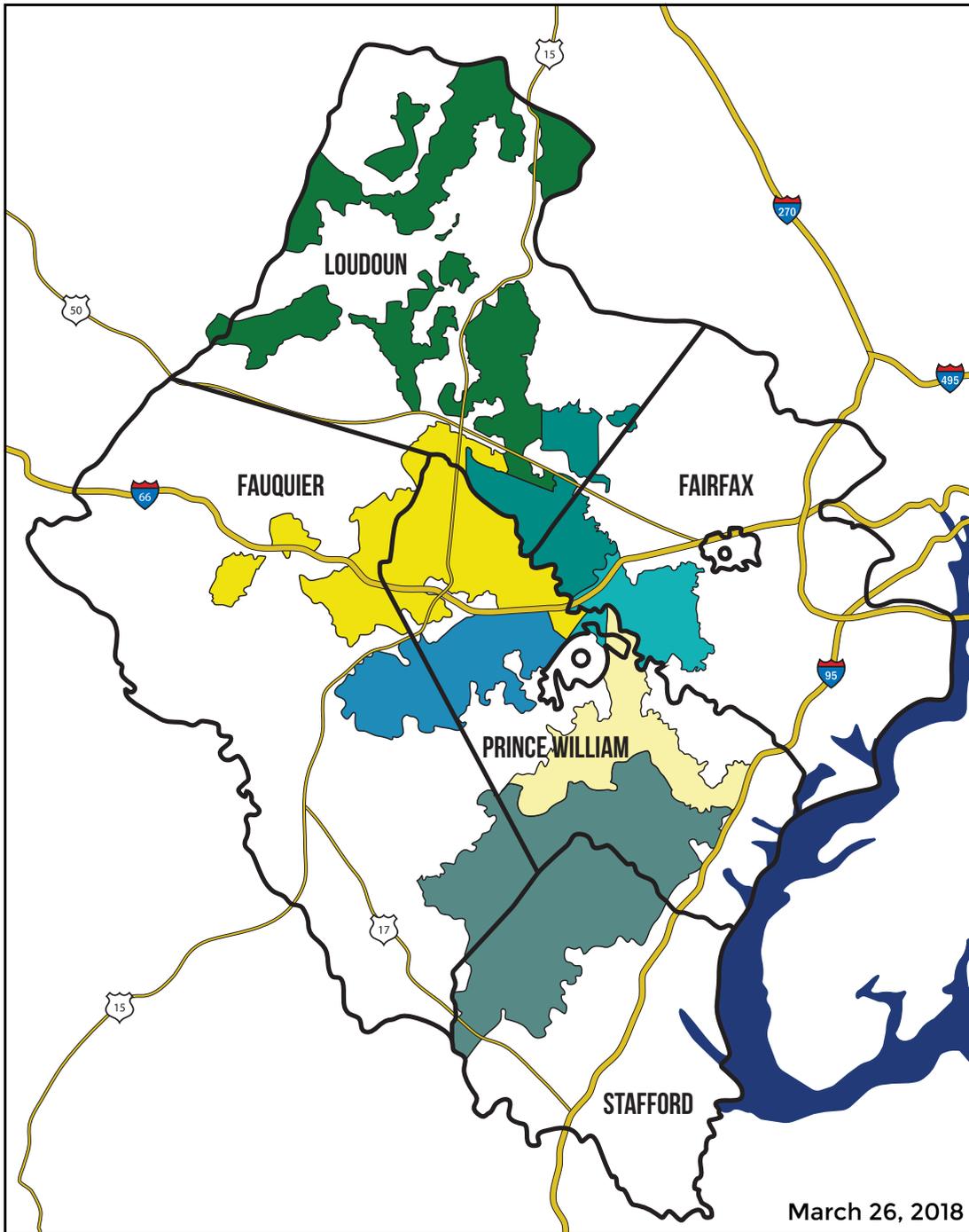
If you are not near a NOVEC office, you can pay your bill in cash at any Western Union Quick Collect office. Visit www.westernunion.com and use your ZIP code to find a location near you. Your payments will post on the next business day. Have your NOVEC account number ready. Fee: \$2.50.

Levelized Billing

Levelized Billing prevents drastic changes in your monthly bills even in the coldest and hottest months of the year. Based on a rolling 12-month average, a levelized bill is the average of the previous 11 months of electricity billing and the current month's billing for the service address.

To sign up for Levelized Billing, call NOVEC's Customer Care Center at 703-335-0500 or 1-888-335-0500.

Service Territory Map



Map Key

- District 1
CYNTHIA GILBRIDE
- District 2
BRENT GEORGE
- District 3
JAMES CHESLEY
- District 4
ANN WHEELER
- District 5
WADE HOUSE
- District 6
MICHAEL RAGAN
- District 7
SKIP ALBRITE
- BOUNDARY
- POTOMAC RIVER

Drop Box Payment**

Drop your payment (no cash, please) into one of the bill-payment deposit boxes located at the NOVEC offices listed below, and our office on Wellington Branch Drive in Gainesville. Please allow 2-3 business days for posting drop box payments.

In-Person Payment**

Visit NOVEC's Lomond Business Center in Manassas or the Minnieville Road office in Woodbridge, Monday-Friday, 8:15 a.m. to 5 p.m.

Mailing a Payment**

Use the envelope supplied with your billing statement to mail a payment.

If you have questions about your bill, call NOVEC's Customer Care Center from 7 a.m. to 6 p.m., Monday-Friday.

**ATM cards with the STAR, NYCE, Pulse and Accel logos are currently accepted. Additional ATM networks may be added in the future.*

***Please include payment stub.*

Collection Procedures

Late Payment

When payment is not made within one full billing period from the date of the bill, the account will be classified as past due. A late payment charge of 1.5 percent per month, translating to 18 percent a year, will be added to all amounts billed, excluding local utility taxes. Each customer's statement shows the date the bill is mailed and the date the payment must be made to avoid a late payment charge.

Customers with past-due balances will be notified in writing on the next billing statement that the account must be paid within 10 days. ***This is the only notification that will be issued.*** If payment is not made within the 10-day period, NOVEC personnel will make a collection visit. A \$40 collection fee will then be added to the amount due. If payment is not made at the time of the visit, service may be disconnected without further notice.

Upon payment of all amounts due to NOVEC, service may be reconnected during normal business hours.

NOVEC will charge a reconnect fee for any service that has been disconnected due to nonpayment in addition to the collection fee. If a customer makes a request before 5 p.m. during the

workweek for a reconnection, the fee is \$45. If the request is made between 5 p.m. and 5:45 p.m., the fee is \$65. The collection fee and the past-due balance must be paid.

Returned Check

When a payment is returned unpaid for any reason, the customer will be charged a \$35 fee. NOVEC does not honor any post-dated checks. All checks are processed on the day of receipt. Customers who have more than two checks returned from a bank on their account within a 12-month period will be required, without exception, to make their monthly payment in cash, by money order, or by credit card for a period of one year.

Energy Theft

NOVEC may refuse to connect or reconnect service to a customer for any violation of: its rules and regulations; the Schedule of Rates and Charges provisions; or the customer's application form. NOVEC may discontinue service to a customer for the theft of electric current or the appearance of current-theft devices on a customer's property. Disconnection for energy theft does not release a customer from the obligation to pay NOVEC for services as specified in the membership application.

Problem Resolution

Problem Resolution Procedure

An inquiry and problem resolution procedure has been established by NOVEC to handle various situations. Cooperative employees involved in the procedure are available during normal working hours from 8:15 a.m. to 5 p.m., Monday-Friday. In addition, many questions may be answered by calling NOVEC's Customer Care Center, Monday-Friday from 7 a.m. to 6 p.m.

The Virginia State Corporation Commission regulates NOVEC. The SCC approves the Cooperative's rates, fees, and all terms and conditions of service. Customers may contact the SCC by:

Mail: VA SCC, P.O. Box 1197,
Richmond, VA 23218

Phone: 1-800-552-7945, 1-804-371-9967

Fax: 804-371-9350

Web: www.scc.virginia.gov

Services and Programs

Security Lighting

NOVEC offers a lighting program for customers who need extra light to brighten a path or provide added security. NOVEC will install a light on an existing utility pole or on a new pole. By using a photocell, the lights operate from dusk to daybreak. A customer must sign a separate agreement when requesting security lighting.

Customers can also pay a fee to have their existing security lights replaced or retrofitted to be “dark-sky friendly.” Dark-sky friendly security lights help cut glare and reduce sky glow.

Unless NOVEC receives a specific request from a local governmental body to use decorative lights, NOVEC will install only security lights designed to be dark-sky friendly. LED security lighting is available.

For more information, visit www.novec.com or call the NOVEC Customer Care Center at 703-335-0500 or toll-free at 1-888-335-0500.

Metering

NOVEC tests electric meters periodically as part of the Cooperative’s system-maintenance program. Customers may also request meter tests. The Co-op will assess a nominal fee when it tests a meter within two years of installation or within two years of finding the meter to be accurate.

Residential and Business Energy Management

Cooperative staff members are available to suggest ways residential and commercial customers can save energy and money through a variety of home and business energy-management improvements.

Customers can learn about energy management by contacting the Cooperative and asking to speak to an energy-management professional.

Electrical Safety Education

NOVEC staff members conduct electrical safety programs for schools, clubs, and organizations within

NOVEC’s service territory. For more information, contact NOVEC’s Customer Care Center and ask for Energy Services.

Load Management Program

Holding the line on electric rates is a major concern of the NOVEC Board of Directors and staff. Participants in our load management program help keep wholesale power costs down by allowing NOVEC to install load management switches on their electric water heaters and/or central air-conditioning systems (including heat pumps). Installation is done at no cost and at the customer’s convenience.

During NOVEC’s “rush hours” of peak demand, when electricity consumption increases, the Co-op may use the switches to turn the water heater off for two hours or less and/or the central air-conditioner compressor off for 7.5 minutes out of every half hour. Peak-demand periods usually occur only on very hot summer afternoons or very cold winter mornings, and last for just a few hours.

Free Water Heater Repair: Customers with load management switches installed on their electric water heaters qualify for our free water heater repair program. NOVEC will provide same-day response to complaints regarding hot water, and will replace elements, fuses, thermostats, and reset buttons at no cost for as long as the switch is installed. Note: The replacement of a leaking water heater is not covered since this is a plumbing problem.

Installation of load management switches on your appliances will not void manufacturers’ warranties. If you find the program to be incompatible with your lifestyle, NOVEC will remove the load management switch upon your request at no charge.



Operation Round Up®

Participants in NOVEC’s Operation Round Up® program agree to have their monthly bills “rounded up” to the next dollar. For example, if a monthly bill is \$83.47, it would round up to \$84. The extra 53 cents would be contributed to ORU.

A volunteer customer advisory board distributes every dollar contributed to ORU to charitable organizations. These organizations distribute the money to customers in NOVEC's service area who qualify for heating assistance. The Cooperative absorbs all administrative costs.

Cooperative Living Magazine

Ten times a year customers receive *Cooperative Living*, a magazine published by the Virginia, Maryland & Delaware Association of Electric Cooperatives. NOVEC is a member of VMDAEC. The magazine provides information on energy, state and national legislation that affects electric cooperatives, and other topics of interest. The SCC recognizes *Cooperative Living* as NOVEC's official communication tool for all legal notices that are required when making changes in electric rates or terms and conditions of electric service, or for sending meeting notices. Look for the "Keeping Current" section in the middle of each issue for features and news specifically for NOVEC customers. In addition, *Cooperative Living* is available electronically at www.novec.com.

What's Current Bill Insert

Ten times a year you will receive *What's Current* with your billing statement. This newsletter provides information about NOVEC's programs and services, as well as energy-saving tips and other news of interest. *What's Current* is also available by email. Past issues are archived at www.novec.com/whatscurrent.

NOVEC Affiliates

As a NOVEC customer, your business interests include the affiliates owned and operated by the Co-op under NOVEC Holdings. These companies include: NOVEC Solutions, NOVEC Energy Solutions, and NOVEC Energy Production.

Products available through NOVEC Solutions include energy-efficient water heaters, home protection services, and standby generators. Engineering and construction services, as well as optical data networking services, are available for commercial customers.



To learn more about the products and services currently available from NOVEC Solutions, visit www.novec.com/ns or contact Business Development & Energy Services at 1-888-335-0500 ext. 1503.



NOVEC Energy Solutions offers natural gas at competitive prices to homes and businesses in Virginia, Maryland, Pennsylvania, and Washington, D.C. For more information and current pricing, visit www.novecenergysolutions.com.

NES also offers NOVECnet, satellite Internet service at competitive prices. For more information, visit www.novecnet.com or call 1-866-511-9005.



NOVEC Energy Production manages the Co-op's biomass power plant near South Boston, Virginia. The plant burns waste-wood chips to generate electricity for Co-op customers.

Outage Information

NOVEC's service reliability has been the best in the region for nearly 20 years. However, events beyond the control of the Cooperative — automobile accidents, unforeseen equipment failures, lightning storms, freezing rain, snow, or other occurrences of nature — make it impossible to guarantee uninterrupted service.

Reporting a Power Outage

- Whenever you lose power, first check your breaker panel in your home to determine if it is

- an isolated problem before notifying NOVEC.
- To report the outage, call NOVEC's interactive voice response system (IVR) at 703-335-0500 or toll-free 1-888-335-0500, 24 hours a day, seven days a week.
 - You will be greeted by an automated menu that will walk you through the reporting process.
 - You will be asked to enter the telephone number at the location of the outage.
- To verify the phone numbers NOVEC has on record, call 703-335-0500 or 1-888-335-0500, and follow the menu directions. Be sure to have your NOVEC account number handy when you call.
- Power outages may also be reported online through My Account, or via text message.
- Visit www.novec.com/stormcenter to learn more about outage reporting, or download NOVEC's mobile app.

Service Restoration

When power outages occur, our goal is to restore service as safely and quickly as conditions permit. We use modern technology to receive outage reports, identify probable causes, and restore service. Our personnel respond to outage reports 24/7/365 and have consistently outperformed other area electric utilities in keeping the lights on for customers.

Customers with a serious medical condition will be provided with the best available information to help them decide whether to move to a location where necessary care can be provided. Visit the NOVEC website and search "serious medical condition" for more information.

During a Power Outage

When power outages occur, NOVEC works hard to restore service quickly, but there are times when restoring your power may take longer. Follow these measures if an extended outage occurs:

- Keep the refrigerator and freezer doors closed as much as possible. The refrigerator will keep food safely cold for about four hours if it's unopened. A full freezer will hold its temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed. Keep a picnic

- cooler handy to store milk, fruit and other frequently used perishables.
- Stock your pantry with foods requiring little or no cooking, such as canned fruit, tuna, dried milk and canned pasta meals.
- Have flashlights, portable battery-operated radios, a fresh supply of batteries and matches on hand. The radio can bring you weather reports and information from NOVEC on restoration efforts. We recommend having at least one telephone in your home that does not require electricity.
- For more information and to view our online outage map, visit www.novec.com/outageinfo.

Safety Information

Overhead Power Lines

Treat every power line as "live" (energized) and dangerous. Report broken poles, trees on power lines, or fallen electric lines to NOVEC or the police immediately. Take necessary precautions to keep other people away from the area until qualified personnel arrive on the scene.

If a power line falls on a vehicle, stay away and avoid making contact. Report the incident to the Cooperative or police immediately. If someone is inside the vehicle, take steps to ensure they remain inside. Do not touch the vehicle under any circumstances.

Underground Power Lines

If you plan to dig or excavate in an area where there may be underground utilities, you are required by law to call 811 at least 48 hours before you dig. A representative will mark the location of electric lines on your property so you can avoid them when digging. The markings only indicate where not to dig. Please see the right-of-way information below for planting guidelines. For more safety information, visit www.novec.com/safety.

Right-of-Way Information

Right-of-Way Maintenance

NOVEC's right-of-way maintenance program is designed to reduce outages and ensure public safety. NOVEC tree-trimming contractors patrol all overhead utility lines every three years. They trim trees back at least 10 feet from lines and remove dangerous trees. Crews employ natural and lateral tree-trimming techniques to improve clearance conditions and preserve the trees' health and aesthetic beauty. The Cooperative has the right to keep the 30-foot-wide easements clear of trees, shrubbery, landscaping, undergrowth, and other obstructions. As part of this process, to allow access for line repair and maintenance, herbicides are applied where necessary on and along rights of way to eliminate the regrowth of brush and other unwanted vegetation.

Landscaping Around Electrical Equipment

When planting near overhead electric lines, keep in mind that the mature height of a tree must be less than 20 feet. *NOVEC does not allow the planting of any new trees or woody shrubs within its overhead and underground utility easements.* Trees growing too close to power lines can cause outages. They are a safety hazard and require costly, repetitive trimming. Never plant trees or shrubs within 10 feet of electric poles or guy wires; trees too close make it impossible for line technicians to climb poles when required. If you have underground electric service, please keep plants and shrubs at least 10 feet away from the front and 5 feet away from the sides of all above-ground transformers. NOVEC employees and contractors must have access to this equipment to perform routine maintenance and to restore service during outages. Improperly planted materials will be removed when found.

Statement of Non-discrimination

This institution is an equal opportunity provider and employer.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the required information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary
for Civil Rights
1400 Independence Avenue SW
Washington, D.C., 20250-9410

Fax: (202) 690-7442

Email: program.intake@usda.gov.

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