

For more information, visit www.novec.com
where you can also view your account status.

Contact NOVEC's Customer Service Center
703-335-0500, or toll-free 1-888-335-0500, 7 a.m. to 6 p.m.,
Monday — Friday, or customerservice@novec.com.



PAYMENT LOCATIONS

⦿ **Lomond Business Center**
10323 Lomond Drive
Manassas, VA 20108
Lobby Hours: 8:15 a.m. to 5 p.m.
Payment drop box available
In-person cash payments accepted

⦿ **Minnieville Office**
14500 Minnieville Road
Woodbridge, VA 22193
Lobby Hours: 8:15 a.m. to 5 p.m.
Payment drop box available
In-person cash payments accepted

⦿ **Leesburg Office**
349 East Market Street
Leesburg, VA 20176
No lobby hours
Payment drop box available

⦿ **Gainesville Office**
5399 Wellington Branch Drive
Gainesville, VA 20155
No lobby hours
Payment drop box available

Lomond Business Center

10323 Lomond Drive



Mailing Address:
P.O. Box 2710
Manassas, VA 20108-0875



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



www.novec.com

PAYMENT OPTIONS

NOVEC BILLING AND PAYMENT OPTIONS

NOVEC offers a wide variety of bill payment methods for customers. Whichever option you select, please keep in mind that payments received after 2 p.m. are credited the next business day. To protect your privacy, NOVEC does not discuss account information with anyone other than the person(s) listed on the account.

e-Billing

e-Billing offers customers the opportunity to receive, view and pay their bills online. You will be notified via e-mail when your monthly bill is available for online viewing and payment. Once registered for e-Billing, you will receive three more paper bills in the mail. **After the third subsequent e-Bill, paper bills will no longer be mailed.** You should print your e-Bill for your records.

TO REGISTER:

There are no additional fees when you pay your bill through NOVEC.com and by clicking on "Billing and Payment Options." You can use a bill payment consolidator site, such as banks, brokerages and credit unions. Consolidators may charge a fee for this service.

ADVANTAGES:

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

e-Check

e-CHECK is NOVEC's automated bill payment program. Each month, we will electronically notify your bank of the amount due on your bill. This amount will be automatically deducted from your bank account. 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:

- Call NOVEC to request an enrollment form or print it from NOVEC.com.
- Complete and sign the form and attach a voided check

(for checking account) or deposit slip (for savings account).

- Make sure your NOVEC account number, your bank account number and the bank's name are correct.
- Mail the documents to NOVEC.
- The first payment from your bank account will occur approximately six to eight weeks after NOVEC receives your authorization.

ADVANTAGES:

- Save time and money.
- Eliminate the hassle of writing and mailing checks.

EZ-Pay

Pay your bill quickly and securely from any phone or computer with Internet access, using the EZ-Pay service. Each EZ-Pay transaction is limited to \$2000. With EZ-Pay, you can pay by ATM card*, credit card (MasterCard, Visa, or Discover), debit card, check-byphone or electronic check. ATM transactions do not require a PIN. EZ-Pay charges a convenience fee of \$2.45, which will be reflected on your credit card or bank statement. Dial 1-888-335-0500 or visit NOVEC.com.

ADVANTAGES:

- Unlimited bill payment access, 24 hours/seven days a week.
- No phone delays or waiting time.
- Accepts credit cards, ATM cards, debit cards, and electronic check (ACH) payments.
- Accessible through NOVEC.com.
- Conduct transactions in English or Spanish.

If you have questions about your bill, EZ-Pay calls can immediately be transferred to NOVEC's Customer Service Center during the hours of 7 a.m. to 6 p.m., Monday — Friday.

Levelized Billing

Levelized billing prevents drastic changes in your monthly bills even in the coldest or hottest months of the year. Based on a rolling 12-month average, a levelized bill is the average of the previous 11 months, electricity billing and the current month's billing for the service address. Call NOVEC's Customer Service Center to sign up.

Drop Box**

Drop your payment in one of the bill payment deposit boxes located at most NOVEC offices (see "Payment Locations"). Please allow two business days for posting of drop box payments.

In Person**

Visit NOVEC's Lomond Business Center or Minnieville office Monday — Friday from 8:15 a.m. to 5 p.m. (see "Payment Locations") to pay by cash, check, or money order. See EZ-Pay option for credit card payments.

Mail**

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

** ATM cards with the STAR, NYCE, Pulse, Mastercard, Visa and ACCEL logos are currently accepted.*

*** Please include payment stub.*

