

THE RESULTS ARE IN!



NOVEC receives second highest score among largest electric utilities in nationwide J.D. Power and Associates study

NOVEC SCORES HIGH IN CUSTOMER SATISFACTION

NOVEC customers who responded to the J.D. Power and Associates 2017 Electric Utility Residential Customer Satisfaction StudySM gave NOVEC the second highest overall score among the 138 largest electric cooperative, investor-owned, and publicly owned systems in the nation.

J.D. Power and Associates based its findings, released on July 12, on responses from nearly 100,000 online interviews it conducted from July 2016 through May 2017. Interview respondents represent more than 98 million American households.

The 2017 study gave NOVEC an overall score of 788 points — the highest score NOVEC has ever received in the study.

SECO Energy in Florida scored the highest with 789 points, followed by NOVEC, then Sawnee EMC in Georgia with 786 points. Seven of the 12 highest-scoring utilities in the nation are cooperatives. The average overall score among the 138 utilities was 719, based on a 1,000-point scale.

Among nine utilities in the Washington, D.C., area, NOVEC scored the highest. NOVEC has ranked on top since 2009 — the year J.D. Power and Associates adopted its present survey.

The study asked customers to respond to questions regarding their utility's power quality and reliability, price, billing and payment, corporate citizenship, communications, and customer service. NOVEC placed first in communications; second in power quality and reliability, price, and customer service; and third in corporate citizenship.

"We're pleased that NOVEC has scored at or near the top among the nation's electric cooperatives and utilities in the J.D. Power study since 2009. In that time, we have had the highest national ranking once and finished second twice," said Mike Curtis, NOVEC vice president of Public Relations.

Scores of Washington, D.C., Area Electric Utilities

1	NOVEC	788
2	Southern Maryland Electric Cooperative	783
3	Dominion Energy Virginia	743
4	Rappahannock Electric Cooperative	739
5	BGE	715
6	Pepco	705
7	Delmarva Power	697
8	Potomac Edison	695



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Holiday Office Closure:

MONDAY, SEPT. 4, 2017
NOVEC offices will be closed for
Labor Day

The operations center is staffed 24 hours a day, seven days a week, even on holidays. To report outages, call 703-335-0500 or toll-free 1-888-335-0500.

ANNUAL MEETING IS NEXT MONTH

NOVEC members will receive the official member invitation and meeting information packet in the mail by early September, but please mark your calendars now for NOVEC's 2017 Annual Meeting on Wednesday, Sept. 13, at Battlefield High School in Haymarket. Members will have the opportunity to see Co-op displays, eat a complimentary dinner, hear state-of-the-Cooperative reports, ask questions, and—most importantly— vote for three board directors.

Vote

This year, members will elect directors for **District 3**, (Fairfax County, Centreville/Clifton), **District 6**, (southern Prince William County, City of Manassas Park), and **District 8**, (Fauquier and Stafford Counties, southern Montclair). The current directors who represent these districts are up for re-election.

Vote by Proxy

For members who are unable to attend the meeting, NOVEC offers the online proxy assignment as an option to mailing the proxy assignment. Save a stamp – go to www.novec.com to assign your **eProxy** vote. The annual meeting registration card, which will be mailed to each customer by early September, contains required information for using the online option. eProxy will be available by August 25 for online proxy assignments. Members assigning their vote by proxy will be eligible to win an iPad mini 4, Sony Cyber-shot Megapixel Digital Camera, Google Home, and more.

Door Prizes

After the meeting, Co-op members will be included in a drawing and have the chance to win! Prizes include:

Grand Prize:

LG 49" Class LED 1080p Smart HDTV

- Grillsmith Premium Gas Grill
- Sony Cyber-shot Megapixel Digital Camera
- Amazon Echo
- Greenworks Pro Cordless String Trimmer
- Greenworks Pro Cordless Jet Blower
- Gift cards, and more!

For more information about the annual meeting, visit www.novec.com/annualmeeting.

NATIONAL 811 DAY ON AUG. 11 CALL BEFORE YOU DIG!

NOVEC recognizes National 811 Day on August 11 — the eleventh day of the eighth month. The Co-op reminds customers to contact Miss Utility at 811, 1-800-552-7001, or www.va811.com at least three days before you or your contractor starts a landscape or construction project. It's the law because the wrong shovel thrust can disrupt utility service for an entire neighborhood. More importantly, it can shock or electrocute someone, or cause a dangerous gas leak.

After calling 811, Miss Utility will notify the appropriate utility companies, including NOVEC. Locators will mark underground lines, pipes, and cables on your property so you will know their approximate location. If digging near NOVEC lines, please dig at least five feet from the marks.

In a noisy world, NOVEC HEARS YOU

Local utility NOVEC is listening to customers like you — who want reliable, affordable electricity, renewable energy options, and ways to save money on their power bills.

NOVEC delivers the most reliable power in the region. And customers pay less for electricity than they did eight years ago.

And NOVEC's biomass plant generates enough renewable energy to power nearly 16,000 homes.

Customers can learn ways to manage their energy use at **NOVEC.com/Save**.

NOVEC
Listening. Responding.



NOVEC.com

- Congratulations -

Timothy Fabella of Manassas Park, Va., won this quarter's new customer survey drawing and received a \$25 Lowe's gift card.