

MILLIONS OF ASH TREES ARE DYING!

NOVEC is taking a proactive approach and asking customers to do the same.

EMERALD ASH BORER MEANS MILLIONS OF DEAD TREES



Millions of green and white ash trees in our region are falling victim to the Emerald Ash Borer (EAB). This non-native insect, with no natural enemies, is steadily killing ash trees as it works its way across the eastern United States.

Property owners, forestry services, communities, and electric utilities throughout the mid-Atlantic region are trying to manage affected Ash trees because dead and dying trees could fall on power lines and equipment, homes, property, and people.



To prevent damage to NOVEC's system, tree contractors are cutting down trees within the Co-op's right-of-way corridors that pose a significant risk to service reliability. Contractor crews are either "dropping" and leaving dead trees or cutting them short enough to keep them from falling on power facilities.



"Although NOVEC doesn't own trees surrounding its overhead utility lines, our Vegetation Management crews evaluate trees near our system and determine if a dead or dying tree must be cut down to mitigate outage risks," explains Rick Carpenter, manager of Vegetation Management. "In wooded or unmaintained areas, we will drop trees and allow them to decay in a natural manner."

Carpenter says crews will also "top" dead trees in yards maintained by members: "We'll cut them low enough for members to have them removed safely. Crews will remove brush and twigs from these cut yard trees and stack heavy branches or trunk sections. NOVEC will not remove heavy branches and trunk pieces from a customer's property since we don't own the trees and don't want to spread infested wood."

Carpenter encourages property owners to use qualified contractors to safely remove dead trees beyond NOVEC's right-of-way corridors to prevent damage to houses, vehicles, or people.

For additional information about the Emerald Ash Borer, visit www.novec.com/vegetation.



Stay cool this summer and leave your home repairs to us!

NOVEC Solutions is pleased to offer the **Heating and Cooling Repair Program**. This program provides financial protection from repairs to your heat pump, furnace, and/or central air conditioning system. Make one call and we'll take care of the rest!

Learn more today at NovecHomeProtection.com or call **1-855-404-6002**.



Holiday Office Closure:

TUESDAY, JULY 4, 2017

NOVEC offices will be closed for Independence 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.



SAVE THE DATE!

The 2017 NOVEC Annual Meeting is scheduled for Sept. 13 at Battlefield High School in Haymarket, Virginia. The nomination process is now open for three seats on the Co-op's board of directors.

Deadline for Nominations

Any NOVEC member living in District 3, District 6, or in District 8 may run for the board of directors. To obtain a nomination petition, call customer service at 703-335-0500 or 1-888-335-0500. NOVEC must receive all nomination petitions by the close of business (5 p.m.) on Wednesday, July 5, 2017.

Return a completed petition to:

President/CEO Stan Feuerberg
NOVEC
P.O. Box 2710
Manassas, VA 20108

Petitions may be hand-delivered Monday–Friday between 8:15 a.m. and 5 p.m. to:

NOVEC Lomond Business Center
10323 Lomond Drive
Manassas, VA 20109

NOVEC will request permission from all candidates for an independently conducted background check. The results of all background checks will be provided to the board of directors and Nominees Evaluation Committee.

For more information about the nomination process, contact Linda Maroney Kilby at annualmeetinglk@novec.com or call customer service at 703-335-0500 or 1-888-335-0500 and request extension 1501.

UPDATE YOUR PHONE NUMBERS WITH NOVEC

When was the last time you updated your phone number or numbers with NOVEC? To ensure NOVEC has your correct contact information, please log into www.novec.com, select "Manage Account," then "Update Account." You can also update your phone number by calling 703-335-0500 or 1-888-335-0500, selecting option "2," then selecting option "3," and following directions. You'll need your account number.

Why does NOVEC want your phone numbers?

Current phone numbers improve communications between NOVEC and NOVEC customers, especially when power outages occur. For instance, when customers call the Co-op to report a power outage, their phone numbers – linked to their addresses – help system operators locate the outage faster. And when NOVEC needs to disrupt service to perform maintenance, the System Operations Center can let customers know in advance over the phone or via text message.

Sign up for text-message communications

Customers who sign up for text-message communications with NOVEC can report outages via text and receive status updates. Since text messages communicate directly with NOVEC's interactive voice response system, reporting is quick and easy. **Please note that this service requires your number to be listed on your account and is limited to two phone numbers per account.**

Sign up by texting the keyword **NOVECOUT** to 85700 or by logging into My Account. Once you have signed up, text the keyword **OUT** to 85700 to report an outage or **STATUS** to check the status of an outage.

TODAY'S FORECAST: A COMFORTABLE 78 DEGREES



Set your thermostat
to 78 degrees.



Control your climate and expenses by setting your thermostat to 78 degrees in the summer. *Your home will be so comfortable, you'll want to enjoy picnics indoors.* Raise the temperature and lower your bill.

