



What's Current

OCTOBER 2017

CELEBRATING YOUR CO-OP

ANNUAL MEETING WRAP UP

NOVEC's 2017 Annual Meeting took place last month on Sept. 13 at Battlefield High School in Haymarket, Va. The 521 attending members and their families had the opportunity to learn about utility technology and equipment (lower left), see safety demonstrations, and learn about NOVEC services and programs. Attendees also enjoyed a performance from the Bull Run Troubadours before the meeting (lower center). During his state-of-the-cooperative report, President and CEO Stan Feuerberg (lower right) announced that NOVEC was ranked first in the region for power reliability and second in the nation for both power reliability and customer satisfaction in the 2017 J.D. Power and Associates Residential Customer Satisfaction Study.





THANK YOU
to all of our
customer-owners
who attended!



SAFETY ADVISORY: CALL BEFORE YOU DIG

Call before you dig. It's the law, and **it could save your life** as you dig in your yard or construction site. So, **call 811** at least three working days prior to digging. **Be safe.**



www.novec.com/callbeforeyoudig  
NOVEC is an equal opportunity provider and employer.

Holiday Office Closure:

FRIDAY, NOV. 10, 2017

NOVEC offices will be closed for Veterans 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.



6 CYBERSECURITY PRECAUTIONS TO KEEP YOUR INFORMATION SECURE

Since 2013, October has been named National Cybersecurity Awareness Month. NOVEC encourages Co-op members to take these precautions:

1. Create unique passwords with 10-12 characters that only you will remember. Use a combination of letters, numbers, and special characters. Keep them private. Change passwords every six months.
2. Keep all software up-to-date on internet-connected devices – including personal computers, laptops, tablets, TVs, gaming devices, and smartphones.
3. Use a firewall to help block hackers. Most operating systems and/or security software come with pre-installed firewalls. Remember to turn on these features and allow updates.
4. Be extra careful when using public wireless networks at coffee shops, libraries, airports, hotels, and other public places. Avoid transacting financial business.
5. Don't click on links or attachments in emails from unknown senders. Always hover over a link to see if the URL looks legitimate. Look for incorrect spelling and grammar in emails – a red flag.
6. Log off of password-connected websites, especially those of your financial institutions, after visiting.

Find more cybersecurity measures and practices at www.staysafeonline.org.

From National Cyber Security Alliance's STOP.THINK.CONNECT.™

HELP HEAT HOMES THIS WINTER THROUGH OPERATION ROUND UP

Participating in Operation Round Up® authorizes the Cooperative to round up your monthly electric bill to the next dollar. During the winter of 2016/2017, ORU provided \$45,000 to more than 400 needy families. After receiving donations, the ORU board donates to:

- The Salvation Army in Loudoun, Fairfax, and Fauquier County
- Action in Community Through Service (ACTS), Prince William County
- SERVE, a program of Northern Virginia Family Service, Prince William County
- SERVE, Inc., Stafford County

How to donate

NOVEC members may join ORU at www.novec.com/oru, or by calling the customer care center Monday-Friday, 7 a.m. to 6 p.m., at 703-335-0500 or 1-888-335-0500. You may also donate by check in any amount, payable to NOVEC Operation Round Up. Send to: NOVEC ORU, P.O. Box 2710, Manassas, VA 20108.

Virginia Department of Social Services' Energy Assistance Program

Applications for Fuel Assistance can be submitted from Oct. 9 to Nov. 10.

The program helps low-income individuals pay for home heating, whether from electricity, natural gas, liquid propane, oil, kerosene, coal, or wood. For more information and an application, call (804) 726-7000 or visit

www.dss.virginia.gov/benefit/ea/index.cgi.

TODAY'S FORECAST: INCREASED CHANCE OF SAVINGS

Sign up for NOVEC's **Load Management Program** and help hold down power costs. Participants have already helped save more than \$25 million over the past decade. NOVEC passes savings on to customers through the power-cost-adjustment on monthly bills. Join today at www.novec.com/loadmanagement or call 703-392-1503.

Because lower bills brighten everyone's day.



NOVEC
Helping You Save

www.novec.com/loadmanagement
NOVEC is an equal opportunity provider and employer.

SIGN UP FOR
LOAD MANAGEMENT
TODAY.