



Learn to save  
energy & lower  
your power bill

Get educated  
on ways to  
save energy  
As weather and schedules  
change, don't forget about  
home energy consumption!

## 5 BACK TO SCHOOL ENERGY TIPS:

### 1.) Unplug devices

With the kids back at school, you can unplug video game consoles, televisions or computers that aren't used during the day to reduce "phantom" energy use. Even when turned off, those devices use a small amount of electricity while plugged in. According to the U.S. Environmental Protection Agency, "phantom" loads can account for as much as 10 percent of monthly energy costs.

### 2.) Adjust the thermostat

With nobody or fewer people home during the day, the thermostat can be increased a few degrees. You can potentially save 4-8 percent for every degree you allow the temperature to increase. You can also install a programmable thermostat to automatically adjust the temperature for you, making saving on energy even easier.

### 3.) Close or open the blinds

Before you leave the house, adjust your blinds — especially those receiving direct sunlight. Blocking the sunlight (or allowing sunlight in when outside temperatures drop) can help your air conditioning and heating units consume less energy.

### 4.) Don't forget the fridge

When preparing the evening's dinner or making school lunches for the next day, take out all the food you need from the refrigerator and close the door behind you. Leaving the door open or repeatedly opening and closing the door forces the fridge to work harder to stay cold, increasing energy use and costs.

### 5.) Purchase energy-efficient products

Upgrading your computer or appliances?

ENERGY STAR rated products can make a considerable impact on energy consumption. Computer monitors with the ENERGY STAR logo are up to 90 percent more efficient with their "sleep-mode" feature.

For more energy-saving tips, visit  
[www.novec.com/save](http://www.novec.com/save).



## Lock in Summer Rates!

Take advantage of summer pricing by choosing NOVEC Energy Solutions as your natural gas provider. NES pricing allows homeowners to enjoy the same rate for 12 months so you don't have to worry about fluctuating prices.

**Lock-in a low natural gas rate today before winter rates come back!**

Learn more at [www.novecenergysolutions.com](http://www.novecenergysolutions.com) | [nes@novec.com](mailto:nes@novec.com) | 1-888-627-SAVE (7283)



NOVEC is an equal opportunity provider and employer.



## PROTECT YOURSELF AGAINST ELECTRIC UTILITY SCAMS

Scamming imposters have been extorting money from electric utility customers across the nation for several years. NOVEC wants all customers to protect themselves by being aware of scammer tactics.

Someone claiming to be from NOVEC or another utility company may call you, email you or knock on your door. The person may wear an authentic-looking uniform and may even have business cards — but they may be an imposter trying to scam you.

Scammers say you must pay right away, typically by buying a prepaid debit/credit card. They instruct people to call a specified number to make the “payment.” The phone answer message may be the scammer’s recording of a message from a real utility company. If you ask questions or resist, the imposter threatens to shut off your power.

Things to know:

- NOVEC will never ask or require you to purchase a prepaid debit card to avoid disconnection.
- NOVEC sends customers with delinquent accounts an advance disconnection notice with the regular monthly bill — never a single notice shortly before disconnecting service.

If you suspect someone is trying to scam you, call the local police and then call NOVEC at 703-335-0500 or 1-888-335-0500.

Learn more at [www.novec.com/scams](http://www.novec.com/scams) and how to identify real NOVEC employees and contractors at [www.novec.com/whosonmyproperty](http://www.novec.com/whosonmyproperty).

## UPDATE YOUR PHONE NUMBERS WITH NOVEC

Log into [www.novec.com](http://www.novec.com), select *Manage Account*, then *Update Account* to update your information. You can also call 703-335-0500 or 1-888-335-0500, select option “2,” then option “3,” and follow directions. You’ll need your account number.

Why does NOVEC want your phone number?

Current phone numbers improve communications between NOVEC and NOVEC customers. When customers call to report an outage, their phone numbers — linked to their addresses — help system operators locate the outage faster. When NOVEC needs to disrupt service for maintenance, the System Operations Center can inform customers in advance via phone or text message.

Text message communications

Customers with cell phone numbers linked to their NOVEC account can report outages and receive status updates via text. Report an outage by texting **#OUT** to 85700 and check outage status by texting **STATUS**. **This service requires your number to be listed on your account and is limited to two phone numbers per account.** New customer? Please allow 30 days for this service to be enabled OR sign up by texting **NOVECOUT** to 85700.

# Safety First.



**When you genuinely care about the people you serve, their safety comes first.**

That’s why we ask you to put **Safety First**. Take care of yourself and those around you by calling 811 at least two days before you dig and by keeping ladders and other objects away from overhead power lines.

**Put Safety First. Your life depends on it.**



**NOVEC.com**