



Tip of the Month:

Keep kids safe! Make sure they don't play on or near electrical equipment or transformers.

MAY IS NATIONAL ELECTRICAL SAFETY MONTH!

We can all play a part in electrical safety awareness and education. Plug into safety this month by following these seven tips:

- Plug heaters and fans directly into the wall. Using an extension cord or power strip with a space heater or fan could cause the cord to overheat and result in a fire.
- Don't overload outlets! Flickering or blinking lights, warm or discolored wall plates, burning odor and frequently tripped circuit breakers are all warning signs of an overloaded outlet.
- Inspect appliances for damage. Check for frayed or damaged cords, burn marks, or other signs of damage before use.
- Make sure the product meets industry safety standards. Look for a label from an independent testing lab, like Underwriters Laboratories.
- Never use water to put out an electrical fire. Use a fire extinguisher or baking soda instead.
- Never pull a plug out of a wall socket by the cord. Remove the plug by pulling on the plastic housing around the plug itself.
- Install Tamper Resistant Receptacles (TRRs). These receptacles are designed to prevent foreign objects from being inserted into an outlet. This can help protect small children who may try to put fingers, keys, paperclips or other household items into an outlet.

Find more safety tips at www.novec.com/safety or follow us (@NOVEC) on Facebook and Twitter!



Holiday Office Closure:

MONDAY, MAY 28, 2018
NOVEC offices will be closed for Memorial Day

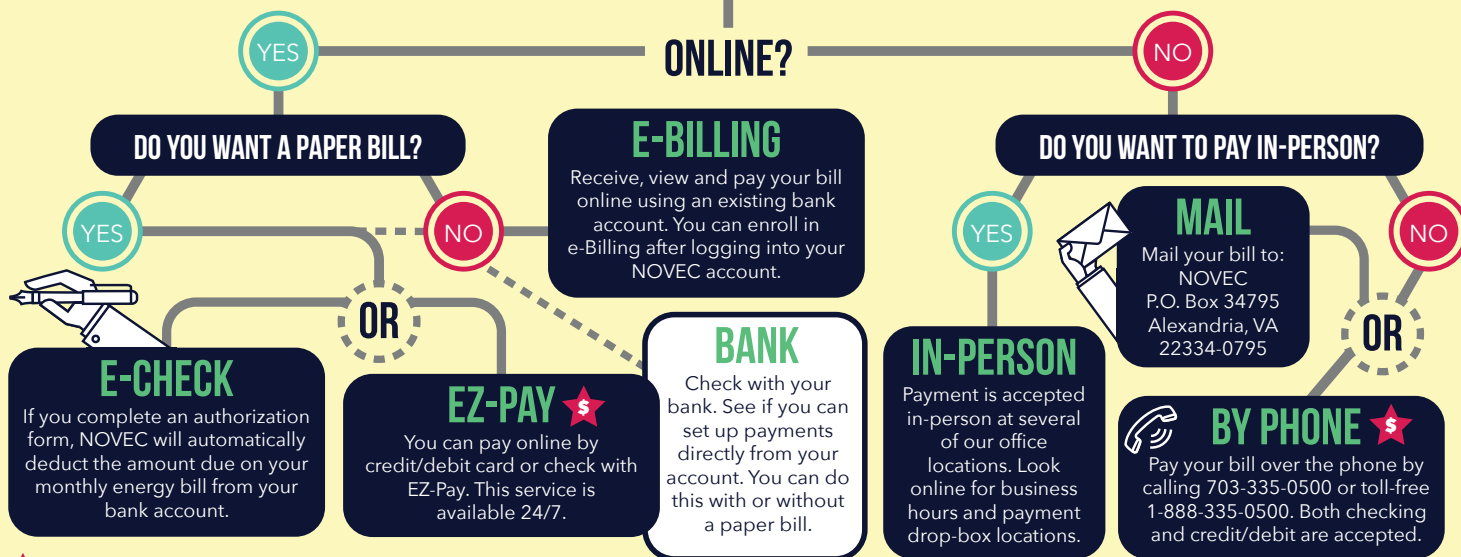
The operations center is staffed 24 hours a day, seven days a week, even on holidays. To report outages, call 703-335-0500 or toll-free 1-888-335-0500.

- Congratulations -

Mr. Zach Prindle of Centreville, Va., won this quarter's new customer survey drawing and received a \$25 Lowe's gift card.

How do you want to PAY YOUR BILL?

For more details about each payment method, go to: www.novec.com/howtopay



★ A service fee of \$2.45 applies to this payment option

DO YOU OWN AN ELECTRIC VEHICLE?

The Home Energy Advisor on novec.com is a great tool for calculating how much energy your home uses from appliances, heating/cooling, and even pools/spas. The advisor now has an option to include whether or not you own an electric vehicle(s), and gives options as to how much time is spent charging the vehicle at home or elsewhere.

Want to calculate your home's energy usage and see where you could save on energy? Visit www.novec.com/save and click "Visit the Energy Resource Center" to see the Home Energy Advisor and other energy calculators.



Don't wait until you have an outage!

Update up to two phone numbers today so you can report outages quickly and effectively.

Your phone numbers listed on your account allow NOVEC to locate your address instantly, which speeds up power restoration.

How to update your phone number(s):

- Update your account information at www.novec.com.
- Call the Customer Care Center at 703-335-0500 or 1-888-335-0500.



www.novec.com

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