










May your holidays be merry & bright

Tip of the Month:
Heading out of town for the holidays? Remember to unplug electronics like TVs, gaming consoles, chargers and DVD players. These devices use energy when plugged in, even if they're not in use.

DECK THE HALLS SAFELY THIS SEASON

Decorating for the holidays? Make sure to follow lighting safety precautions to prevent overloaded circuits and other electrical hazards. Follow these tips:

-  Be sure lights are marked with a certification label, such as Underwriters Laboratories (UL), so you know the lights have been safety tested.
-  Inspect electrical decorations for damage, such as bare or frayed wires, and loose connections. These can cause serious shock or fire.
-  Check that outdoor decorations are marked for outdoor use.
-  Use electric or battery-operated candles and flame-resistant tree decorations.
-  Read instructions to know how many light strands can be safely connected to each other.
-  Never pinch a cord between doors, windows, or furniture and never place it under a rug.
-  Don't attach cords to any surface with nails or staples, and keep them away from heat sources.
-  Never plug multiple extension cords/surge protectors together in a "daisy chain."
-  Make sure your circuits are protected by ground fault circuit interrupters (GFCIs) or purchase cords or devices that provide built-in GFCI protection.

NOVEC wishes all of our members a safe and happy holiday season and a prosperous New Year!

**Don't Wait
 Until You Have
 an Outage!**

Update your phone number(s) in your account.



www.NOVEC.com

Up-to-date phone numbers let NOVEC locate your address instantly when you call, which helps us restore power sooner.



Holiday Office Closures:

Nov. 12, 2018 Dec. 24-25, 2018
Nov. 22-23, 2018 Jan. 1, 2019

NOVEC offices will be closed for Veterans Day, Thanksgiving, Christmas and New Year's 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.



RECYCLE YOUR HOLIDAY TREES AND GREENS!

After the presents have been opened and the lights have been taken down, bring your cut Christmas tree, wreaths and other holiday greens — free of all decorations, metal ornament hooks, and light strings — to NOVEC's Technical Center in Gainesville from Dec. 26 to Jan. 7. Please leave greenery in the parking lot area designated by orange safety cones. Tree crews will recycle the greens by chopping them into mulch.

NOVEC Gainesville Technical Center
5399 Wellington Branch Drive
Gainesville, VA 20155

For more information about recycling holiday greens, contact NOVEC's vegetation management department at 703-335-0500 or 1-888-335-0500, ext. 1600, or vegetationmgmt@novec.com.

HELP HEAT HOMES THIS WINTER THROUGH OPERATION ROUND UP®

Participating in Operation Round Up® authorizes NOVEC to round up your monthly electric bill to the next dollar. During the winter of 2017/2018, ORU provided \$54,000 to families in need of heating payment assistance. After receiving donations, the ORU advisory committee donates to:

- The Salvation Army in Loudoun, Fairfax, and Fauquier Counties
- 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 can sign up 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's Energy Assistance Program

Heating assistance is also available through Virginia's Department of Social Services. The program helps low-income individuals pay for home heating, whether from electricity, natural gas, liquid propane, oil, kerosene, coal, or wood. Applications can be submitted from Oct. 9 to Nov. 9. For more information, call 804-726-7000 or visit www.dss.virginia.gov/benefit/ea/index.cgi.

NOVEC Energy Tip:
Keep your thermostat at 68° F when the weather turns chilly. You'll save even more by using a programmable thermostat.

For more ways to save energy and reduce your electric bill, go to NOVEC.com/save today!