



## Tip of the Month:

*Avoid electrical hazards during a flood. Do not enter flooded rooms where water could be in contact with electrical outlets or appliances, and do not attempt to turn off the power from your breaker box if it requires standing in water.*

## DID YOU KNOW THAT SEPTEMBER IS NATIONAL PREPAREDNESS MONTH?

NOVEC provides important storm preparation tips and power outage information at [www.novec.com/safety](http://www.novec.com/safety), but the U.S. Department of Homeland Security has a wealth of information on emergency preparedness for storms, flooding, fire and other dangers. Before a disaster strikes, DHS recommends that you develop an emergency plan. Remember to consider:

- Medical needs, including prescriptions and equipment
- Dietary needs
- Pets or service animals and their food or medications
- Multiple evacuation routes
- Alternate evacuation routes for the very young or elderly
- A meeting place in case family members get separated
- An out-of-town contact to notify of your location and that you are safe, if you cannot get in contact with family members

If your cellphone can receive emergency messages like evacuation or AMBER alerts, it will do so automatically. You can also sign up for electronic emergency alerts and weather warnings from your county or city.



Visit [www.ready.gov/make-a-plan](http://www.ready.gov/make-a-plan) for more information about emergency preparedness, and follow NOVEC on social media for tips throughout September.



**Save on natural gas this winter**

# LOCK IN YOUR PRICE TODAY!

Pay a low fixed price for gas this winter, even if prices spike. Learn about our Winter Fixed Rate Plan at [NovecEnergySolutions.com](http://NovecEnergySolutions.com) or call 1-888-627-SAVE.





## UPDATE YOUR PHONE NUMBERS WITH NOVEC

Current phone numbers improve communications between NOVEC and its customers. When customers call to report an outage from an account-listed phone number, that number — linked to their address — helps system operators locate the outage faster. Additionally, when NOVEC needs to disrupt service for maintenance, the System Control Center can inform customers in advance via phone or text message.

How to update your information



Log into [www.novec.com](http://www.novec.com), select **Manage Account**, then **Update Account**. 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. You can list up to two phone numbers on your account.





Text message communications



Customers with cellphone numbers listed on 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**.

## BACK TO SCHOOL ENERGY TIPS

The kids are heading back to school, which means fewer people (or no one) home during the day. To save energy dollars, follow these tips:

-  **Adjust the thermostat.**  
You can increase the temperature a few degrees when the house is empty during the day, or decrease it when cool weather starts. Want to make it even easier to save energy? Install a programmable thermostat to automatically adjust the temperature.
-  **Close (or open) the blinds.**  
Before you leave, close blinds on sun-facing windows to reduce heat buildup. When the weather starts to get cool, open blinds and allow sunlight in to reduce energy use on heating.
-  **Close your refrigerator.**  
When making dinner or preparing school lunches for the next day, take out everything you need at one time and close the refrigerator door.
-  **Unplug devices.**  
Reduce “phantom” energy use by unplugging video game consoles, televisions or computers that go unused during the day. You can also plug these devices into one power strip and simply turn it off before you leave the house.

**Home:** \_\_\_\_\_

**Parent:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Work:** \_\_\_\_\_

**Parent:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Work:** \_\_\_\_\_

**My cell:** \_\_\_\_\_

**Sibling:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Sibling:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Adult:** \_\_\_\_\_

**Home:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Neighbor:** \_\_\_\_\_

**Home:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Out-of-state friend/relative:** \_\_\_\_\_

**Home:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**EMERGENCY CONTACT CARD**

*Fill out this card so you can easily contact family members in an emergency. Keep in a safe but accessible place, like a school backpack or wallet.*

NOVEC ENCOURAGES EMERGENCY PREPAREDNESS! VISIT [NOVEC.COM/SAFETY](http://NOVEC.COM/SAFETY) FOR MORE WAYS TO STAY PREPARED.

