



**THANK YOU TO
THE CO-OP MEMBERS
WHO JOINED US AT THE
2018 ANNUAL MEETING!**

ANNUAL MEETING WRAP UP

NOVEC's 2018 Annual Meeting took place on Sept. 12 at Battlefield High School in Haymarket, Va. The 488 attending members and their families had the opportunity to take a closer look at some of the current technology used in the field and see various pieces of equipment up close. Additionally, members could learn about NOVEC services and partners in the community. The Bull Run Troubadours entertained the crowd before the meeting.

During his state-of-the-cooperative report, President and CEO Stan Feuerberg announced that in the 2018 J.D. Power Residential Customer Satisfaction StudySM, NOVEC was ranked first in the nation for power quality and reliability, and third in the nation in overall customer satisfaction when measured against the 138 largest electric utilities in the country.



Holiday Office Closure:

MONDAY, NOV. 12, 2018
NOVEC offices will be closed in honor of 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.



OCTOBER IS NATIONAL CYBER SECURITY MONTH

Follow these four tips for better security:



Use Unique Passwords
Reusing passwords for multiple accounts makes it easier for cyber criminals to steal passwords. A strong password should be at least 12 characters long, unique to each service, and contain a mix of letters, numbers and symbols.



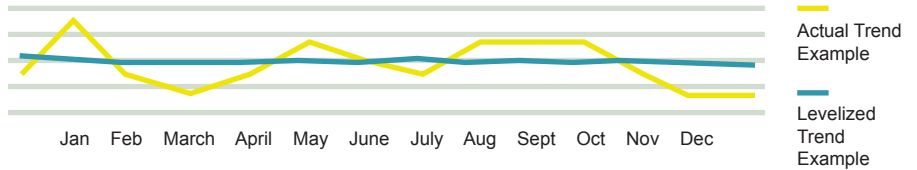
Avoid Phishing Attempts
Cybercriminals can trick you into giving away personal information to gain access to your accounts or to infect your machine with malware and viruses. Phishing attempts can happen through email, social media, or text messages, and can lead to theft of personal and financial data. Be cautious of attachments or suspicious links.



Keep Software Updated
Not having the latest security updates installed can put you at risk of security vulnerabilities that hackers seek out and exploit. Keeping internet browsers, programs and operating systems up-to-date helps prevent malware infections that could compromise your devices and accounts.



Protect Your Mobile Device
Your electronic devices should always be password-protected and should never be left unattended. Mobile phones and tablets contain personal data, including emails, contacts, schedules, and locations. When your mobile device is lost or stolen, your data goes with it, making any information on the device vulnerable.



HOW CAN LEVELIZED BILLING BENEFIT YOU?

No Surprises

Levelized billing prevents drastic changes in your bill, even during the coldest or hottest months of the year. A levelized bill averages the previous 11 monthly bills and the current month's bill for a service address. This results in a more consistent amount billed each month — no surprises.

No Settleup

Because the levelized billing amount is recalculated each month based on a rolling average, the need to settle up balances annually is eliminated. Reconciliation of your account will only be necessary if you move or decide to stop participating in the program.

Join Anytime

If NOVEC has been providing electricity to your service address for at least one year and your account is current, you are eligible for levelized billing. We will simply calculate your levelized payment based on the average billing for your home. Call our Customer Care Center at 703-335-0500 or 1-888-335-0500 to sign up today.

Did Somebody Say Free?

Join our load management program and help NOVEC keep power costs down. In return, we'll diagnose issues with your air conditioner at no cost. We'll also repair broken electrical parts on your electric water heater for FREE.

Learn more at novec.com/loadmanagement



www.NOVEC.com

