



P.O. Box 2710, Manassas, VA 20108
 novec.com | 703-335-0500 or
 toll-free 1-888-335-0500

@novec @novec @novec_electric



Tip of the Month

Laundry Tip: Dry towels and heavier cottons separately from lighter-weight clothing. You'll spend less time running the dryer for lighter-weight items, which saves energy.

source: energy.gov

What's Current

FEBRUARY 2019

DO YOU KNOW HOW MUCH ENERGY YOUR HOME USES?

Freezing winter temperatures have arrived. Systems have to work harder to heat homes in colder weather, even if your thermostat is set at the same temperature. Learn how you can save energy by using NOVEC's Energy Resource Center.

Calculators are available for lighting, heating/cooling, appliances, and televisions. You can also see how much a programmable thermostat could save on energy and lower your electric bill.

To access the Energy Resource Center and see where you could save on home energy, visit novec.com/save and select "Visit the Energy Resource Center."



UNLIMITED INTERNET!

Choose between 12, 25, or 30 Mbps

FREE standard installation*

FIRST MONTH FREE



*activation fee will be applied.



1-844-217-8723



SEE A VEHICLE CRASH INVOLVING POWER LINES? STAY BACK!

In the winter, icy or snowy weather can cause dangerous road conditions. If you see a vehicle accident where power lines are lying on or near the vehicle, remember: stay safe and stay back! The ground around the vehicle can be charged and dangerous. Call the police and NOVEC immediately and instruct other bystanders to stay back.

If you are involved in a vehicle accident and power lines are on or near the vehicle, be sure to:

- Call the police at 911 and call NOVEC at 703-335-0500 or 1-888-335-0500.
- Stay in the car. Unless there is immediate danger like fire, the safest place to be is inside the vehicle.
- Do not touch any object that could conduct electricity. This includes doors, window handles, gear shift, radio dial or steering wheel.
- If you must exit the vehicle due to immediate danger, jump clear of the vehicle with your feet together. Continue to “bunny hop” away from the vehicle with your feet together, making sure to never touch the car and the ground at the same time. Continue to hop away until you are at a safe distance.



UPDATE YOUR PHONE NUMBERS WITH NOVEC

Is the phone number listed on your NOVEC account accurate and up-to-date? When a customer calls to report an outage from an account-listed phone number, it helps system operators locate the outage faster from the address on the account. When NOVEC needs to disrupt service for maintenance, the System Operations Center can inform customers in advance via phone or text message.

How to update your information

Log in at 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 accounts can report outages and receive status updates via text. Report an outage by texting #OUT to 85700 and check outage status by texting STATUS.

Don't let winter storms
keep you in the dark.

NOVEC

www.novec.com

If you do experience an outage, visit novec.com/stormcenter or call 1-888-335-0500 to report.