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 novec.com | 703-335-0500 or  
 toll-free 1-888-335-0500

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### Tip of the Month

Some electronics contribute to “phantom load” — using energy while plugged in, even if turned off. Combat this by connecting devices to a power strip, then turn off the strip.

# What's Current

OCTOBER 2019

## OCTOBER IS NATIONAL CYBERSECURITY AWARENESS MONTH

Did you know that according to the Department of Homeland Security, 65% of Americans who went online received at least one online scam offer, and 47% of American adults had their personal information exposed by cybercriminals? This October, protect yourself and your family against criminal cyber activity, and keep your personal information secure.

### Use Unique Passwords



Using the same password for multiple accounts is one of the most common ways passwords are stolen. Use different passwords for each account. A strong password should be at least 12 characters long, and contain a mix of letters, numbers, and symbols.

### Keep an eye on your apps



Your mobile device could have apps running in the background that gather personal information not necessary to the app's function. Check your app permissions in your smartphone's settings, only download apps from trusted sources, and delete apps you don't need.

### Enable Multifactor Authentication



This type of account access uses a trusted mobile device, authenticator app or secure token to provide an extra step of security to access your account. This way, even if your password is stolen, a criminal trying to access your account cannot do so without the additional authentication from your smartphone or token.

### 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.

## UPDATE YOUR ACCOUNT INFORMATION

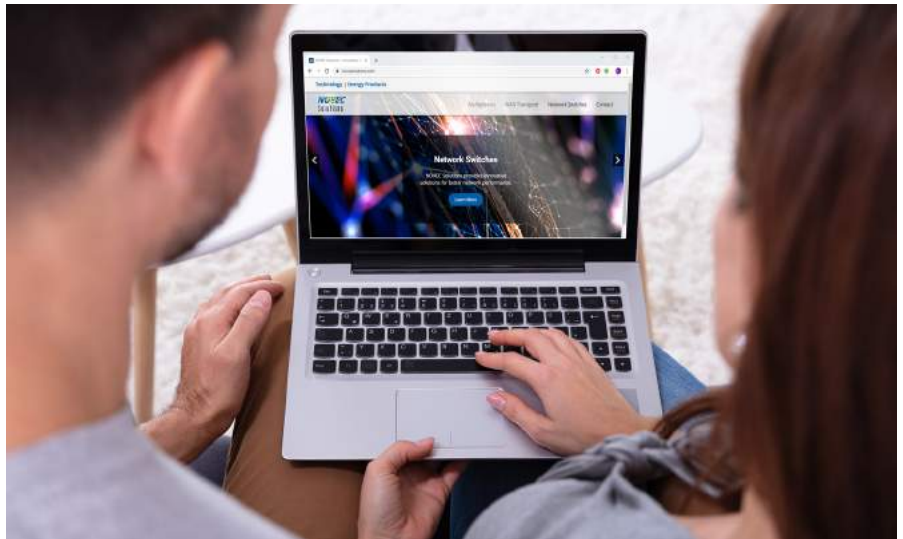
The peak of Atlantic hurricane season lasts through late October. NOVEC service territory is not coastal, but is still sometimes affected by hurricanes. Check the phone number on your NOVEC account to ensure accuracy. When customers call to report an outage from an account-listed phone number, system operators can automatically locate the outage. Additionally, if 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 your account at [novec.com](http://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.

### Customer call-back feature

Make the most of your time by using the recently added customer call-back feature. When call wait times are long, the automated system will ask if you would like to receive a call back instead of waiting on hold. You will be prompted to record your name and enter your phone number, and then a representative will return your call in the order it was received.



## NOVEC SOLUTIONS LAUNCHES NEW WEBSITE

NOVEC Solutions, an affiliate organization of NOVEC, has a new website. Visit [novecsolutions.com/energy-products](http://novecsolutions.com/energy-products) to see available residential products and services, including water heaters, generators, home protection plans and solar panel installations. On the new website, customers can now submit an online form to request a quote or get more information.

The “Technology” page of the website, which serves the commercial sector, features information about wide area network (WAN) transport, network switches, and multiplexers. Visitors can also learn about NS ONE-net™, the patented dense wave division multiplexing (DWDM) technology invented by Marvin Ward, NOVEC Solutions principal network architect.

“The new NOVEC Solutions website makes finding products and services simple,” said Josh Cleveland, business development representative. “Both residential and commercial customers can explore the different sections of the site to find a solution that best fits their needs. Additionally, the new online form makes it much easier and faster for website visitors to request a quote or ask for more information.”

Visit [novecsolutions.com](http://novecsolutions.com) to see the new website. To access the request form and see contact information, go to [novecsolutions.com/contact](http://novecsolutions.com/contact).



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## Make your voice count

Take the pledge to vote this election year.

**Visit [vote.coop](http://vote.coop) to take the pledge.**

Co-ops across the nation are dedicated to making our voices heard at the polls.  
Collectively we can make a difference.

**Deadline to register to vote: Oct. 15, 2019**



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