

SEE WHERE YOU COULD SAVE ENERGY DOLLARS WITH THE ENERGY RESOURCE CENTER

Winter temperatures have arrived. Your heating system has to work harder to heat your home in colder weather, even if your thermostat stays set at the same temperature.

NOVEC's Energy Resource Center provides you with tools to evaluate your home's energy use. You'll find online calculators for lighting, heating/cooling, appliances, and televisions to help you see where your home uses the most energy. You can also estimate how much a programmable

thermostat could save on costs. To access the Energy Resource Center and see where you could reduce your home energy costs, visit <u>novec.com/save</u> and click "Visit the Energy Resource Center."

Once you see where your home consumes the most energy, use the energy-saving tips on novec.com to combat spikes in your winter energy use that can lead to high bills.





UPDATE YOUR ACCOUNT INFORMATION

Winter often brings snow and ice storms that can knock out power. Check the phone number on your NOVEC account to ensure it is up-to-date. When customers call to report an outage from an account-listed phone number, system operators can automatically locate the outage. This helps speed up restoration. Additionally, if 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 into 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.

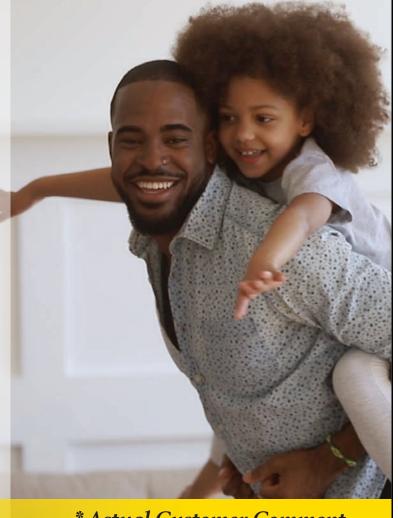
Dear NOVEC,

My power is always on, my payments always go through, and NOVEC actually cares about the community they serve.*

Thanks!



NOVEC is an equal opportunity provider and employer.



*Actual Customer Comment