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### Tip of the Month

Is your NOVEC contact information up-to-date? Log in at [novec.com](http://novec.com) or call 703-335-0500 to update your phone number.

# What's Current

JULY 2022

## COMING SOON: SMARTHUB

SmartHub is an innovative tool for account management coming soon to NOVEC customers. What can it do for you?

SmartHub makes managing your account simple. From a computer or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service, and get the latest NOVEC news. You can view your current bills, bills from previous months, and see important notices. You can choose how to receive notifications about bills through email or text messages.

Making payments through SmartHub is fast and easy. The first time you make a payment online from a computer or your mobile device, you'll be able to securely store your payment information for future

transactions. The next time you need to pay your bill, it will only take a couple of clicks. Additionally, making a payment with a credit or debit card will no longer require a fee.

Reporting a service issue is a snap on the SmartHub mobile app. You can also contact us for customer service requests or with questions.

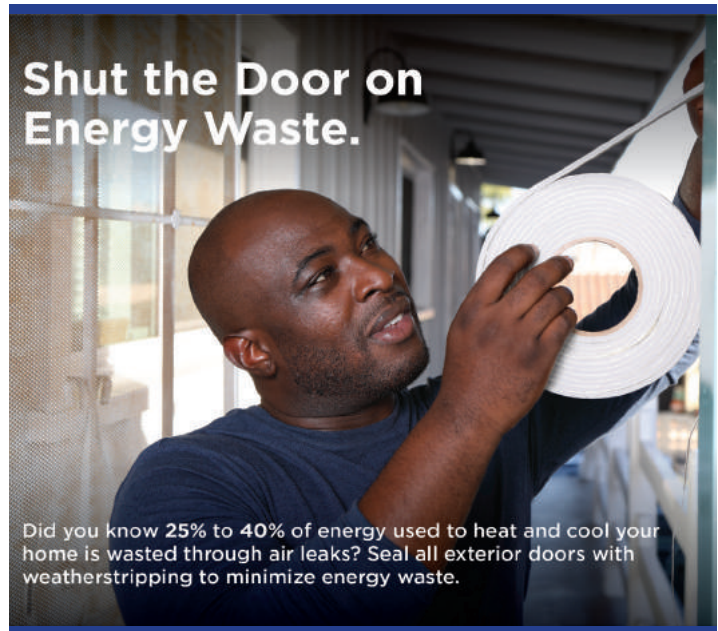
After we launch, we will be providing detailed information on how to download our free and secure SmartHub app from the Apple or Google Play store.

More information about SmartHub will also be posted on [novec.com](http://novec.com).



## RISING ENERGY PRICES CAUSE INCREASE TO POWER COST ADJUSTMENT RIDER

Rapidly rising prices are affecting what consumers pay for gasoline, food, and even electricity. Unfortunately, NOVEC is not immune from the substantial increases occurring in the wholesale power markets. Because NOVEC's actual energy costs are outpacing its 2022 projections, the cooperative is modifying its power cost adjustment (PCA). Effective July 1, 2022, and for the remainder of 2022, the PCA applicable to residential and commercial accounts will be \$0.0095 per kilowatt hour (kWh). For example, a customer who uses a 1,000 kWh per month could expect to see a PCA charge of \$9.50 per month. NOVEC does not earn a margin (profit) on wholesale power it purchases on behalf of its customers. Instead, changes in wholesale purchased power costs are passed through at cost to customers using the PCA. NOVEC is a not-for-profit electric utility, with its rates and terms of service regulated by Virginia's State Corporation Commission. Learn more at [novec.com/PCA](https://novec.com/PCA).



# NEW

**FOR YOU**

It's a bright new day for NOVEC customers, who will soon see new online and payment services through SmartHub.

You can view your energy use, manage payments, and personalize alerts.

Innovative technology will also power smarter homes using advanced metering.

The NOVEC logo features the word "NOVEC" in a bold, blue, sans-serif font. A yellow lightning bolt strikes through the letters from the top left to the bottom right.

Powering a bright future **FOR YOU**

[novec.com](https://novec.com) |   

*NOVEC is an equal opportunity provider and employer.*