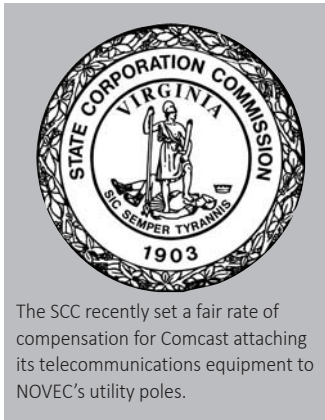


February 2015

Pole Attachment Dispute Resolved

Last fall, the Virginia State Corporation Commission set a fee that Comcast must pay the Co-op for attaching telecommunications equipment to NOVEC's utility poles. Approximately 15,000 pieces of Comcast's telecommunications equipment are attached to NOVEC poles. In accordance with a new state law, the SCC turned back Comcast's request to sharply reduce the amount NOVEC receives for each attachment.

The Co-op argued that a lower pole-attachment fee would have resulted in their customers subsidizing Comcast's communications business. NOVEC requested a rate of \$26.43 per attachment – an amount that would allow it to provide pole-attachment services



The SCC recently set a fair rate of compensation for Comcast attaching its telecommunications equipment to NOVEC's utility poles.

to Comcast without subsidy. Comcast urged the SCC to approve a rate of less than \$8 per attachment.

In October 2014, the SCC adopted a rate of \$20.60, which it said would fully compensate NOVEC for Comcast's fiber optic and coaxial cable attachments.

For more information about this issue, read the detailed story in NOVEC's *Cooperative Living* magazine, which can be found in your mailbox in early February or online at www.NOVEC.com. Select About NOVEC and Publications.

Update Your Phone Number for More Efficient Outage Reporting



For the past 16 years, NOVEC has been ranked the most reliable electric utility in the Washington Metropolitan region. The power was flowing to customers 99.99 percent of the time in 2014. This can be attributed in part to the Cooperative's interactive voice response (IVR) system, which uses a customer's phone number to facilitate more accurate and timely outage reporting.

To help NOVEC continue providing customers with unmatched power reliability, please take a few minutes to verify the phone number on record for your account. You can also have a second phone number for use with the IVR system, such as a cell or work number. Call 703-335-0500 or 1-888-335-0500, and follow the menu directions. Be sure to have your NOVEC account number handy when you call.

Did You See the QR Code On Your Bill?

If you missed the QR code on your January bill, be sure to look for it this month. All residential customers who have had NOVEC service for at least one year now have a quick response (QR) code printed on their monthly billing statement.

When scanned with a smartphone, the QR code will provide access to a detailed analysis of your bill, along with information about simple, cost-effective changes that can be implemented to save energy.

For an even more personalized energy analysis, customers can enter specific details about their home through the online BillingInsights calculator. Visit www.novec.com/billinginsights, enter your account number, select a question, and complete the home profile to get started today and begin saving!

For a detailed analysis of your bill and energy use either use this Quick Response (QR) Code or visit our website at www.novec.com



Max kWh Usage 1,301
Avg kWh Usage 855
Min kWh Usage 561

Use a smartphone to swipe this QR code on your monthly bill to reveal a detailed energy analysis.

Correction: The incorrect PCA credit amount was published in last month's article about the power-cost-adjustment (PCA) on customer's monthly bills. The correct amount for the 2015 PCA credit is (\$0.00056).

Change for the better ...

Operation Round Up®

Like ripples in water, our actions affect those around us. Even donating a few cents can impact your neighbors in positive ways.

Through *Operation Round Up*®, your power bill can be rounded up to the next dollar to fund crisis heating assistance for your less fortunate neighbors.

Make a positive impact today by signing up to use your spare change for the better.



Sign up online by visiting novec.com/oru

Call NOVEC's Customer Service Center at 703-335-0500.



Scholarship and Youth Tour Deadlines Approaching



Scholarship: Don't miss the March 16, 2015 deadline for the NOVEC Scholarship Program, which awards \$1,500 in college funds to high school seniors in areas where NOVEC provides electric service:

Fairfax, Fauquier, Loudoun, Prince William, and Stafford counties, and in The City of Manassas Park. In addition, a single \$1,500 scholarship is awarded to a home-schooled or private school student. Visit www.novec.com/scholarships to access the scholarship information and application.



Youth Tour: For high school students graduating in 2016 and 2017 the deadline to apply for the NOVEC Youth Tour is March 6.

If your child has a passion for government and politics and would like to visit Washington, D.C., and Richmond, Va., then have him or her apply for NOVEC's Youth Tour program. Five students who receive electric power from NOVEC will be selected for this all-expense-paid program. Visit www.novec.com for additional information and to download the application, or e-mail a request to dsnellings@novec.com.



Helping You Save

Stay Warm, Save Money

Turn it down. Set the thermostat to 68 in the winter.

Let the sun heat your home. Open curtains on south-facing windows during the day.

Keep the heat in. Close curtains at night and on windows that don't get sun.

Change or clean your air filter regularly. This prevents dust and dirt from building up, which can lead to operational problems.

Seal the leaks. Add caulk or weather-stripping to seal air leaks around leaky doors and windows.

For more energy-saving tips, visit www.novec.com/save.

Congratulations to Praveen Adini of Ashburn who received a \$25 Lowe's gift card as the lucky winner of last quarter's new customer survey drawing.

Cleaning Up After a Storm



photo by Craig Smith (2010)

Winter storms can create challenges for both NOVEC customers and employees. High winds may uproot trees and heavy snow or ice may bring down power lines and break utility poles. During severe weather events, contract crews from Lewis Tree Service often work around the clock to clear trees and branches from power lines so that NOVEC crews can restore electric service as quickly and safely as possible.

NOVEC is not responsible for removing trees or limbs that were damaged during a storm. Rather, NOVEC endeavors to eliminate the electrical hazard fallen trees cause when they contact high-voltage power lines. The NOVEC Vegetation Management team strives to help homeowners as much as possible during storms. However, since NOVEC doesn't own the trees on a customer's property, clean-up work is limited to that which is directly related to ensuring the safe and reliable delivery of electricity.

For more information about storm clean-up, visit NOVEC's web site at www.novec.com/Safety/StormDamaged_Trees.cfm.

Wash Away a Stressful Day

with help from a NOVEC Solutions energy-efficient water heater.



Don't wait until your old water heater won't heat! Contact NOVEC Solutions for a competitively priced, energy-efficient gas or electric water heater.

Learn more at www.novec.com/ns1, email novecsolutions@novec.com, or call toll free 1-888-335-0500.



Technology for everyday life

NOVEC is an equal opportunity provider and employer



Helping You Save

For additional information or to submit suggestions for future articles, contact: NOVEC Public Relations, P.O. Box 2710, Manassas, Va 20108 or email: pknight@novec.com. NOVEC is an equal opportunity provider and employer.

www.novec.com