

July 2015

## Update Your Phone Number

When was the last time you updated your phone number or numbers with NOVEC? If you don't remember, call 703-335-0500 or 1-888-335-0500, push or say "2," select option "3," and follow the directions. Be sure to have your account number on hand. You can also select *My Account* on [www.novec.com](http://www.novec.com) to update your phone number. You can designate up to two phone numbers.

### Why does NOVEC want your phone numbers?

Current phone numbers help NOVEC improve communication with customers, especially during power outages. For instance, when customers call the Co-op to report a power outage, their phone number, which is linked to their addresses, helps system operators locate the outage faster. In addition, when NOVEC needs to disrupt service to perform maintenance, the System Operations Center can let customers know in advance over the phone or via text message.

### Sign up for text messages

Customers who sign up for text-message communications with NOVEC can report outages via text and receive status updates. Since text messages communicate directly with NOVEC's interactive voice response system, reporting is quick and easy. Please note that this service is currently limited to two phone numbers per account and also requires the numbers to be listed on your account.

Sign up by texting the keyword NOVECOUT to 85700 or by logging into My Account. Once you have signed up, text the keyword OUT to 85700 to report an outage or STATUS to check the status of an outage.



Providing NOVEC with your phone number helps ensure more efficient response to power outages.



## Striving for Energy Independence

As we celebrate America's independence this month, it's also a good time to consider our nation's pursuit of energy independence. This campaign began in the early 1970s when Middle East oil producers cut off exports and caused gas-station and economic havoc. Each year since then America comes closer to the goal of energy independence. According to the U.S. Energy Information Administration, we are exporting much more natural gas and importing much less foreign oil as domestic production soars. In addition, we're using more energy from renewable sources, and we are also using energy more efficiently.

Individual Americans and electric Cooperatives such as NOVEC are helping too. Like the minutemen during the Revolutionary War, Americans are mobilizing as they hear the cry for energy independence. Instead of Paul Revere riding his horse through the night yelling, "The British are coming!" NOVEC "yells" to Co-op members, "Very hot weather is coming; conserve energy!" Instead of muskets, Americans are grabbing caulk guns,

insulation spray-foam cans, and programmable thermostats. Instead of fortifying their homes for battle with the Redcoats, they are fortifying their homes with reddish batts of insulation. And, instead of crossing the Delaware's cold water with Gen. George Washington, they are washing their clothes in cold water.

NOVEC is helping customers take part in the battle for energy independence by providing energy-saving tips and tools at [www.novec.com/save](http://www.novec.com/save). Check it out to learn how you can do your part in our nation's battle for energy independence.



### NOVEC Annual Meeting Wednesday, Sept. 16

Dinner: 6 p.m.

Business Meeting: 7:30 p.m.

Battlefield High School

15000 Graduation Dr, Haymarket, Va. 20169

(Inclement weather date: Oct. 7)



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# POWERFUL VALUES

that power your life

Growing up, we learn to be reliable, to watch every penny, and to take good care of our resources.

At NOVEC, these same values power everything we do, while we power so much of what you do.



**NOVEC**



www.NOVEC.com

## NOVEC Transformers Must Be Accessible

NOVEC's underground electrical system relies on thousands of transformers to deliver power to our customers' homes. These green metal boxes, like the ones pictured here, serve a critical purpose of reducing high-voltage electrical current to a lower-voltage current for residential homes.

Unobstructed access to those boxes is crucial so that NOVEC technicians can safely conduct repairs when needed. To help ensure access, NOVEC does not allow trees or shrubs to be planted close to its boxes. Each NOVEC transformer has a decal on the front illustrating the landscaping requirements. Plants must not be allowed to grow within 5 feet of each side or the rear, or 10 feet in front of a transformer.

In addition to the transformer, the concrete or plastic pad that extends out from the bottom of the box must also remain uncovered so that the bottom of the box stays dry and does not rust and lead to a potential transformer failure. Therefore, mulch, sod, or dirt that covers the pad and the lower sides of the transformer must be removed. If the transformer on your property is covered, please remove the materials. If NOVEC must uncover a pad, the offending materials will be left in a pile near the box for your disposal or re-use elsewhere.

When obstructions are discovered, NOVEC will attempt to leave the homeowners a notice asking them to remove the plant material that is in violation of NOVEC clearance requirements. If the material is not removed by the homeowner, a NOVEC crew will cut or dig up the material and remove it from the site. However, during emergency power restoration, plant material in violation of these clearances may be trimmed or removed without notification.

The Co-op inspects transformer boxes periodically. Since they are exposed year round to rain, sunlight, snow, landscaper's equipment and vandalism the boxes are often left with rust, dents, and peeling paint. NOVEC has an ongoing program to repaint and re-decal all transformers in our territory.

For more information about NOVEC's right-of-way clearance requirements, visit [www.novec.com/landscapingstandards](http://www.novec.com/landscapingstandards).



This transformer is concealed by too many bushes.



Although this transformer may appear ok, its concrete base is covered by mulch.

## Problem Resolution for Customers



As part of NOVEC's mission to provide excellent customer service, a detailed inquiry and problem-resolution procedure is in place to handle various situations.

Many questions may be answered by contacting the NOVEC Customer Service Center at 703-335-0500 or 1-888-335-0500, Monday through Friday from 7 a.m. to 7 p.m.,

or via email to [customerservice@novec.com](mailto:customerservice@novec.com). In addition, NOVEC employees involved in the problem-resolution procedure are available weekdays from 8:15 a.m. to 5 p.m. To view the complete problem-resolution procedure online, visit [www.novec.com/customer\\_services](http://www.novec.com/customer_services) and click on *NOVEC Owner's Manual*.

NOVEC is regulated by the State Corporation Commission. The SCC approves rates, fees, and all terms and conditions of service. Customers may contact the SCC in the following ways:

**Mail:** ..... VA SCC, P.O. Box 1197, Richmond, VA 23218

**Phone:** ..1-800-552-7945 or 1-804-371-9967

**Fax:** ..... 1-804-371-9350

**Web:** ..... [www.scc.virginia.gov](http://www.scc.virginia.gov)

**NOVEC**  
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](mailto:pknight@novec.com).  
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