

March/April 2015

Cold Winter Weather Causes Increased Energy Use

This winter's frigid temperatures may result in higher than normal electricity use and corresponding bills for some customers.

"Bills are usually high in the winter because of home heating and keeping lights on longer during the shorter daylight hours," explains Bob Cornwell, NOVEC energy services specialist. "This year's extreme cold could have an even greater impact on electric bills. However, NOVEC provides energy-saving information and levelized billing to help customers manage their energy use and higher bills."

Helping You Save

For energy-saving tips and tools, visit www.novec.com/save. By selecting NOVEC's Home Energy Suite you can input your home's energy-use data into one of several calculators and receive detailed home-energy audits.

Levelized Billing

The Co-op also offers a variety of bill-payment options as detailed below. To avoid the fluctuation of bills during high-energy-use months, consider levelized billing. Cornwell explains, "Levelized billing helps customers budget more

effectively because power use is averaged and results in a bill amount that is approximately the same each month."

Load Management Program

Since 1979, NOVEC's Load Management Program has helped reduce peak demand on the coldest and hottest days each year. Shaving power demand results in lower power costs for all Cooperative customers.

Volunteers participate by allowing NOVEC to attach switches to their electric water heaters and/or air-conditioner compressors. When power demand soars, the Co-op can operate the switches remotely to cycle these appliances on and off.

Load management participants receive free service calls for their air conditioners and water heaters. In addition, contractors will replace broken water-heater parts free of charge if needed.

Larry Shaffer, NOVEC vice president of System Operations, said, "We encourage customers to participate in load management because it's an effective way to lower our peak demand, which in turn lowers costs for all customers."

For more information, visit www.novec.com/loadmanagement, or call 703-335-0500 or 1-888-335-0500.

Many Options Make Bill Paying Easy

With NOVEC's wide variety of payment options, there's one to suit every customer's lifestyle.

e-Billing: Free online bill payment at www.novec.com.

EZ-Pay: Pay bills 24 hours a day, seven days a week with credit card, check or debit card via telephone or online at www.novec.com. There is a \$2.45 fee for each transaction.

e-CHECK: Automatically pay bills each month from a bank account. Note that there's no fee associated with this option.

Levelized Billing: Prevent drastic changes in monthly payments. A levelized bill is based on a rolling 12-month average of the previous 11 months and the current month's billing amounts.

In Person: Pay bills during business hours at the Lomond or Minnieville offices. NOVEC offices also have a drop-box for payments anytime day or night, with the exception of the Balls Ford Corporate Center.

By Mail: Use the envelope enclosed with the billing statement, and include the return portion of the bill.

Western Union Quick

Collect: Pay with cash at any Western Union location. There is a \$2.50 fee and no registration is required. Be sure to have your NOVEC bill or account number with you. These payments are posted the next business day. For more details on how to use Western Union or to find a location, visit Western Union's website, at www.westernunion.com.

More Information: You can access a bill-payment options video, sample bill, and payment-options brochure online at www.novec.com/paymentoptions.



Lock in Spring Rates!

Take advantage of spring pricing by choosing NOVEC Energy Solutions as your natural gas provider. NES pricing allows homeowners to enjoy the same rate for 12 months so you don't have to worry about fluctuating prices.

Lock-in a low natural gas rate today before winter rates come back!

Learn more at www.novecenergysolutions.com | nes@novec.com | 1-888-627-SAVE (7283)



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Spring Planting? Watch Where You Plant Trees

Everyone knows trees start small and sometimes grow to towering heights. When these trees grow near overhead power lines, a life threatening conflict can occur. High-voltage electricity is an invisible force that can easily travel through tree limbs to the ground and cause power outages, fires, serious injury, or death.



As spring approaches, please do not plant any fast-growing trees under or along the power lines on your property. NOVEC does not allow new trees of any kind to be planted within its 30-foot wide overhead power-line easements. In addition, NOVEC is required by law to keep tree limbs and trunks at a safe distance from high-voltage wires. For this reason, tree trimming specialists patrol the system on a 3 1/2 year cycle checking for tree-line conflicts. During trimming operations, branches are cut back to a minimum distance of between 10 to 15 feet from all power conductors.

The use of proper tree-trimming techniques does not always equate to an aesthetically pleasing tree. This is not a case of improper tree trimming, but rather of the wrong tree being planted in the wrong place. Remember, trees planted too close to power lines and equipment will be trimmed or possibly removed.

For more information about right-of-way tree trimming, visit NOVEC's website at www.novec.com/Safety and click on Tree Trimming and Removal.



IT'S OFFICIAL: The National Rural Electric Cooperative Association has designated the second Monday in April as **NATIONAL LINEMAN APPRECIATION DAY** to recognize the men and women who work to keep the lights on, even in the worst kinds of weather.

On April 13, please post a kind comment about the Co-op's linemen on NOVEC's Facebook page at www.facebook.com/novec.

Spring Cleaning? Try These Easy Energy Savers Too!



While you're doing the spring cleaning, take some time to also think about energy efficiency for the upcoming summer weather. A few easy updates or changes can equal real energy savings when the temperatures heat up.

Install Ceiling Fans: A ceiling fan will allow you to raise the air conditioner's thermostat setting by about 4°F with no reduction in comfort. However, the fan is only beneficial when there are actually people in the room, so remember to turn it off when no one is around. Be sure to run it counter-clockwise on hot days.

Use a Programmable Thermostat: To save up to 10 percent on home-cooling costs, install a programmable thermostat that you can program to automatically adjust the temperature in your home to match your family's lifestyle and schedule.



Use Your Microwave: Rather than heating up your home with a traditional oven when cooking in the summer, use a microwave and stovetop to cook.

Appliance Repairs: Keep your air conditioner in tip-top shape with annual servicing by a licensed contractor. Also, be sure to check your system's filter monthly and replace it if necessary.

Try NOVEC's online Energy Audit: To get customized cost-saving recommendations for your home, visit www.novec.com/homeenergysuite.



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.

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