

September 2015

Enroll in Load Management To Save Energy

By joining the 34,000 other customers enrolled in NOVEC's Load Management Program, you can help hold down the cost of providing power. These savings are passed on to all customers in the form of CashBack and lower operating costs.

How it Works

During NOVEC's peak demand for electricity, a switch turns your water heater off for approximately two hours, and/or your central air conditioner off for 10 minutes out of every half-hour. These peak-demand cycles usually occur only on the hottest and coldest days of the year, and last for just a few hours, with customers rarely being inconvenienced.

In exchange for participating in the load management program, customers receive electric water-heater repair, and air-conditioner evaluation at no cost.

Electric Water-Heater Repair

As load management participants, customers receive free replacement of malfunctioning electrical parts on their water heaters. Covered parts include thermostats, elements, reset buttons, and fuses.

First-Call Response for Air Conditioner Participants

If a participant's air conditioner stops working, NOVEC will provide a free service evaluation by a certified contractor. This service is offered 24 hours a day, seven days a week.

Enroll Today

To sign up, visit www.novec.com/loadmanagement to complete an online application form. You may also call 703-335-0500, or e-mail energyservices@novec.com.

TODAY'S FORECAST: INCREASED CHANCE OF SAVINGS

Sign up for NOVEC's **Load Management Program** and help hold down power costs. Participants have already helped save more than \$25 million over the past decade. NOVEC passes savings on to customers through the power-cost-adjustment on monthly bills. Join today at www.novec.com/loadmanagement or call 703-335-0500.

Because lower bills brighten everyone's day.



Employees will always have a NOVEC badge, and some will also be wearing a uniform.

Identifying NOVEC Employees and Contractors

Any NOVEC employee working on or near your property will have a NOVEC identification badge with name and photo. In addition, some employees will be wearing a uniform with a NOVEC patch. On the other hand, contractors working on the Co-op system do not wear NOVEC uniforms or carry NOVEC badges, but they will have documentation to verify that they are working with NOVEC.

NOVEC employees and contractors working in the field almost always work outdoors or from their vehicles. These vehicles will be marked with a NOVEC logo or the contractor's insignia. If a contractor is working with the Co-op for long time periods, the contractor's trucks may also have NOVEC contractor decals.

NOVEC employees and contractors rarely need to enter a home, but a contractor will need to do so when a customer makes an appointment in advance to have a load-management switch installed on an electric water heater. NOVEC's exclusive load management contractor is Air-Right Energy Design, Inc.

To view photos of the trucks used by NOVEC employees and contractors, visit www.novec.com/safety/property.cfm. To confirm whether someone is really a NOVEC representative, contact NOVEC customer service at 703-335-0500 or toll-free 1-888-335-0500, Monday through Friday from 7 a.m. to 7 p.m.



2015 NOVEC Annual Meeting Wednesday, September 16

Dinner: 6 p.m.

Business Meeting: 7:30 p.m.

Battlefield High School
15000 Graduation Dr., Haymarket, VA 20169

(Incllement weather date: October 7)

Company Update • Door Prizes • Election of Board Directors

Information: www.novec.com

Shift Your Energy Use As We Shift Into Fall

As we shift back into the school routine, as well as begin the shift to cooler weather, this is the perfect time to reassess and alter your home-energy consumption with the tips below.

Adjust the Thermostat

With fewer people home during the day, the thermostat can be increased a few degrees, while still keeping the home cool enough. This can potentially save 4 to 8 percent for every degree you increase the temperature. On the flip side, when you switch to the heating mode, consider setting the temperature a little lower when no one is home. To make life even easier, install a programmable thermostat to automatically adjust the temperature.

Don't Ignore the Fridge

Whether you are making school lunches or pre-planning for dinner, take out all the food you need and close the door. Leaving the door open or repeatedly opening and closing the door forces the fridge to work harder to keep a constant temperature, which increases energy use and expense.

Unplug Devices

Now that the kids are not glued to the video-game console, television, or computer all day, unplug those devices to reduce “phantom” energy use. Even when electronic devices are turned off, they still use a small amount of electricity when left plugged in. According to the United States Environmental Protection

Agency, “phantom” loads can account for as much as 10 percent of monthly energy costs.

Close or Open the Blinds

Before you leave the house and depending on the weather, close or open blinds, especially those receiving direct sunlight. Blocking the sunlight or allowing additional sunlight in can help your air conditioning and heating units use less energy. This will help keep your home at a comfortable temperature when everyone returns home, and will help save you money.

Purchase Energy-Efficient Products

Whether you are planning a home-appliance upgrade or buying a new computer, the purchase of ENERGY STAR-rated products will make a big impact on your energy consumption. Computer monitors with the ENERGY STAR logo are up to 90 percent more efficient because of their automatic “sleep-mode” feature.

Get the Whole Family Involved

Teaching children about energy efficiency not only benefits the immediate impact on your bank account, but it will benefit your kids’ future. Through resources such as NOVEC’s Kids Korner, which can be found at www.novec.com/community, youngsters can learn the importance of saving energy through games, videos, and other activities. The adults can find additional energy-saving tips at www.novec.com/save.

Vines and Power Lines – A Dangerous Combination

Due to the extremely wet spring weather, NOVEC has seen an alarming amount of ivy and vines growing up power poles and guy wires. When this type of vegetation reaches the top of our poles, it can create a very dangerous electrical hazard.

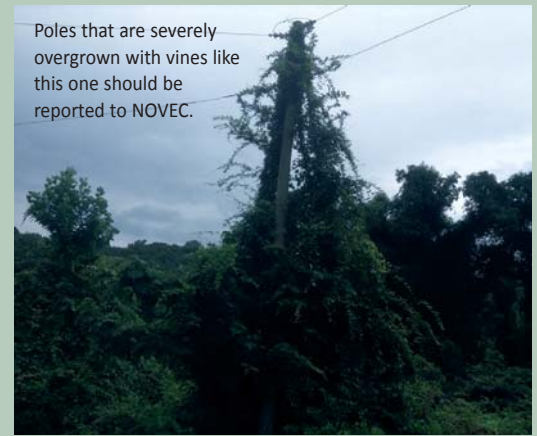
NOVEC appreciates customers’ help in keeping ivy and vines away from our poles and guy wires. If you’re controlling weeds on other areas of your property with Roundup or a similar product, please feel free to spray any vegetation around the base of our poles or guy wires. Killing vines before they begin to climb is the most effective control method. However, **never pull** these vines from our poles or wires, as this can cause damage to the attached electrical devices and present an electrocution hazard. Once vines have been killed, they must be allowed to die and fall off the poles or wires naturally. Although unsightly, this is the

only safe way to remove vines from poles once they become entwined around electrical equipment.

If you see any NOVEC poles severely overgrown with vines like the one pictured here, please contact the

vegetation management department at 703-392-1661 or 1-888-335-0500, ext. 1661, or via email: rightofway@novec.com.

Poles that are severely overgrown with vines like this one should be reported to NOVEC.



Wash Away a Stressful Day

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

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

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

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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.
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