

WHAT'S CURRENT

April 2014



NOVEC Solutions Offers Water Heater Protection Program

There's nothing worse than a cold shower, but what will you do when your water heater needs repair or worse, springs a leak? Calling a plumber can be costly, and replacing your water heater can easily run \$1,000 to \$1,500. Beginning May 1, a new service from NOVEC Solutions can provide coverage for water heater repair and replacement.

For a small monthly fee, a simple phone call to NOVEC Solutions is all it takes to get fast, reliable service by certified contractors when your water heater malfunctions. You can rest easy knowing you will soon have hot water again, without incurring a major expense.

Two Program Options to Meet Your Specific Needs

Water Heater Repair and Replacement Program: for \$6.95 per month you receive equipment repair if possible, or replacement if your electric or gas water heater is determined to be beyond repair.

Water Heater Replacement Only Program: for \$4.95 per month, customers currently or newly enrolled in NOVEC's Load Management Program for their electric water heater can receive replacement coverage. Since repair of electrical parts is covered under load management, this add-on program provides you with additional peace of mind at minimal cost. If your water heater is deemed beyond repair, you receive a new one at no charge.*

Home Protection Services for All Your Household Needs

In addition to the water heater program, NOVEC Solutions also offers other services so you can be covered for an array of household crises. Customers can select one or all of these home protection programs.

Water-line Replacement: Covers repair or replacement of a home's water-supply line that has failed due to normal wear and tear.

Sewer-line Repair: Covers a single clogged exterior residential sanitary sewer line from the foundation to the municipal sewer pipe, or a single clogged exterior residential septic line from the foundation to the septic tank.

In-home Electric Line Repair: Covers the repair, restoration, or replacement of residential electrical system components that fail due to normal wear and tear.

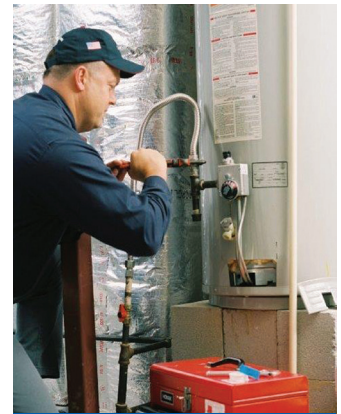
Surge HELP® (Home Electronics Loss Protection): Covers repair or replacement of residential electronics, electromechanical equipment, and appliances damaged by an electrical surge.

More Information

For more information, or to enroll in any of the home protection services, call NOVEC Solutions toll-free at 1-855-404-6002, or 703-392-1503; or send email to novecsolutions@novec.com. You can also visit www.novechomeprotection.com to review all of the home protection programs offered by NOVEC Solutions.**

*See program terms and conditions at www.novechomeprotection.com.

**NOVEC Solutions is a wholly-owned NOVEC affiliate.



For just a small monthly fee, you can avoid costly water heater repairs – and gain peace of mind.



Having a load management switch installed on your A/C or water heater helps conserve energy during peak demand periods.

Enroll in Load Management to Save Energy and Receive Free Water Heater Repair

By joining the 35,000 other customers enrolled in the NOVEC 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 coldest and hottest days of the year and last for a few hours, with customers rarely being inconvenienced.

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

Sign up for load management before May 31 to be entered in a contest to win one of six \$50 gift certificates!

Free Electric Water Heater Repair

As a water heater load management participant, a plumbing contractor will replace malfunctioning electrical parts on your water heater free of charge. Covered parts include thermostats, elements, reset buttons, and fuses. A new water heater protection program offered by NOVEC Solutions can save load management participants additional expenses. *See the article above for more details.*

First-Call Response Air Conditioner Service

With a load management switch on your air conditioner, you will receive a free service evaluation by a certified contractor if your A/C unit breaks down.

Enroll Today!

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

Did You Hear the News?

NOVEC Sets New reliability record in 2013

Continuing a 15-year trend of unsurpassed service reliability, NOVEC outperformed all other Washington, D.C., metro area electric utilities in 2013 by keeping electricity flowing, on average, 99.99 percent of the time. The average customer lost power once for only about 40 minutes in all of 2013. That's a new record for the Co-op.

In addition, NOVEC scored highest among the South's midsize electric utilities and second among the nation's 126 largest electric utilities in the J. D. Power and Associates 2013 Electric Utility Residential Customer Satisfaction Study in the Power Quality and Reliability Performance category.

"Our system reliability has ranked at the top for more than 15 years because NOVEC's constant focus is on reducing outage durations, upgrading the equipment and technology on our distribution system, and trimming trees to maintain overhead power line rights-of-way," says NOVEC President/CEO Stan Feuerberg.

Prepare for Spring and Summer Storms

Larry Shaffer, vice president of system operations, explains that NOVEC will not rest on its laurels, especially with hurricane season officially starting on June 1: "We need to always be vigilant about storms and not let our guard down. We still remember the June 2012 derecho storm that bulldozed through several states

For 15 years, NOVEC has outperformed all other area electric utilities in terms of service reliability.

suddenly with little warning and knocked out power to more than two million people."

VA Sales Tax Holiday For Storm Prep

As the summer storm season approaches, NOVEC encourages customers to prepare for possible power outages by taking advantage of Virginia's Sales Tax Holiday for hurricane and emergency preparedness equipment from May 25 through May 31. Visit www.tax.virginia.gov for more details.

Fallen Power Lines — Stay Away and Stay Alive!



Fallen power lines can be energized and deadly! Always call 911 if you see downed power lines.

NOVEC reminds customers to never approach fallen utility wires. Electricity is invisible and can kill in the blink of an eye. NOVEC's overhead power lines carry voltages ranging from 120 volts to 35,000 volts, and all are just as deadly.

During storms or traffic accidents, overhead power lines may be broken or knocked to the ground. Any downed wire — electric, telephone or cable TV — can become electrically energized under abnormal conditions. In addition, wires falling on any metal object such as a fence can energize the object to the same voltage as the wire.

Fire and police personnel are not allowed to determine the safety of fallen power lines. Only specially trained NOVEC line technicians can make the "all safe" call. NOVEC employees and contractors are required to treat all power lines as "energized" unless they have been properly grounded by these technicians. Customers must do the same and treat all downed wires as energized, and potentially deadly.

If you see downed wires, call 911 and report their location so the appropriate utilities will be notified. Never attempt to help accident victims get out of vehicles near damaged utility lines, or you could become the victim. Do not attempt to move the wires, and keep others away while you wait for the authorities.

STAY AWAY AND STAY ALIVE!

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.



NOVEC
Use It Wisely

www.novec.com/loadmanagement



**SIGN UP FOR
LOAD MANAGEMENT
TODAY.**