

### Biomass Plant Provides Green Energy Alternative



Since November 2013, NOVEC's 49-megawatt biomass plant has been producing environmentally-friendly electricity using waste wood from logging operations as the primary fuel source. This waste wood (the part of the tree that has no commercial value) previously was either left in piles to decompose, which produced methane – a harmful greenhouse gas – or burned on the property where the logging activity occurred. Now that waste wood is used to produce green energy.

### Keep Your Home Energy Efficient While You're on Summer Vacation

Before going on vacation, whether for a long weekend or several weeks, prepare your home beforehand to keep it secure and energy efficient.



▶ Turn off lamps and lights, but for security set a few to come on at night with timers. Halogen, compact fluorescent lamp (CFL) or light-emitting diode (LED) bulbs save more energy than incandescent bulbs and they last longer. A light sensor on an outdoor lamp post will turn bulbs on at dusk and shut them off at dawn. Easy-to-install solar-powered garden lights will do the same and they're easy to install. For extra protection, install motion-detector flood lights to startle a burglar.

▶ Reset the Air Conditioner to a temperature just sufficient to control humidity and protect pets and plants. For each degree set higher, you'll save 2-3 percent on the cooling portion of your electric bill. If you turn off your AC, keep in mind that the hotter your house becomes the more energy your refrigerator and freezer will use to keep food cold.

▶ Adjust the refrigerator temperature from 40 degrees to 42. Food will stay cold when no one is opening the door.

▶ Adjust the water heater. Turn a gas water heater dial to "vacation." Turn off an electric water heater by removing the appropriate fuse or by switching off the water heater circuit breaker. (Look inside your home's electric box.) Leave yourself a note to turn the unit back on or up when you return home.

▶ Unplug sensitive appliances and devices -- Powerful summer thunder storms can damage sensitive home appliances and devices. Unplug the microwave oven, computers, printers, televisions, DVD players, and other electronic devices. Make it easy by plugging nearby devices into an electric outlet strip.

▶ Close window treatments to block hot solar rays. If you don't have treatments, cover windows with white sheets and thumbtacks. White shades and blinds, and white-lined curtains reflect the most rays.



### 2014 NOVEC Annual Meeting Wednesday, Sept. 17

Dinner: 6 p.m. — Business Meeting: 7:30 p.m.

Battlefield High School — 15000 Graduation Dr, Haymarket, Va. 20169

(Inclement weather date: Oct. 15)



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## So Long to the Stafford Building

In August, NOVEC's Stafford County office building, which has been closed to the public for many years, will be removed from the site. The payment drop box will also be removed, so customers will no longer be able to drop off bill payments at this location. The Stafford property will still be used as a service center for field crew and vehicle deployment.

Customers may bring bill payments in person to the Lomond Business Center and Minnieville Road offices, from 8:15 a.m. to 5 p.m., Monday-Friday. In addition, payment drop boxes are located at the Lomond Business Center, Minnieville Road office, Gainesville Technical Center, and Leesburg office.

NOVEC also offers convenient payment options, with a program to fit almost any lifestyle. For more information about paying your bill, visit [www.novec.com/paymentoptions](http://www.novec.com/paymentoptions).

## PCA Credit Means Savings For Customers

For the third consecutive year, NOVEC customers are receiving a monthly credit on their electric bill. The credit of more than half a cent per kilowatt-hour will be applied to every kWh you purchase for the remainder of 2014.

The PCA credit is the direct result of improved operating efficiencies and the NOVEC power supply team's procurement of energy at favorable rates. As an owner of the business, when the Co-op saves on power costs, you benefit. That's something we call "The Cooperative Difference!"



### Storm Kit ... Be Prepared!

With summer storm season upon us, you should be prepared for potential power outages. Be sure to have these items on hand in case of an extended outage:

- ✓ First aid supplies
- ✓ Paper plates and plastic utensils
- ✓ Battery-powered radio and clock
- ✓ Bottled water
- ✓ Non-perishable foods: canned meats, tuna fish, peanut butter, etc.
- ✓ Any special dietary foods, such as baby food and formula
- ✓ Medicines
- ✓ Manual can opener
- ✓ Flashlights and batteries

Visit [www.redcross.org](http://www.redcross.org) to learn more.

## Problem Resolution for Customers

The Cooperative exists to serve its customer-owners, and its policies are designed to provide excellent customer service. With this policy in mind, an inquiry and problem resolution procedure has been established by NOVEC to handle various situations.

NOVEC employees involved in the procedure are available from 8:15 a.m. to 5 p.m., Monday through Friday. In addition, many questions may be answered by contacting the 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).

The complete problem resolution procedure can be found in the NOVEC Owner's Manual, which can be found on the Cooperative website at [www.novec.com/customer\\_services/](http://www.novec.com/customer_services/).

NOVEC is regulated by the State Corporation Commission. The SCC approves rates, fees and all terms and conditions of service of the Cooperative. 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)

## 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](http://www.novec.com/loadmanagement) or call 703-335-0500.



**Because lower bills brighten everyone's day.**

**NOVEC**  
Use It Wisely

[www.novec.com/loadmanagement](http://www.novec.com/loadmanagement)

NOVEC is an equal opportunity provider and employer.



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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