

Worry-free

water heating and
air conditioning program



Why worry
about your
electric
water heater
when you can
be enjoying a
hot bath?

Up to
\$250
value!

NOVEC

You could be using energy wisely and enjoying up to **\$250 in savings** through this program.

It's as easy as allowing our qualified NOVEC service technicians to install a load management device in your home.



In exchange for your voluntary participation, you get:

Quick response and FREE same-day electric water heater repair (**a value up to \$250!**) Water heater parts eligible for replacement include thermostats, heating elements, reset buttons and fuses. Replacing a leaking water heater is not covered.

Also, if your air conditioner is not working, we'll send a service representative to your home to help diagnose the problem before you call a contractor. Best of all, the evaluation is FREE!

Once the load management device is installed, you can call us 24 hours a day, seven days a week at 703-335-0500 or 1-888-335-0500.

Benefits to You and the Environment

You'll help the environment by helping us reduce the amount of power needed during peak demand times. This delays the building of new power plants required to meet peak demand.

You'll help manage the cost of power. Wholesale power costs are based on peak demand. By shaving the peak, you'll help manage the price of electricity.

If you want to help save even more on power costs, you can shift the time of day you use large appliances when you receive a text alert notifying you of a peak demand. You can sign up for text alerts by texting the keyword NOVECALERTS to 85700 or by visiting NOVEC.com/TextAlerts. When it's time to conserve energy, we'll text you.

Contact the energy services staff Monday-Friday, 8 a.m. to 5 p.m. at 703-392-1503 or energyservices@NOVEC.com.

How does NOVEC benefit?

Actually, every NOVEC customer benefits with the program. Here's how it works:

Our qualified NOVEC service technicians install a load management device to the water heater in your home. Then, during NOVEC's peak-demand periods for electricity, the device cycles the unit on and off typically for up to a few hours.

Most participants are never inconvenienced, do not notice a change in hot water availability, and actually forget the switch is connected after a few months.

Alternatively, a switch on your central air conditioner cycles the compressor on and off for 10 minutes out of every half-hour. While the compressor is cycled off, the indoor fan continues to run, maintaining comfort in the home.

The peak-use times usually occur on the hottest days of the year and last for only a few hours.

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Who can join?

Property owners may visit NOVEC.com/worryfree to complete an enrollment form online. Or contact NOVEC's energy services staff at 703-392-1503 or 1-888-335-0500, ext. 1503 to sign up.

Rental tenants must obtain the owner's permission and signature prior to joining the program. If you live in an apartment community, check with your rental office or call NOVEC to find out if your complex participates. Many already do.



For more information, visit NOVEC.com/worryfree.

Sign up today!
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