

## BE PREPARED FOR WEATHER-RELATED OUTAGES

September is National Preparedness month. Before the peak of hurricane season, take some time to prepare for possible power outages. Stocking up on batteries is a good idea, but there are some not-soobvious steps you can take that will make any power interruption easier to manage.

Be sure the battery backups in your smoke alarms and carbon monoxide detectors have fresh batteries.

It's a step you might not think about, but it could save a life.

If you or any of your family members have medical devices that rely on electricity, talk to your doctor about how to avoid a health crisis. Also, have current prescriptions filled and any other medical supplies you may need on hand.

Gather essential supplies — flashlights, cans of food that don't require electricity to prepare, bottled water — and store them somewhere accessible. Review your emergency kit regularly. Check expiration dates and reevaluate what you might need.

If the weather forecast predicts a storm is on the way, fully charge your phone and other mobile

devices. Don't forget to charge portable battery backups.

In the event you lose power, keep your refrigerator and freezer closed as much as possible. Keeping the cold in will be your best chance to prevent the contents from spoiling. If you have a few refrigerated foods you reach for often, keep them in a cooler filled with ice so you can access them without opening the refigerator.



MAKE A PLAN



BUILD A KIT



BE INFORMED



Build an emergency kit. Check your supplies regularly and before predicted extreme weather events.

## FOR YOUR SAFETY: HOW TO IDENTIFY NOVEC EMPLOYEES AND CONTRACTORS



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

Any NOVEC employee working on or near your property will have a NOVEC identification badge with their name and photo so you can confirm they are legitimate. Some employees also wear a uniform with a NOVEC patch.

Contractors that work with the Co-op will not wear NOVEC uniforms or carry NOVEC badges, but they will have documentation to verify that they are working with the Co-op.

NOVEC employees will almost always be traveling in vehicles marked with a NOVEC logo. Contractors' trucks will display their company's insignia. Some of their vehicles may have a NOVEC decal as well. To view photos of trucks used by

NOVEC employees and contractors, visit novec.com/whosonmyproperty.

NOVEC employees and contractors rarely need to enter a home, but sometimes it will be necessary. For instance, when a customer asks to have a load-management switch installed on an electric water heater or HVAC system. In these situations, Air-Right Energy Design, Inc., NOVEC's exclusive load management contractor, will make an appointment with the homeowner so there are no unannounced visits.

If you have questions or concerns about a person claiming to represent NOVEC, contact the Customer Care Center at 703-335-0500.

## MAINTAINING NOVEC'S RIGHTS-OF-WAY

NOVEC Vegetation Management crews remove and trim trees inside the Co-op's 30-foot-wide rights-of-way throughout the year. This helps to to ensure safe and reliable electric service. But when trees and branches fall on power lines during storms, they can cause power outages. The Co-op or its contractors must clear the branches away from the power lines so lineworkers can restore electric service quickly and safely.

NEVER attempt to remove a tree lying on or entangled in overhead power lines. Assume all lines are energized. Coming in contact with an energized line can cause shock or death. Instead, notify NOVEC immediately of the location of the trees and power lines. Call the Customer Care Center at 703-335-0500.

## What happens to the tree debris?

Property owners are responsible for their tree debris disposal, since NOVEC does not own the trees.

For more information about storm cleanup, visit novec.com/damagedtrees.





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