



BE INFORMED

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

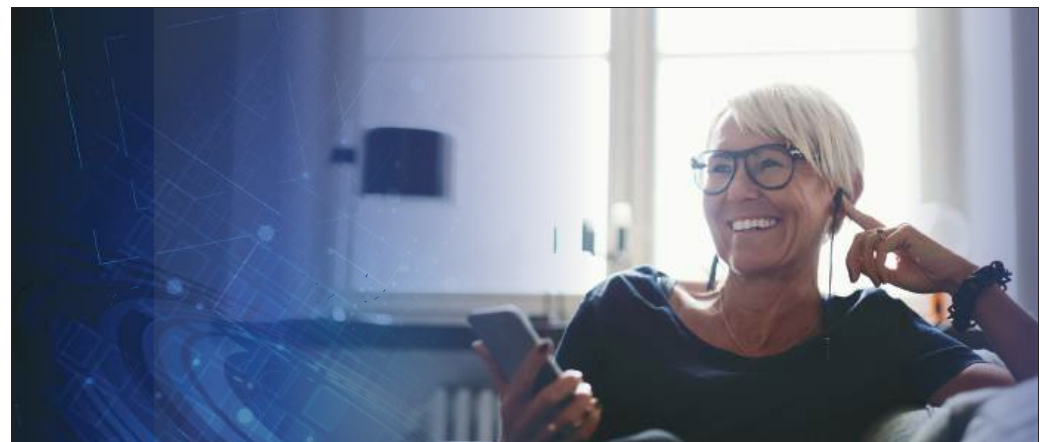
NOVEC Vegetation Management crews remove and trim trees inside the Co-op's 30-foot-wide rights-of-way throughout the year. This helps to ensure safe and reliable electric service. But when trees and branches fall on power lines during storms, they can cause power outages. The Co-op or its contractors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