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Tip of the Month

During mild fall weather, cut energy use by limiting heating and cooling. On breezy days, use ceiling fans and open windows. On cooler days layer up your clothing to avoid running the heater.

What's Current

SEPTEMBER 2025

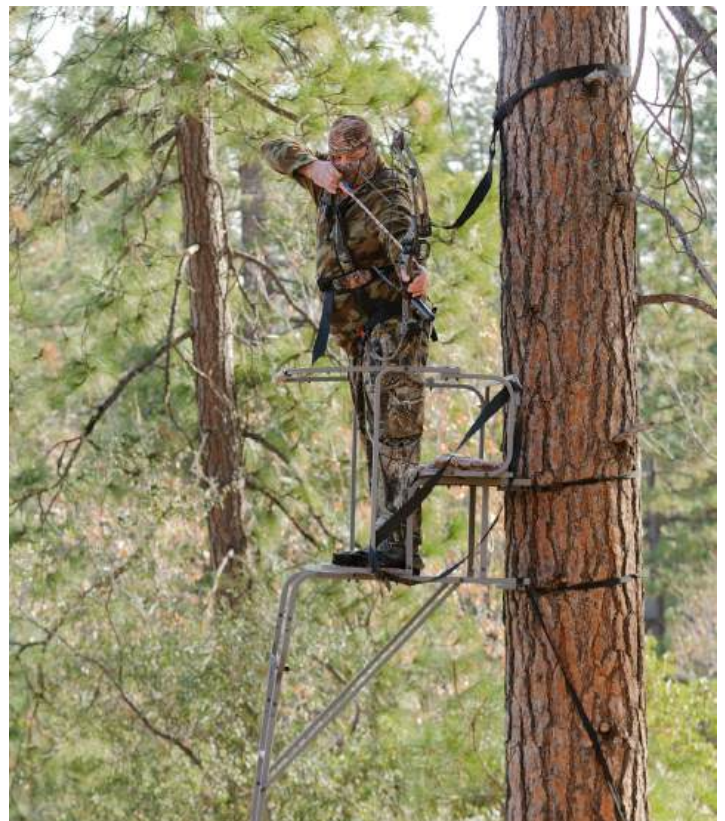
HUNTING SAFETY TIPS TO KEEP YOU ON TARGET

As you head outdoors for hunting season this fall, NOVEC encourages you to stay alert. Overhead power lines, utility poles, and other electrical equipment may be located in or near popular hunting areas. Being aware of these hazards can help prevent serious injuries or even fatalities.

Here are a few key safety tips to keep in mind while hunting this season:

- 🎯 Know your surroundings.
- 🎯 Keep your distance from electrical equipment.
- 🎯 Never shoot near power lines or insulators.
- 🎯 Never place deer stands on utility poles.
- 🎯 Do not place decoys near power lines or electrical equipment.

Hunting safety means staying vigilant about all potential risks. For more fall safety tips, visit novec.com/safety or contact NOVEC Customer Care at 703-335-0500.



WAYS TO PAY YOUR NOVEC BILL



SmartHub

SmartHub: Customers who are registered with NOVEC's SmartHub app may pay their bills from their computers or mobile devices, through Auto Pay or a one-time payment.



Mail

Mail: When mailing your payment, use the envelope enclosed with your billing statement, and be sure to include the return portion of your bill. Write your NOVEC account number on your check.



Bank

From your personal banking

institution: Many banks, credit unions, and online banking websites allow customers to make payments for little or no cost online. You will need to have your NOVEC bill or your account number available.



Retailers

Other Locations: NOVEC customers may also pay their bills at local retailers — CVS, Dollar General, Family Dollar, Walgreens, and Walmart — or at Western Union offices.



Phone

Pay by Phone: Call 844-574-1512 to pay by phone. You will be required to set up a PIN, which you will need for each subsequent payment. You can also set up Auto Pay over the phone.

More details about payments may be found at novec.com/paymentoptions or by calling Customer Care between 7:45 a.m. and 5:30 p.m., Monday to Friday, at 703-335-0500.

GAINESVILLE PAYMENT DROP BOX CLOSED

The NOVEC bill payment Drop Box at the Co-op's Gainesville Technical Center location has closed. In-person Drop Box payments will be accepted at the Lomond Business Center, 10323 Lomond Dr., Manassas, Virginia 20109.

A payment kiosk also is available at the Lomond site and at NOVEC's Minnieville office, 14500 Minnieville Road, Woodbridge, Virginia 22193.

LEARN WHERE YOUR ENERGY DOLLARS ARE GOING

NOVEC has energy calculators for lighting, appliances, HVAC systems, televisions, electric vehicles, and more.

Enter your details into NOVEC's energy advisor tools to better understand your home energy use, analyze your bill, and see how you can save today.

Go to novec.com/erc to see where your energy dollars are going. Ahora disponible en español: NOVEC.com/ercspanol



FLOOD SAFETY: HIGH WATERS HIGH STAKES



Follow any directives to turn off utilities. If you're advised to switch off the main power source to your home, flip each breaker and THEN turn off the main breaker. You may also need to shut off the main valves for your home's gas and water.

If your home experiences flooding, keep the power off until an electrician has inspected your system for safety.

Have an electrician inspect electrical appliances that have gotten wet, and do not turn on or plug in appliances unless an electrician tells you it is safe.

Do not touch a circuit breaker or replace a fuse with wet hands or while standing on a wet surface.

DO NOT go near any downed power lines, especially if there is standing water nearby.