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 novec.com | 703-335-0500 or  
 toll-free 1-888-335-0500

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### Tip of the Month

Don't overload extension cords. Never plug cords together in a "daisy chain." Use power strips with internal overload protection.

# What's Current

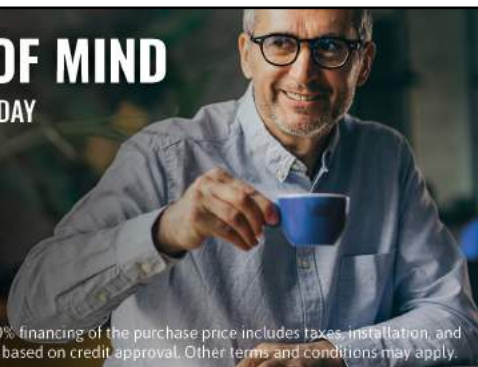
MAY 2020

## PRACTICE ELECTRICAL SAFETY AT HOME

During National Electrical Safety Month, follow these tips when spending time at home:

- If you are working in your yard or garden, avoid damp conditions — including wet grass — when using tools that require electricity.
- Doing a home improvement project? Inspect power tools and appliances for frayed cords, broken plugs and cracked or broken housing before use.
- Choose the right lightbulb. Make sure the wattage does not exceed the maximum for the light fixture. This could cause the bulb to overheat and start a fire.
- Do not use power tools with an extension cord that exceeds 100 feet in length.
- Install Tamper Resistant Receptacles (TRRs) to help prevent shock. These receptacles are designed to only allow plugs to be inserted – not other objects.
- Know the signs of overloaded outlets. Check for warm or discolored wall plates, a burning odor, or frequently tripped circuit breakers.

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\*\$500 off installation of generator system. Offer ends: June 1, 2020. 100% financing of the purchase price includes taxes, installation, and other associated costs. Flexible repayment terms. Monthly financing is based on credit approval. Other terms and conditions may apply.

## SPRING SAVINGS CHECKLIST

- ✓ **Check for air leaks.** Apply caulk to windows or weather stripping to doors to keep heated or cooled air inside the home.
- ✓ **Change your air filters.** A clean air filter helps your home heating/cooling system work more efficiently and use less energy.
- ✓ **Move furniture.** Keep vents and air returns clear and unblocked by furniture, rugs, curtains or even pet beds.
- ✓ **Adjust the thermostat.** Set the temperature at 68 degrees on cold days and 78 degrees on hot days to save energy on heating and cooling.
- ✓ **Open windows.** On days when outside temperatures are comfortable, open windows for a cool breeze instead of using your air conditioner to cool your home.
- ✓ **Redirect ceiling fans.** Fans spinning clockwise at low speed help redistribute warm air, while fans spinning counterclockwise can help you stay cool.

## UPDATE YOUR ACCOUNT INFORMATION

When customers call to report an outage from an account-listed phone number, system operators can automatically locate the outage. This helps speed up restoration. Additionally, if NOVEC needs to disrupt service for maintenance, the System Control Center can inform customers in advance via phone or text message. Check the phone number on your NOVEC account to ensure it is up-to-date.

### How to update your information

Log into [novec.com](http://novec.com), select Manage Account, then Update Account. You can also call 703-335-0500 or 1-888-335-0500, select option "2," then option "3," and follow directions. You'll need your account number. You can list up to two phone numbers on your account.

# POWER YOU CAN COUNT ON



**Even though COVID-19 poses an unprecedented challenge, you can count on us to deliver reliable power and to help in other ways.**



- Save energy when spending more time at home. Visit [novec.com/save](http://novec.com/save).
- Monitor energy use and pay online at [novec.com](http://novec.com).
- Help neighbors in need. Visit [novec.com/ORU](http://novec.com/ORU).
- Plan ahead for payments. Disconnections for nonpayment are suspended through June 14, 2020. This delays, but does not cancel, payment.

NOVEC is an equal opportunity provider and employer.

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