



P.O. Box 2710, Manassas, VA 20108  
 novec.com | 703-335-0500 or  
 toll-free 1-888-335-0500

@novec @novec @novec\_electric



### Tip of the Month

Plant shade trees or shrubs near your home to help you save money on home cooling. Make sure to call 811 before you dig. It's the law.

# What's Current

MAY 2022

## KEEP THE AREA NEAR YOUR METER CLEAR

NOVEC needs safe access to your electric meter to change it, perform routine maintenance, or respond to emergencies. For your safety and the safety of NOVEC employees and contractors, please keep electric meters on your house, detached garage, barn, and other structures accessible.

NOVEC service technicians need a minimum unimpeded working space of 7-feet high, 3-feet wide, and 5-feet deep. No fence, overhead deck, house-mounted flagpole, ivy, shrubs, or other outdoor items should go within this area.

If NOVEC technicians cannot access your electric meters safely, you may receive a written notice that either asks you to remove all obstructions or explains NOVEC has removed them, so the necessary work could be completed.



## Digging into an Outdoor Project?



Before you dig, dial 811 or visit [www.call811.com](http://www.call811.com) to protect underground utilities. Careless digging poses a threat to people, pipelines and underground facilities. Contact 811 first and help keep our community safe.

## SPRING SAFETY CHECKLIST

- ✓ **Plug electric fans and space heaters into wall outlets.** Plugging into an extension cord or power strip could cause the cords to overheat and ignite.
- ✓ **Don't overload outlets.** Flickering or blinking lights, warm or discolored wall plates, a burning odor, circuit breakers that trip frequently indicate an overloaded outlet or circuit.
- ✓ **Never pull a plug out of a socket by the cord.** Pull on the plastic housing around the plug.
- ✓ **Never use water to put out an electrical fire.** Water conducts electricity. Use a fire extinguisher or baking soda instead.
- ✓ **Inspect appliances and power tools** for frayed or damaged cords, burn marks, or other signs of damage before using.
- ✓ **Make sure the product meets industry safety standards.** Look for a label from an independent testing lab, such as Underwriters Laboratories.

## 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.

# LIFE UNINTERRUPTED

When our lives were turned upside down by a global pandemic, life still needed power. Wi-Fi required electricity, businesses had to be energized, and coffee was essential.

NOVEC continued to deliver reliable, affordable electricity, and crews kept power flowing.

As things return to normal, you can count on NOVEC to help you live life uninterrupted. Because that's what we do.



KEEPING LIFE **BRIGHT**

[novec.com](http://novec.com)

NOVEC is an equal opportunity provider and employer.

