



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

Keep the fireplace damper closed unless a fire is burning. An open damper lets warm air escape like an open window in winter.

source: energy.gov

What's Current

NOVEMBER/DECEMBER 2025



WHERE:

Gainesville Technical Center
5399 Wellington Branch Drive
 (near the U.S. 29 and I-66 interchange)
 Leave greenery in the front parking lot area marked by orange safety cones.

WHEN:

Dec. 26, 2025 to Jan. 12, 2026

Remove all decorations, metal ornament hooks, and light strings.

For questions, contact NOVEC's vegetation management department at 703-335-0500, ext. 1600, or email vegetationmgmt@novec.com.

LOOK FOR YOUR CASHBACK CREDIT

NOVEC members will see a CashBack credit applied to their December bill, so that means more money stays in your pocket. The board of directors voted to return to NOVEC members approximately \$17.4 million from the Co-op's revenue margins.

What is CashBack?

Like any electric utility, NOVEC uses its revenue to operate, upgrade, and expand its electric system, and to restore power when outages occur. Because NOVEC is a not-for-profit business, any revenues that are over and above the cost of conducting business are returned to members. It is through the CashBack program that NOVEC retires, or returns, a portion of members' allocated margins. Learn more at novec.com/cashback.

HOLIDAY OFFICE CLOSURES

Tuesday, Nov. 11

Thursday, Nov. 27,
and Friday, Nov. 28

Wednesday, Dec. 24,
and Thursday, Dec. 25

Thursday, Jan. 1, 2026

The System Control Center is staffed 24-7, even on holidays. Report outages by calling 703-335-0500, logging in to SmartHub, or texting "#OUT" to 85700. NOVEC's outage map at novec.com/stormcenter provides information in case of an outage.

NEW CEO KRISTEN SENECHAL HOSTED NOVEC'S 2025 ANNUAL MEETING



At the 2025 Annual Meeting in September, NOVEC President and CEO Kristen Senechal addressed the audience, acknowledging NOVEC's solid financial outlook and significant contributions to the community.



The reelection of Jim Chesley (left) to District 3 and Mike Ragan (right) to District 6 of the Board of Directors was announced during the meeting.

LOWER YOUR WINTER ENERGY BILLS

Use these cold weather energy-saving tips to help you save money this season:

- ❄️ Replace or clean your air filters to help your system operate more efficiently.
- ❄️ Open curtains or blinds on sun-facing windows to allow in light and heat.
- ❄️ Seal air leaks around windows and doors with caulk or weatherstripping.
- ❄️ Keep vents unobstructed by furniture or pet beds.
- ❄️ Block cold air from outlets and switchplates with insulating foam pads and plug inserts.
- ❄️ Check the insulation in your attic and crawl spaces to see if it meets the recommended levels for your area.
- ❄️ Use a programmable thermostat to automatically lower the set temperature when you are out of the house, and raise it just before you return home.

YOUTH TOUR APPLICATIONS NOW AVAILABLE

Apply Before Feb. 1 Deadline

The Electric Cooperative Youth Tour is a unique opportunity for high school sophomores and juniors to explore Washington, D.C. Students will join others from around the country to tour monuments and museums, meet congressional representatives, learn about electric cooperatives, and enjoy special events and entertainment.

Youth Tour 2026 will be held June 15 to 19. Up to four students will be chosen for the free, week-long adventure. NOVEC-sponsored students say that making friends and exploring the nation's capital are their favorite perks of the trip.

They enjoy swapping their Virginia co-op pins with students from other parts of the country and competing to see who can collect them from the most states. Visit novec.com/youthtour to apply.



IMPORTANT NOTICE

The payment window at NOVEC's Lomond Business Center, located 10323 Lomond Dr., Manassas, VA, will close permanently on Dec. 26. This will be the last day for walk-in payments.

The drop box and the self-service kiosk, located in the lobby, remain available Monday through Friday, 8 a.m. to 4 p.m.

For convenient payment options, go to novec.com/paymentoptions.

NEED ASSISTANCE?

NOVEC Cares

If you're going through challenging circumstances that are affecting your ability to pay your electric bill, NOVEC's Customer Care Department is here to help. Please call 703-335-0500 to discuss the options and assistance that may be available to you.

Energy Assistance Organizations

For a list of area nonprofit organizations that help support our community and members, visit novec.com/assistance.

Virginia's Energy Assistance Program

The Energy Assistance Program helps low-income households meet their immediate home energy needs. The program includes four components: fuel assistance, crisis assistance, cooling assistance, and weatherization assistance.

Each component has its own application period and eligibility requirements, so be sure to visit the website as soon as possible for details: <https://www.dss.virginia.gov/benefit/ea/index.cgi>

