

Understanding Your New NOVEC Electric Bill

- Contact Information:** Ways to contact us about your bill or account are clearly noted on your bill. You can reach us at 703-335-0500, toll free at 1-888-335-0500 or at novec.com.
- Account Summary:** The most important information regarding your account is placed inside a circle in the top center of your bill. Accounts with past due notices will be flagged with a red circle and red text indicating when a payment must be received to avoid a late fee.
- Important Messages:** This area displays messages related directly to your account or service, and other messages from NOVEC.
- Property Address:** The address where NOVEC is providing electric service. This may be different than the mailing address.

5. Meter Readings: This table shows meter data associated with the current bill. It indicates your service type, meter number, and meter readings. It also shows your actual energy usage and demand usage for the billing period. We measure energy usage in kilowatt hours (kWh) and demand usage in kilowatts (kW).


6. Usage History: The amount of energy you consumed during each billing period compared with the same billing period a year ago.

7. Billing Details: A detailed listing of the charges on your current bill. If you have been assessed a late fee, it will appear here.

8. Payment Stub: If you are paying by check, please return this stub with your payment to ensure it is properly credited to your account. The payment stub also provides you with your account number, account summary, and amount due.

9. Billing Summary: This section provides the total amount due. If there is a past due amount, it will be clearly shown.

10. ORU Contribution: Use this box to make an additional donation to Operation Round Up, which provides emergency payment assistance to customers who qualify.



1 Visit us online at www.novec.com
Phone: 703-335-0500
Toll Free: 1-888-335-0500

Customer Name JOHN DOE
JANE DOE
Account # 1234567890

Important Messages

Significant tree trimming & removals near overhead wires will occur on or near your property over the next 3 months. Visit www.novec.com.

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Total Amount Due

\$220.52

Due Date:
06/27/2022

Account Summary

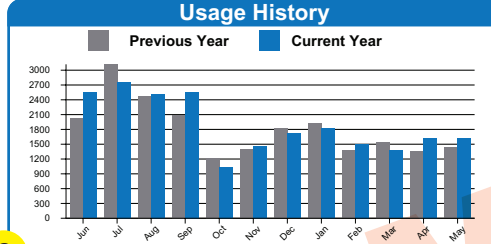
Previous Balance	\$220.51
Payment Received	-\$220.51
Balance Forward	\$0.00
Current Charges	\$220.52
Total Amount Due on 06/27/2022	\$220.52

Bill is due and payable upon receipt.
1.5% penalty if not paid by due date 06/27/2022.

4 **Property Address:** 123 ANYWHERE ST.

Meter No.	Readings		Reading Dates		Billing Days	Multiplier	kWh Usage	Rate(s)
	Previous	Present	From	To				
19455177	34767	36395	04/21/22	05/21/22	30	1	1628	1A1

Usage History



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PERIOD ENDING	May 2021	May 2022
Avg Daily Temp	59	58
Avg Daily kWh	50	54


Current Service Detail

NOVEC Electric Service:	
Monthly Service Charge	\$15.00
Distribution Charges	
300 kWh x 0.021090	\$6.33
1,328 kWh x 0.016090	\$21.36
Security Light (Qty: 1)	\$10.04
Supply Charges	
1,628 kWh x 0.097310	\$158.42
Security Light (Qty: 1)	\$3.14
Power Cost Adjustment	\$0.59
Security Light Power Cost Adjustment	\$0.01
Taxes (local & state):	\$5.63
Total Current Charges	\$220.52

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An accurate NOVEC account phone number helps speed up outage reporting and restoration. Sign in to update your account-listed phone number at novec.com.

KEEP **8**
SEND







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PO Box 2710
Manassas, VA 20108-0875

PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at www.novec.com or download the mobile app

PHONE: (703) 335-0500, (888) 335-0500, or (844) 937-1657







527 1 AV 0.455
JOHN DOE
JANE DOE
123 ANYWHERE ST.
NOKESVILLE VA 20181-1301


5 527
C-2

10

NOVEC
PO BOX 34734
ALEXANDRIA VA 22334-0734



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Understanding Your New NOVEC Electric Bill

- 11. Contact Information:** Ways to contact us about your bill or account, or to get more information.
- 12. Explanation of Charges:** This section explains the terminology on your bill.
- 13. Cash Payments at Non-NOVEC locations:** This section includes information on how to pay your bill at a participating retail store.
- 14. QR Code:** Scan this code with your smartphone camera to access a detailed analysis of your bill and energy consumption.
- 15. Payment Methods:** There are several convenient ways to pay your bill. Each is identified in this section.



11 Visit us online at www.novec.com
Phone: 703-335-0500
Toll free: 1-888-335-0500

Explanation of Charges **12**

Monthly Service Charge – Reflects costs associated with building and maintaining a reliable delivery system for NOVEC customers. Energy use does not affect this cost.

Rate(s) – The rate(s) field lists the billing schedule(s) on file with the Virginia State Corporation Commission (VASCC), under which electric service is provided to you by NOVEC. Learn more at novec.com.

Operation Round Up – ORU participants round up to the next higher dollar the current month's distribution and supply services billed amounts. Funds are distributed to eligible NOVEC customers by selected community agencies. Learn more at novec.com/oru.

Local and state taxes – Includes consumption-based taxes imposed by the Commonwealth of Virginia and local governments on the sale of electric service and energy.

CashBack – NOVEC is a not-for-profit business. CashBack, also known as capital credits, represent your individual portion of the Cooperative's margins (profits), which are shared by all NOVEC customers. Learn more at novec.com/cashback.

Multiplier – The ratio used to calculate energy usage from meter readings.

Late payment charge – A 1.5% per month late payment charge is assessed on unpaid balances forwarded to your next billing period.

Power Cost Adjustment – An authorized rate rider approved by the Virginia State Corporation Commission (VASCC) that is updated annually to adjust for any difference between the power supply portion of NOVEC's billed rates with the actual cost of power supply.



For a detailed analysis of your bill and energy usage, use this Quick Response (QR) Code or visit www.novec.com.

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Cash Payments at Non-NOVEC Locations

NOVEC offers cash bill-pay service at participating retail stores. To make your monthly payment, scan the barcode below at the register. There is a \$1.50 convenience fee to use this service. To find a location near you, visit pay.vanilladirect.com/pages/retailers.



799366433650004905532298320003

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After a payment is processed using this barcode, retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

Most participating locations accept cash payments up to a maximum of \$500.00.

Visit your local CVS, Dollar General, Family Dollar, Walgreens, & Walmart.

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Auto Pay

Free automatic withdrawal from checking, savings, or recurring credit card payment options. Enroll at novec.com or call (844) 937-1657.



By Phone

Free payment options include checking, savings, and credit cards.



Online

Free with checking and savings accounts or credit card. Register your account on novec.com. Download NOVEC's app through the app store.



Pay Stations

Pay with NOVEC's payment kiosk, Western Union, and Vanilla Direct. Visit www.novec.com for a complete list of authorized pay stations.*



Mail

Mail check or money order to:
NOVEC
PO BOX 34734
ALEXANDRIA,
VA 22334

*All service fees are collected by third-party vendors. NOVEC receives no portion of these service fees.

*Western Union and Vanilla Direct require an additional service fee. NOVEC receives no portion of these service fees. Learn more at www.novec.com.