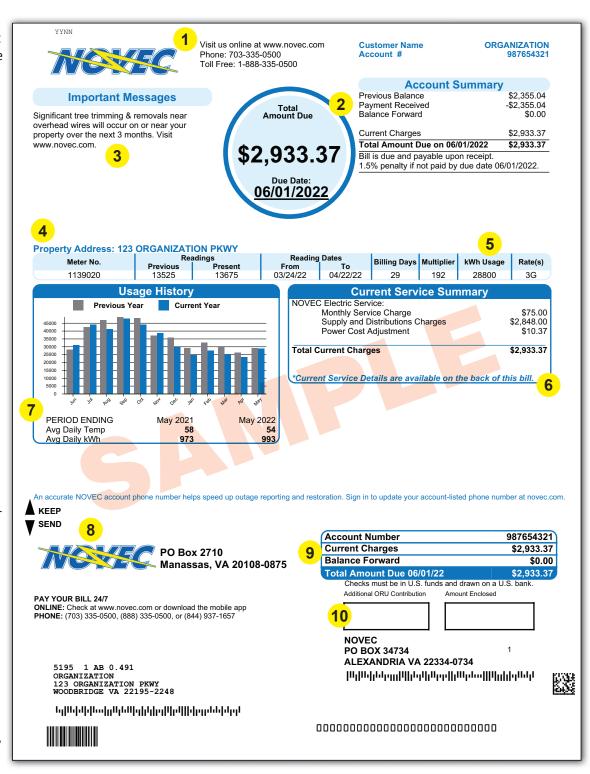
Understanding Your New NOVEC Electric Bill

- **1. Contact Information:** Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at 703-335-0500, toll free at 1-888-335-0500 or at novec.com.
- 2. Account Summary: The most important information regarding your bill 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.
- 3. Important Messages: This area displays messages related directly to your account or service, and other messages from NOVEC.
- 4. 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. This is your actual energy usage for the billing period. We measure energy usage in kilowatt hours (kWh). See #13 for more information on service detail.
- 6. Current Service Summary: A summary of the current charges on your bill. More information is printed on the back of the bill.
- 7. Usage History: The amount of energy you consumed during each billing period compared with the same billing period a year ago.
- 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.



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.** Current Service Detail: A detailed list of the current charges and billing determinants used to calculate the bill (kW, kWh). If you have been assessed a late fee or other charges, they will appear here.
- 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.

