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@novec @novec @novec_electric



Tip of the Month

Reduce “phantom” energy by unplugging devices that aren’t in use. Even when turned off, those devices use a small amount of electricity.

What's Current

SEPTEMBER 2022

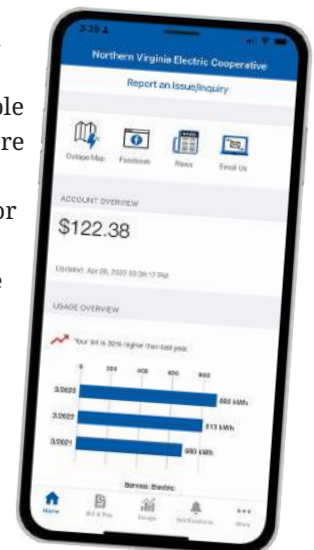
PLEASE NOTE:

- **You must register for SmartHub to use the service.** To take advantage of the new capabilities that SmartHub has to offer, NOVEC customers must register for SmartHub online from computer or a mobile device.
- **Auto Pay customers must re-enroll.** Customers who wish to continue using Auto Pay through NOVEC must re-enroll after registering for SmartHub.
- **Your account number has changed.** The digits are the same, but there is no longer a hyphen. Your account number is printed on your monthly bill and can be seen in your SmartHub account when you log in. This change is especially important to note for customers who arrange automatic payments through their bank. Those customers will need to update that information with their banking institution.
- **No more credit or debit card payment fees.** Customers who wish to make a payment using a credit card or debit card do not have to pay a fee to do so.

SMARTHUB IS HERE. HERE'S WHAT TO KNOW:

SmartHub makes managing your account simple. From a computer, smartphone or tablet (Android or iOS), you can pay your bill, report outages, and get the latest NOVEC news.

Prefer to access SmartHub from your mobile device? Download the MyNOVEC app from the Apple App Store or the Google Play store using the QR code printed here. You can register your account for SmartHub through the mobile app, or simply log in if you have already registered.



For more information about SmartHub, including FAQs and registration guides, please visit novec.com/smarthub.

SEPTEMBER IS NATIONAL PREPAREDNESS MONTH

NOVEC provides important storm preparation tips and power outage information at novec.com/safety. The U.S. Department of Homeland Security also has an abundant source of information on preparing for storms, flooding, fires and other dangers.

Before a disaster strikes, DHS recommends developing an emergency plan. Remember to consider:

- Medical needs, including prescriptions and equipment
- Dietary needs
- Pets or service animals and their food or medications
- Multiple evacuation routes, including alternate routes to accommodate the very young and elderly
- A meeting place in case family members get separated
- An out-of-town contact to notify regarding your location and safety, if you cannot get in contact with family members

Visit ready.gov/make-a-plan for more information on emergency preparedness.



NEW

FOR YOU



NOVEC customers are now enjoying new online and payment services through **SmartHub**.

You can pay your bill, manage your account, check your energy use, report an outage or contact customer service. Through **SmartHub**, there are no credit card payment fees, either.

Register your account at novec.com/SmartHub today!



Powering a bright future **FOR YOU**

novec.com |   

NOVEC is an equal opportunity provider and employer.