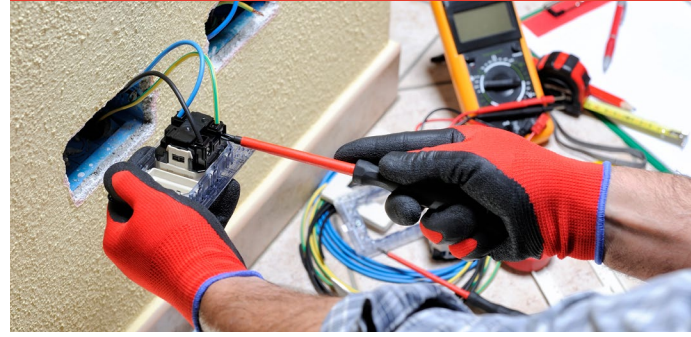


A Partnership Program that Provides Education and Protection Against Unforeseen Line and System Repairs



Northern Virginia Electric Cooperative (NOVEC) was formed in 1983 as a consolidation between Tri-County Electric Cooperative, founded in 1939, and Prince William Electric Cooperative, founded in 1941. Headquartered in Manassas, Virginia, NOVEC provides reliable electric service to more than 175,000 homes and businesses in Clarke, Fairfax, Fauquier, Loudoun, Prince William and Stafford counties, the City of Manassas Park, and the Town of Clifton.

"The educational information sent by HomeServe, at no cost to the co-op, has been very well received by our members."

Gilbert Jaramillo
Vice President of
NOVEC Solutions

"NOVEC Solutions is a NOVEC subsidiary dedicated to providing members with a network of services they can trust," said Gilbert Jaramillo, Vice President of NOVEC Solutions. "In 2018, HomeServe became our provider of repair and replacement service plans for a wide range of residential lines and systems. We've worked together to deliver exceptional customer service and other core values of education, community service and energy conservation."

IMPORTANT EDUCATION AND PROTECTION FOR HOMEOWNERS

Many homeowners don't know where to turn when there is a breakdown of systems in their homes. When this occurs, it is up to the member to find an electrician or plumber and pay the repair costs which can be expensive, is not typically covered by homeowner's insurance. Many homeowners call the utility in this case, only to learn that they cannot assist.

"NOVEC is more than just an energy provider, it's a trusted advisor to its members. As a subsidiary of NOVEC, we offer information to help them make decisions that can enhance safety and efficiency," said Mr. Jaramillo. "The educational information sent by HomeServe, at no cost to the co-op, has been very well received by our members, whether or not they have chosen to enroll in service plans."

REPAIR SERVICE PLANS AVAILABLE TO NOVEC MEMBERS INCLUDE:

- Water Heater Repair and Replacement
- Cooling
- Heating
- Interior Electrical Line
- Surge Protection
- Water Service Line
- Sewer/Septic Line



“Repair service plans promote energy efficiency. Customers with a plan are more likely to repair/replace inefficient systems and proactively address issues that could potentially waste energy.”

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When a home repair emergency occurs, homeowners contact HomeServe via the company’s 24/7/365 repair hotline. A HomeServe specialist collects information from the homeowner and a local contractor then contacts the homeowner to arrange a convenient appointment. HomeServe also follows up with homeowners to measure customer satisfaction.

Repairs are executed by fully vetted, licensed and insured local contractors providing members with peace of mind. In addition to vetting, HomeServe sends email/text verification of who is coming (including a picture of the technician), and they have records of exactly who was sent and what happened on the call.

CONSERVATION AND ENERGY EFFICIENCY

“NOVEC provides comprehensive energy conservation and efficiency education to its customers through a number of communications initiatives, including its online Energy Resource Center offering tools for calculating costs and potential savings of running various home systems,” said Mr. Jaramillo. “Repair service plans promote energy efficiency. Customers with a plan are more likely to repair/replace inefficient systems and proactively address issues that could potentially waste energy.”

ALIGNED ON SERVING OUR COMMUNITIES

“Giving back to the communities they serve has always been one of NOVEC’s priorities, and its long tradition of community service has earned it a reputation in Northern Virginia as a model corporate citizen,” said Mr. Jaramillo. “Every year, thousands of customers and their family members benefit from ongoing programs NOVEC manages. From college scholarships, to youth legislative involvement, to its Operation Round Up® program, NOVEC strives to provide value to its customers and the community it serves. As a wholly owned subsidiary, we seek out partners with the same values.”

HomeServe and NOVEC Solutions are dedicated to the communities they serve. Hands Engaged in Local Public Service (HELPS) is a NOVEC-supported effort to gather organizational resources and engage employees in projects that target community needs. NOVEC HELPS supports and sponsors a wide range of non-profit charitable, civic, educational youth activities in Northern Virginia. From feeding the homeless and supporting emergency services to raising funds to fight diseases. As part of our partnership, we are exploring joint projects with the HomeServe Cares Foundation and NOVEC HELPS to further efforts in the NOVEC community.

To learn more about how you can partner with HomeServe to bring peace of mind to your members, visit cooperatives.homeserve.com and follow us at [@HomeServeUSNews](https://twitter.com/HomeServeUSNews)

