

CUSTOMER'S MANUAL

Guide to Services and Programs



**Lomond Business
Center:**
10323 Lomond Drive
Manassas, VA 20109

Mailing Address:
P.O. Box 2710
Manassas, VA 20108

Phone Numbers:
Call 703-335-0500
or call toll-free
1-888-335-0500.

www.novec.com





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NOVEC is an equal opportunity provider and employer.

NOVEC's "Terms and Conditions for Electric Service" are available upon request by call the Customer Care Center at 703-335-0500 or 1-888-335-0500 or visit novec.com.



ABOUT NOVEC

NOVEC is a privately held, not-for-profit electric distribution system that provides reliable energy and services to more than 175,000 homes and businesses located in Clarke, Fairfax, Fauquier, Loudoun, Prince William and Stafford counties, the City of Manassas Park, and the Town of Clifton. The Cooperative's membership comprises residential, small business, large commercial, industrial, and government customers.

NOVEC generates electricity from its biomass renewable-power plant. It also buys electricity wholesale and distributes it to customers over almost 7,600 miles of power lines.

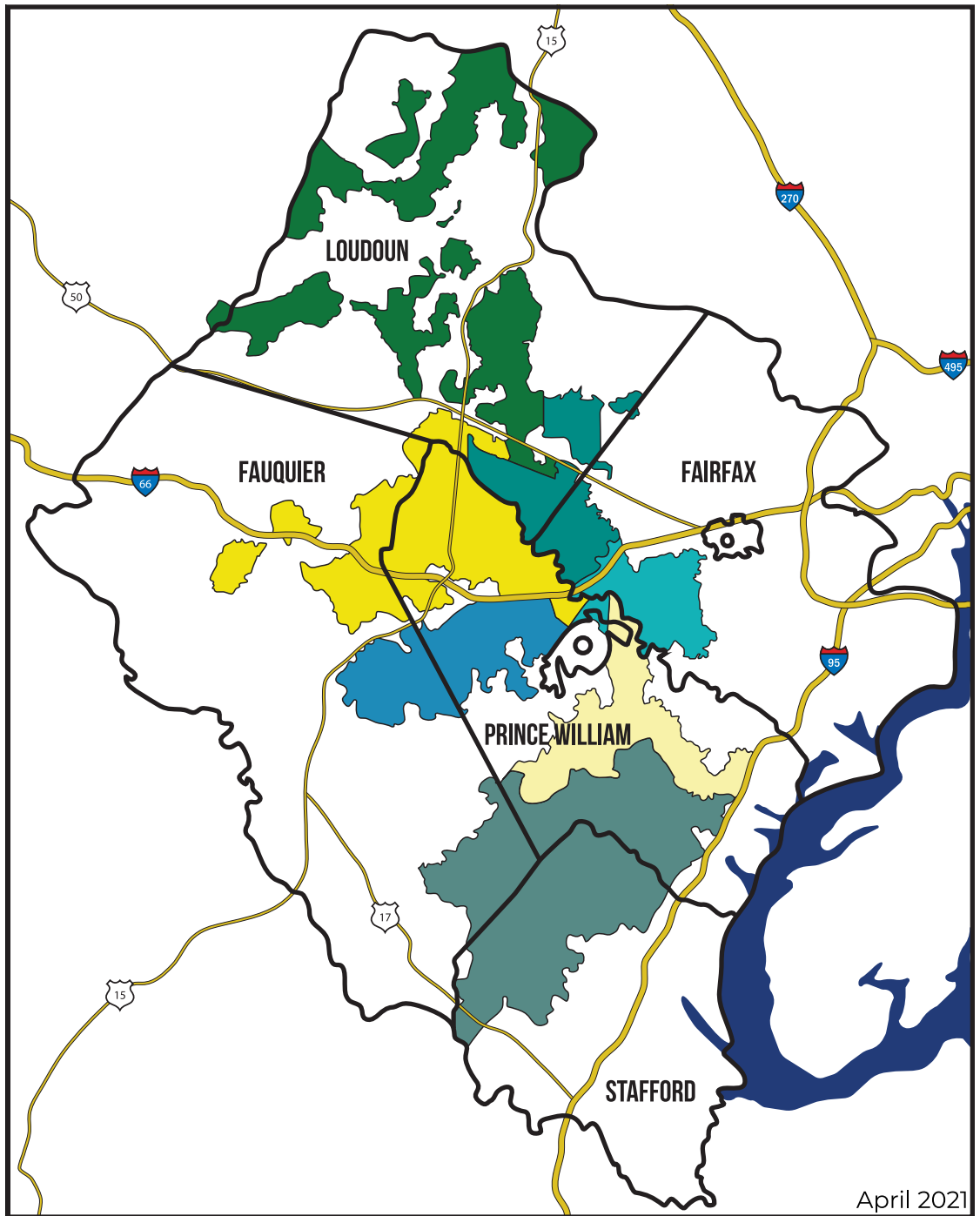
Incorporated on Jan. 1, 1983, when Prince William and Tri-County electric cooperatives consolidated, NOVEC is today one of the largest electric distribution cooperatives in the United States.

NOVEC Reliability

By keeping power flowing 99% of the time, NOVEC has been the most reliable electric utility in the Washington, D.C., region for more than 23 years.

Map Key

- District 1**
Cynthia Gilbride
- District 2**
Brent George
- District 3**
James Chesley
- District 4**
Mark Bruno
- District 5**
Wade House
- District 6**
Michael Ragan
- District 7**
Skip Albrite
- Boundary
- Potomac River



April 2021

The Board of Directors

NOVEC members elect a board of seven directors to represent NOVEC's seven geographical districts. The board in turn hires a president/chief operating officer (CEO) to manage the daily operations of the company. Customers elect directors each year, according to the bylaws, to serve four-year terms by a plurality of members' votes. Nominations may be made by a petition signed by 15 or more members and submitted at least 70 days prior to the annual meeting date.

For a list of current members of the board of directors, visit novec.com/about_novec.

Annual Meeting

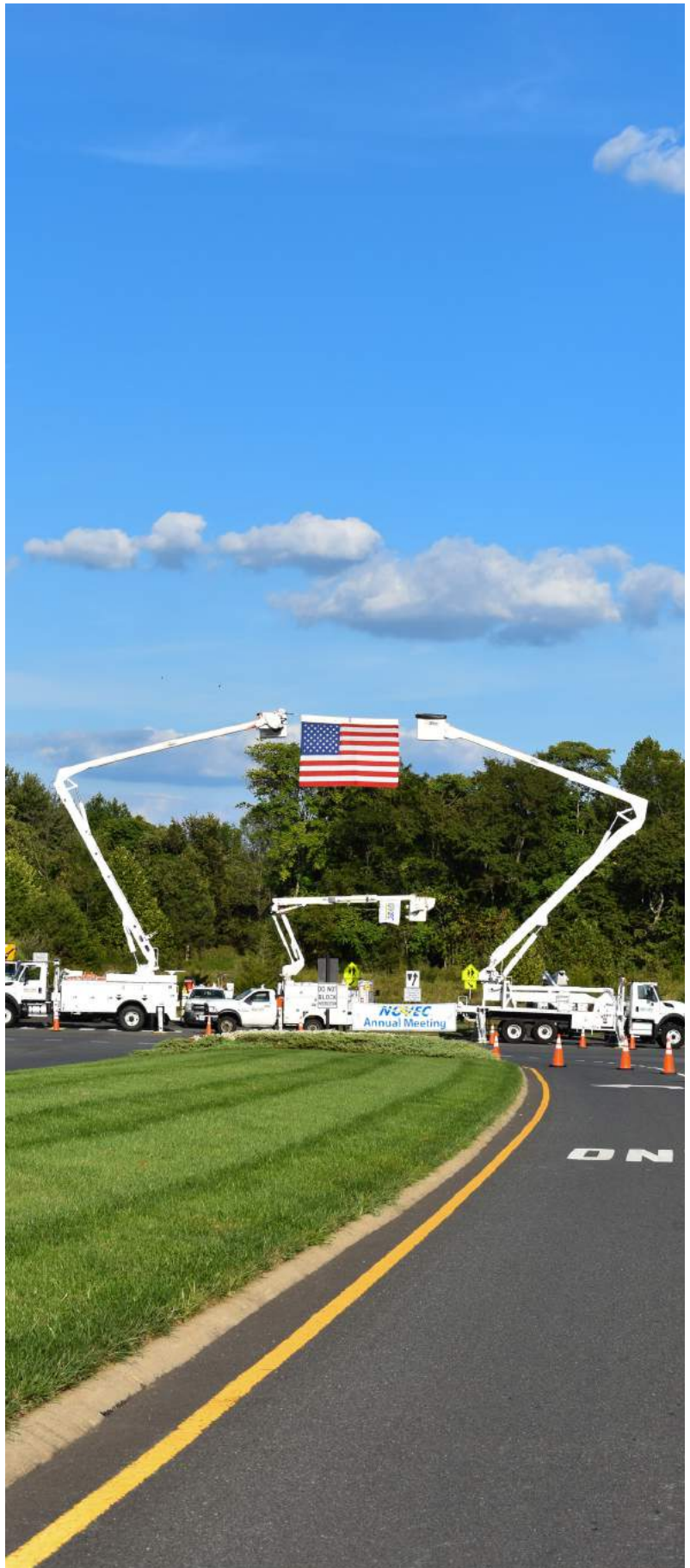
Members meet annually in September or October to elect directors and receive information about the operation and financial condition of the Cooperative. Members also have the opportunity to learn about Co-op products and services and talk with Co-op representatives.

CashBack

Like any business, NOVEC earns margins, i.e., profits. While margins for other companies go to stockholders, who may or may not be customers, NOVEC allocates margins to Cooperative customers as CashBack. The amount allocated to each customer's account is calculated in direct proportion to each customer's annual energy use and patronage received.

Every year, the board of directors reviews the Cooperative's financial condition. If it meets the requirements established by NOVEC's bankers and the Internal Revenue Service for a not-for-profit organization, the board may return a percentage of each customer's CashBack balance. When a return is made, current customers receive a credit on their bills. NOVEC mails a check* to former customers who no longer live in the service territory. CashBack is a unique cooperative benefit for customers.

**CashBack checks less than \$5 are not issued to former customers.*



SERVICE INFORMATION

Obtaining Service

Any person, firm, association, corporation, or public body desiring service from NOVEC must sign a membership application and pay all appropriate fees. The application commits the applicant to: receive electric service from NOVEC; be bound by NOVEC's certificate of incorporation, bylaws, rules, regulations, and rate schedules; and pay the applicable minimum monthly bill for NOVEC services.

Security Deposit

Residential Service

NOVEC may require the applicant or customer to deposit, as a guarantee of payment for electricity used, an amount of money not to exceed an estimate of charges for two months of electric service. Security deposits may be billed in three equal installments. NOVEC may disconnect service if the required security deposit is not paid.

The Cooperative pays interest as determined by the Virginia State Corporation Commission annually on each security deposit retained longer than 90 days. NOVEC does not retain security deposits beyond one year provided the customer

has established satisfactory credit.

The Co-op will return security deposits and accrued interest to customers who terminate service with NOVEC.

Upon request, NOVEC will provide a credit reference to customers for a period of time not to exceed 12 months after service has been discontinued.

Commercial Service

New commercial customers who have not had previous service

FEES SCHEDULE

Membership	\$1
Service connection	\$40
Collection	\$40
Reconnect after nonpayment (normal hours)	\$45
Reconnect after nonpayment (after hours)	\$65
Returned check charge	\$35
Special meter test:	
Single-phase	\$100
Poly-phase	\$155
Residential security deposit:	
Established credit	\$0
No credit history	est. two months use
Poor credit history	est. two months use
Commercial security deposit:	
Established credit	\$0
No credit history	est. two months use
Poor credit history	est. two months use
Interest on deposit	determined by the SCC
Late payment fee (after one full billing period)	1.5% per month
Underground service	per NOVEC plan

with NOVEC may be required to pay an initial deposit as a guarantee of payment for NOVEC charges. The deposit amount will not exceed estimated charges for two months of service. NOVEC gives commercial customers the option of paying the deposit by cash or check, or providing an irrevocable letter of credit from an appropriate financial institution.

Transferring or Terminating Service

Whenever occupancy or legal responsibility changes on any service, a customer must notify NOVEC within a reasonable time prior to the date of the change. Otherwise, the departing customer may be responsible for all service supplied until the Co-op receives the notice. Keeping NOVEC informed of address changes also allows the Co-op to mail future CashBack checks to the former customer.

Underground Electric Service

Underground electric service is available for residential, commercial, and industrial accounts. However, the customer must pay a portion of the increased cost of providing this service.

Temporary Electric Service

NOVEC may provide temporary electric service for customers when necessary.

Service Requirements for New Construction

NOVEC requires customers who are building a new structure to sign a membership application and pay all appropriate fees, just as if the electric facilities already existed. NOVEC also requires a properly recorded easement giving the Co-op the right to construct the necessary facilities. County, city, or town inspectors must inspect electrical wiring before NOVEC will connect electric service.



Residential

Customers or builders with new residential construction projects requiring electrical service should contact NOVEC's distribution engineering department at 703-754-6750 or 1-888-335-0500 ext. 6750. The department will provide a detailed packet of information describing the steps necessary to obtain service, from the planning stage through completion and meter installation.

Commercial and Industrial

Commercial and industrial customers should contact the Energy and Business Development division during the project design phase to discuss rate options and contract requirements. A distribution electric service agreement may be required due to facility load or type of redundancy service required.

Employee Identification

All NOVEC personnel carry identification badges at all times while on duty. Therefore, if a NOVEC employee calls on you, please ask for proper identification. You may also call 703-335-0500 or 1-888-335-0500 to verify identity. NOVEC contractors may or may not have a NOVEC issued ID. We recommend always calling to verify the identity of any contractor who claims to represent NOVEC. There are few times when an employee or contractor will request entry into a customer's home. To protect yourself and your family from people who are misrepresenting the company, always verify identity prior to granting entry.

NOVEC ENERGY BILL

Billing Information

Bills are mailed in cycles based on geographic areas. If you need assistance or require an explanation of your bill, contact the Customer Care Center.

To protect the privacy of our customers, NOVEC does not discuss account information with anyone other than the person or persons named on the account. If for any reason another person needs to be added to the account, the account holder must authorize it.

NOVEC continually looks at providing new payment options. Check NOVEC's website at novec.com for updates on payment options.



e-Billing



e-Check



EZ-Pay



In-Person/Mail



Bank



Phone

Billing and Payment Options

U.S. Mail

Mail a check to NOVEC in the enveloped enclosed with your billing statement. Include the return portion of the bill. Write your account number on the check.

e-Billing

With e-Billing, customers can receive, view, and pay their bills online with no additional fees. NOVEC notifies e-Billing customers via email when their monthly bills are available for online viewing and payment. Once registered for e-Billing, customers will receive only three more paper bills in the mail. This is our paperless option.

To register for e-Billing:

Visit novec.com/paymentoptions to sign up.

We can make a separate bank option if we need to. Paying through a personal bank isn't necessarily eBilling related.

Advantages of e-Billing:

- Ability to schedule payments.
- Viewing and paying online.
- Around-the-clock availability.

e-CHECK

With e-CHECK, NOVEC automatically deducts the amount of your bill electronically from your bank account each month. Once enrolled, you will receive a monthly statement from NOVEC detailing your account activity and the amount due. The payment date is the approximate date your bank account will be debited for the amount due. The statement is yours to keep for your records.

To sign up for e-CHECK:

- Call NOVEC to request an enrollment form or sign up online at novec.com/paymentoptions.
- Complete and sign the form and attach a voided check from your checkbook or a deposit slip for your savings account.
- Make sure your NOVEC account number, your bank account number, and the bank's name are correct.
- Mail the documents to NOVEC, attn: Customer Care Center, P.O. Box 2710, Manassas, VA 20108, or deliver them to NOVEC's Lomond Business Center in Manassas.
- The first payment from your bank account will occur approximately six to eight weeks after NOVEC receives your authorization.

Advantages of e-CHECK:

- Saves time and money.
- No fees.

EZ-Pay

Pay your bill quickly and securely from any phone or computer with internet access by using the EZ-Pay bill payment service. You can pay by ATM card*, credit card (MasterCard, Visa, or Discover), debit card, check-by phone, or electronic check. ATM transactions do not require a PIN.

With EZ-Pay, there is a \$2,000 maximum per transaction/ per week. EZ-Pay charges a convenience fee of \$2.45, which will be reflected on your credit card or bank statement.

To use EZ-Pay:

Dial 1-888-335-0500 and press 2 or visit novec.com/paymentoptions.

Advantages of EZ-Pay:

- 24/7/365 bill-payment access.
- No phone delays or waiting time.
- Accepts credit cards, ATM cards, debit cards, and electronic check (ACH) payments.
- Payments post the next business day.
- Accessible through novec.com. Conduct transactions in English or Spanish.

Late payment penalties will apply if the amount due is not received by the due date. You should submit your EZ-Pay payment at least three business days ahead of the due date.

Quick Collect

If you are not near a NOVEC office, you can pay your bill in cash at any Western Union Quick Collect office. Visit westernunion.com and use your ZIP code to find a location near you. Your payments will post on the next business day. Have your NOVEC account number ready. Fee: \$2.50.

NOVEC Kiosks

You can pay bills with cash, check, debit, or credit card at NOVEC's kiosks. When paying by credit card a \$2.45 fee will be assessed for each \$500 amount of the payment. The kiosk located in the Manassas office lobby on Lomond Drive is available Monday through Friday, 8:15 a.m.-5 p.m. Two outdoor kiosks located at the Woodbridge office on Minnieville Road are available 24/7.

Pay in Person

You may also pay in person in the Manassas office on Lomond Drive Monday through Friday, 8:15 a.m.-5 p.m.

Levelized Billing

Levelized Billing prevents drastic changes in your monthly bills, even in the coldest and hottest months of the year. Based on a rolling 12-month average, a levelized bill is the average of the previous 11 months of electricity billing and the current month's billing for the service address.

To sign up for Levelized Billing, call NOVEC's Customer Care Center at 703-335-0500 or 1-888-335-0500.

Drop Box Payment**

Drop your payment (no cash, please) into one of the bill-payment deposit boxes located at NOVEC's Manassas office on Lomond Drive and our office on Wellington Branch Drive in Gainesville. Please allow 2-3 business days for posting drop-box payments.

In-Person Payment**

Visit NOVEC's Lomond Business Center in Manassas, Monday-Friday, 8:15 a.m. to 5 p.m.

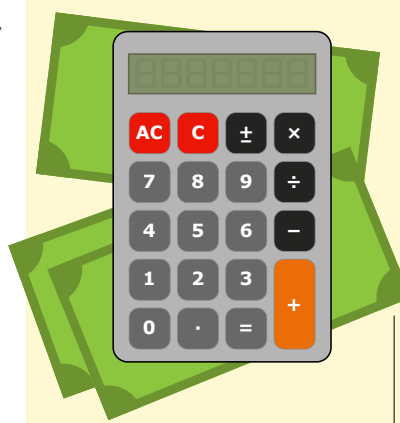
Mailing a Payment**

Use the envelope supplied with your billing statement to mail a payment. If you have questions about your bill, call NOVEC's Customer Care Center from 7:30 a.m. to 6 p.m., Monday-Friday.

***ATM cards with the STAR, NYCE, Pulse and Accel logos are currently accepted.**

Additional ATM networks may be added in the future.

****Please include payment stub.**



avoid surprises with
LEVELIZED BILLING

three reasons to sign up

REASON 1:
Levelized billing prevents drastic changes in your bill, even during the **hottest** or **coldest** months of the year.

REASON 2:
A levelized bill averages the previous 11 monthly bills and the current month's bill for a service address.

REASON 3:
Because the levelized billing amount is recalculated each month based on a rolling average, there is no need to settle up balances annually.

Reconciliation of your account will be necessary only if you move or stop participating in the program.

YOUR PREVIOUS 11 MONTHLY BILLS
+ **CURRENT MONTHLY BILL**

12 MONTHS

=

YOUR NEW
Levelized Bill
(rounded up to the nearest dollar)

Join Anytime

If NOVEC has been providing electricity to your service address for at least one year and your account is current, you are eligible to participate in levelized billing. NOVEC will calculate your levelized payment based on the average billing for your home.

Call 703-335-0500 or 1-888-335-0500 to sign up today.

Collection Procedures

Late Payment

When payment is not made within one full billing period from the date of the bill, the account will be classified as past due. A late-payment charge of 1.5% per month, translating to 18% a year, will be added to all amounts billed, excluding local utility taxes. Each customer's statement shows the date the bill was mailed and the date the payment must be received to avoid a late-payment charge.

Customers with past-due balances will be notified in writing on the next billing statement that the account must be paid within 10 days. *This notice will be the only one issued.* If payment is not made within the 10-day period, NOVEC personnel will make a collection visit. A \$40 collection fee will then be added to the amount due. If payment is not made at the time of the visit, service may be disconnected without further notice.

Upon payment of all amounts due to NOVEC, service may be reconnected during normal business hours.

NOVEC will charge a reconnect fee for any service that has been disconnected due to nonpayment, in addition to the collection fee. If a customer makes a request before 5 p.m. during the workweek for a reconnection, the fee will be \$45. If the request is made between 5 p.m. and 5:45 p.m., the fee will be \$65. The collection fee and the past-due balance must be paid.

Returned Check

When a payment is returned unpaid for any reason, the customer will be charged a \$35 fee. NOVEC does not honor any post-dated checks. All checks are processed on the day of receipt. Customers who have more than two checks returned from a bank on their account within a 12-month period will be required, without exception, to make their monthly payment in cash, by money order, or by credit card for a period of one year.

Energy Theft

NOVEC may refuse to connect or reconnect service to a customer for any violation of its rules and regulations; the Schedule of Rates and Charges provisions; or the customer's application form. NOVEC may discontinue service to a customer for the theft of electric current or the appearance of current theft devices on a customer's property. Disconnection for energy theft does not release a customer from the obligation to pay NOVEC for services as specified in the membership application.

Problem Resolution Procedure

PROBLEM RESOLUTION

An inquiry and problem resolution procedure has been established by NOVEC to handle various situations. Cooperative employees involved in the procedure are available during normal working hours from 8:15 a.m. to 5 p.m., Monday-Friday. In addition, many questions may be answered by calling NOVEC's Customer Care Center, Monday-Friday from 7:30 a.m. to 6 p.m.

The Virginia State Corporation Commission regulates NOVEC. The SCC approves the Cooperative's rates, fees, and all terms and conditions of service. Customers may contact the SCC by:

Mail: VA SCC
P.O. Box 1197,
Richmond, VA 23218

Phone: 1-800-552-7945, 1-804-371-9967

Fax: 804-371-9350

Web: scc.virginia.gov



SERVICES & PROGRAMS

Security Lighting

NOVEC offers a lighting program for customers who need extra light to brighten a path or provide added security. NOVEC will install a light-emitting-diode (LED) light on an existing utility pole or on a new pole. By using a photocell, the light will operate from dusk to daybreak. A customer must sign a separate agreement when requesting security lighting.

Customers can also pay a fee to have their

existing security lights replaced or retrofitted to be "dark-sky friendly." Dark-sky friendly security lights help cut glare and reduce sky glow.

Unless NOVEC receives a specific request from a local governmental body to use decorative lights, NOVEC will install only LED dark-sky friendly security lights.

For more information, visit novec.com or call the NOVEC Customer Care Center at 703-335-0500 or toll-free at 1-888-335-0500.

Metering

NOVEC tests electric meters periodically as part of the Cooperative's system-maintenance program. Customers may also request meter tests. The Co-op will assess a nominal fee when it tests a meter within two years of installation or within two years of finding the meter to be accurate.

Residential and Business Energy Management

NOVEC's energy resource center allows customers conduct virtual energy assessments of their homes and businesses and offers tools to help them compare the costs of various lighting improvements, thermostat options, and appliance upgrades tips. Visit novec.com/erc today.

Cooperative staff members are also available to suggest ways residential and commercial customers can save energy and money through a variety of home and business energy-management improvements. Customers can learn about energy management by contacting the Cooperative and asking to speak to an energy-management professional.

Electrical Safety Education

NOVEC staff members conduct electrical safety programs for schools, clubs, and organizations within NOVEC's service territory. For more information, contact NOVEC's Customer Care Center.

Load Management Program

Maintaining low electric rates is a top priority for the NOVEC Board of Directors and staff. Participants in our load-management program help keep wholesale power costs down by allowing NOVEC to install load-management switches on their electric water heaters and/or central air-conditioning systems (including heat pumps). Installation is done at no cost and at the customer's convenience.

During NOVEC's "rush hours" of peak demand, when electricity consumption increases, the Co-op may use the switches to turn the water heater off for two hours or less and/or the central air-conditioner compressor off for 7.5 minutes out of every half hour. Peak-demand periods usually occur only on very hot summer afternoons or very cold winter mornings, and last for just a few hours.

Free Water Heater Repair: Customers with load-management switches installed on their electric water heaters qualify for our free water heater repair program. NOVEC will provide same-day response to complaints regarding hot water, and will replace elements, fuses, thermostats, and reset buttons at no cost for as long as the switch is installed. Note: Replacing a leaking water heater is not covered.

Installation of load-management switches on your appliances will not void manufacturers' warranties. If you find the program to be incompatible with your lifestyle, NOVEC will remove the load-management switch upon your request at no charge.



Operation Round Up®

Participants in NOVEC's Operation Round Up® program agree to have their monthly bills "rounded up" to the next dollar to help NOVEC customers in need. For example, if a monthly bill is \$83.47, it would round up to \$84. The extra 53 cents would be contributed to ORU.

ORU distributes the money to charitable organizations. These organizations distribute the money to NOVEC's customers who qualify for emergency energy assistance. The Cooperative absorbs all administrative costs.

Cooperative Living Magazine

Ten times a year, customers receive *Cooperative Living*, a magazine published by the Virginia, Maryland & Delaware Association of Electric Cooperatives. NOVEC is a member of VMDAEC. The magazine provides information on energy, state and national legislation that affects electric cooperatives, and other topics of interest. The SCC recognizes *Cooperative Living* as NOVEC's official communication tool for all legal notices regarding changes in electric rates or terms and conditions of electric service, or for announcing meetings. Look for the NOVEC section in the middle of each issue for features and news specifically for NOVEC customers. In addition, find *Cooperative Living* at novec.com.

What's Current Bill Insert

Ten times a year you will receive *What's Current* with your billing statement. This newsletter provides information about NOVEC's programs and services, as well as energy-saving tips and other news. A version of *What's Current* is also available by email.

NOVEC Affiliates

The Co-op operates affiliated for-profit companies, including NOVEC Solutions, NOVEC Energy Solutions, and NOVEC Energy Production.

NOVEC Solutions provides energy-efficient water heaters, home-protection services, solar photovoltaic systems, and standby generators through contractors. NS also provides engineering, construction, and optical data networking services to commercial customers. To learn more about the products and services currently available from NOVEC Solutions, visit novec.com/ns or contact Business Development & Energy Services at 1-888-335-0500 ext. 1503.

NOVEC Energy Solutions offers natural gas at competitive prices for homes and businesses in Virginia, Maryland, Pennsylvania, and Washington, D.C. For more information and current pricing, visit novecenergysolutions.com or call 1-866-511-9005. NES also offers through a contractor a service that delivers heating, ventilation, and air conditioner filters to customers' homes and businesses.

NOVEC Energy Production manages the Co-op's biomass power plant near South Boston, Virginia. The plant burns wood-waste chips in an environmentally controlled chamber to generate renewable electricity.



OUTAGE INFORMATION

NOVEC's service reliability has been the best in the region for more than 23 years. However, events beyond the control of the Cooperative — vehicle accidents, equipment failures, storms, or other occurrences of nature — make it impossible to guarantee uninterrupted service.

Reporting a Power Outage

- Whenever you lose power, first check your breaker panel in your home to determine if it is an isolated problem before notifying NOVEC.
- Visit novec.com/stormcenter to view current outages and report any outages that do not appear on the storm center map.
- Power outages may also be reported by logging into your novec.com account, or via text message.
- To report the outage by phone, call NOVEC's interactive voice response system (IVR) at 703-335-0500 or toll-free 1-888-335-0500, 24 hours a day, seven days a week.
 - You will be greeted by an automated menu that will walk you through the reporting process.
 - You will be asked to enter the telephone number at the location of the outage.
- To verify the phone numbers NOVEC has on record for you, call 703-335-0500 or 1-888-335-0500, and follow the menu directions. Be sure to have your NOVEC account number handy when you call.

Service Restoration

When power outages occur, our goal is to restore service as safely and quickly as conditions permit. We use modern technology to receive outage reports, identify probable causes, and restore service. Our personnel respond to outage reports 24/7/365 and have consistently outperformed other regional electric utilities in keeping the lights on for customers.

Customers with serious medical conditions should decide whether to move to a location where necessary care can be provided. Learn more at NOVEC's website. Search for "serious medical condition."

During a Power Outage

When power outages occur, NOVEC works hard to restore service quickly, but there are times when restoring your power may take longer. Follow these measures if an extended outage occurs:

- Keep the refrigerator and freezer doors closed as much as possible. The refrigerator will keep food safely cold for about four hours if it's unopened. A full freezer will hold its

temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed. Keep a cooler handy to store milk, fruit and other frequently used perishables.

- Stock your pantry with foods requiring little or no cooking, such as canned fruit, tuna, chicken, and pasta meals, and dried milk.
- Have flashlights, portable battery-operated radios, a fresh supply of batteries, and matches on hand. The radio can bring you weather reports and information about NOVEC's restoration work. We recommend having at least one telephone in your home that does not require electricity.
- For more information and to view our online outage map, visit novec.com/outageinfo.

SAFETY INFORMATION

Overhead Power Lines

Treat every power line as “live” (energized) and dangerous. Report broken poles, trees on power lines, or fallen electric lines to NOVEC and the police immediately. Take necessary precautions to keep other people away from the area until qualified personnel arrive on the scene.

If a power line falls on a vehicle, stay away and avoid making contact. Report the incident to the Cooperative and police immediately. If someone is inside the vehicle, ensure the person remains inside. Do not touch the vehicle under any circumstances.

Underground Power Lines

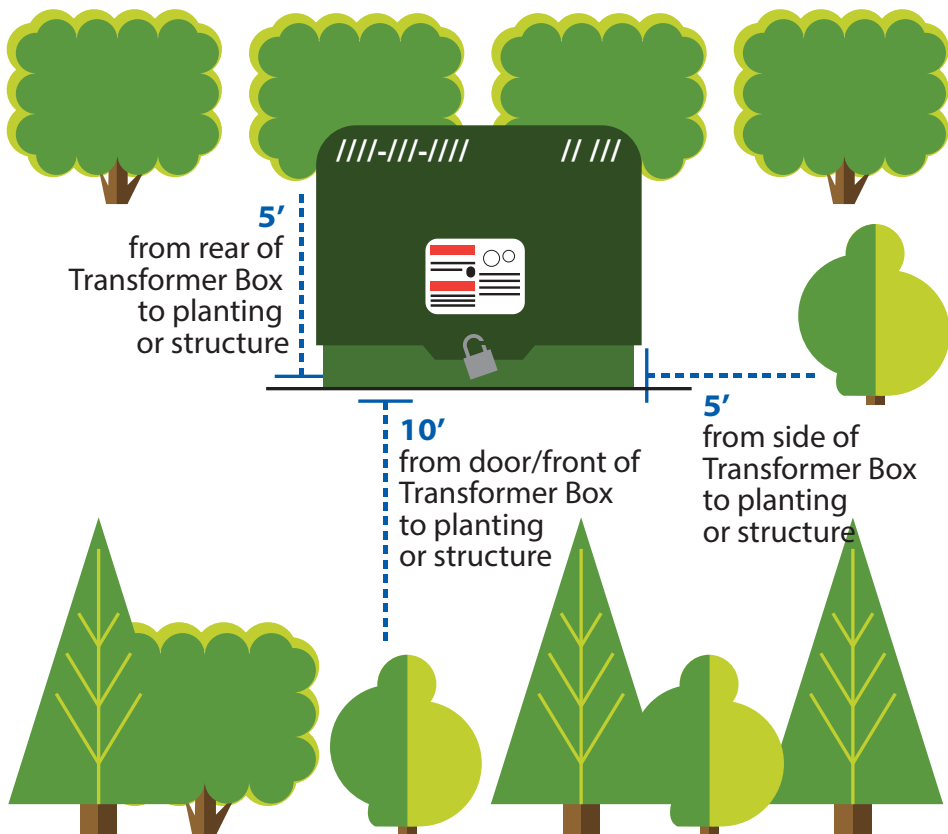
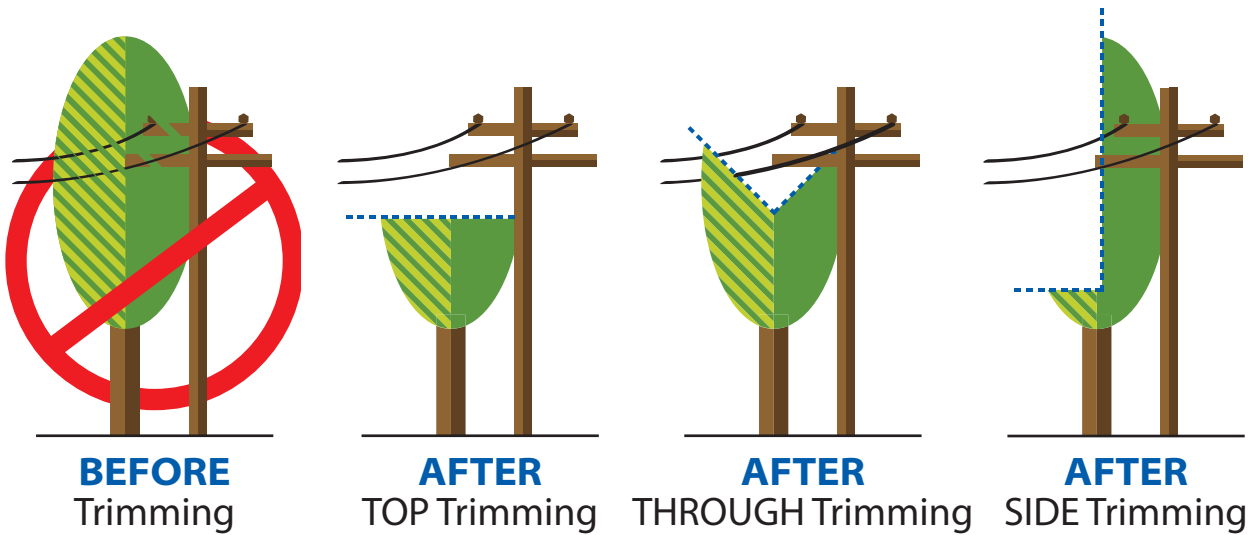
If you plan to dig or excavate in an area where there may be underground utilities, you are required by law to call 811 at least 48 hours before you dig. A representative will mark the location of electric lines on your property so you can avoid them when digging. The markings only indicate where not to dig. Please see right-of-way information for planting guidelines. For more safety information, visit novec.com/safety.

RIGHT-OF-WAY INFORMATION



Right-of-Way Maintenance

NOVEC's right-of-way maintenance reduces outages and improves public safety. NOVEC tree-trimming contractors patrol all overhead utility lines every three years. They trim trees back at least 10 feet from lines and remove dangerous trees. Crews employ natural and lateral tree-trimming techniques to improve clearance conditions and preserve the trees' health and aesthetic beauty. The Cooperative has the right to keep its 30-foot-wide easements clear of trees, shrubbery, landscaping, undergrowth, and other obstructions. To allow access for line repair and maintenance, crews use herbicides where necessary on and along rights of way to eliminate the regrowth of brush and other unwanted vegetation.



Landscaping Around Electrical Equipment

Trees planted near overhead electric lines must grow less than 20 feet tall at maturity. *NOVEC does not allow planting new trees or woody shrubs within its overhead and underground utility easements.* Trees growing close to power lines can cause outages. They are a safety hazard and require costly, repetitive trimming. Never plant trees or shrubs within 10 feet of electric poles or guy wires; trees too close make it impossible for line technicians to climb poles when required. If you have underground electric service, please keep plants and shrubs at least 10 feet away from the front and 5 feet away from the sides of all above-ground transformers. NOVEC employees and contractors must have access to this equipment to perform routine maintenance and to restore service during outages. Improperly planted materials will be removed when found.

NONDISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- 1. Mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410
- 2. Fax:** (202) 690-7442
- 3. Email:** program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.



Report Outages

The System Control Center is staffed 24 hours a day, seven days a week, even on holidays. To report outages, call 703-335-0500 or toll-free 1-888-335-0500.

Customer Care Center

Monday-Friday, 7 a.m.-6 p.m.
Call 703-335-0500 or toll-free 1-888-335-0500
customerservice@novec.com