

Dear Mr. Burruano:

The following procedure should be used by the residents of Fairfax Station when filing a claim for damages caused by negligent work practices performed by, or on behalf of, NOVEC. The initial correspondence can be emailed to claims@novec.com or reported to NOVEC at (703) 392-1550 during normal business hours. The initial communication should include the following: 1) the address where the damage occurred; 2) the date and estimated time of the event; and 3) a brief explanation of what happened. It would also be helpful if the notification contained a reference to the Fairfax Station HOA. As part of our investigative process, NOVEC will collect information from various sources relevant to the incident and make a determination of liability. If we determine NOVEC has contributed to the incident through our negligence, we will provide the claimant with additional claim related correspondence in order to settle the matter. I have also attached a PDF file containing our "Terms and Conditions for Providing Electric Service" as filed with the Virginia State Corporation Commission. I would recommend that a copy of this document be provided to each resident of the HOA as it contains the basis for our claims adjudication process. Thank you for your help in this matter and, if you would, kindly acknowledge receipt of this email for my files.

Patrick Toulme
VP & Counsel
703-392-1557