



FAQs for 2018 Natural Gas Enrollment Period

What is NOPEC?

NOPEC (Northeast Ohio Public Energy Council) is a non-profit group of over 200 communities that negotiates lower utility rates. As Ohio's largest energy aggregator, NOPEC buys gas and electricity in bulk to help lower customers' utility bills. Since 2001, NOPEC has saved residents and businesses over \$300 million.

Why did I receive this letter from NOPEC?

You live in a NOPEC member community. This means that the residents in your community voted to allow governmental opt-out energy aggregation. Your community leaders chose to join NOPEC. As a NOPEC community, you can take advantage of natural gas supply rates negotiated specifically for NOPEC customers. All eligible natural gas accounts in your community are enrolled into the aggregation program unless you pro-actively opt-out.

NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to send these opt-out letters to all residents that qualify to participate in the NOPEC Natural Gas Aggregation every 2 years. To remain a NOPEC customer, there is no action required from you. You don't need to fill out or return anything. However, if you want to choose another gas supplier or return to the Standard Choice Offering with your local utility, fill out the opt-out card included with your letter and return it by mail or by fax at 440-774-4422.

What does NOPEC charge for its services?

NOPEC receives no public funds, and its member communities are not charged any dues or fees. NOPEC's administrative expenses, such as the cost of the opt-out mailings, staffing and expenses, are paid for by fees from the energy suppliers.

Are there any monthly fees that will be added to my bill if I enroll in NOPEC's Natural Gas Program?

No. You will be billed for the natural gas that is supplied to you. There are no additional fees from NOPEC.

If I enroll in NOPEC, will I be switching utilities?

No, you will not. Your utility will still be Dominion East Ohio or Columbia Gas of Ohio. They will continue to deliver your natural gas, read your meter usage and send your bill. NextEra Energy Services Ohio, through NOPEC, will provide your natural gas supply. Your natural gas supply shows up as a line item on the bill you receive from your utility.

Will my service be interrupted when I switch suppliers?



No, your gas service will not be interrupted.

What do I need to do to enroll in NOPEC?

If you received an enrollment packet in the mail, you do not need to do anything to stay in NOPEC's natural gas program. Your account will automatically be enrolled for the next contract period starting April 2018 through December 2019.

What are NOPEC's rates?

In the enrollment letter you received, there are two rate options listed for NOPEC customers. Option 1 is the Program Price Option. If you are enrolling in NOPEC for the first time or are already a member of NOPEC's Program Price, you will automatically be enrolled in this option for the new contract period from April 2018 through December 2019. Your rate is listed in your enrollment letter, or you can verify NOPEC's Program Price rate online at nopec.org under the pricing tab.

The second option is to join NOPEC's Variable Rate program. The monthly variable price is \$.02/Mcf or \$.002/Ccf less than your monthly utility's Standard Choice Offer. Enrollment in this program is limited and you must call 855-NOPEC01 (855-667-3201) to enroll in this option. If you are already enrolled in NOPEC's Variable Rate program, you do not need to take any action to remain in this program.

If I enroll in NOPEC and change my mind, are there any termination fees?

You may terminate the agreement anytime without penalty. You will have to pay for the natural gas supplied by NOPEC until the date of the switch. But there is no early termination fee.

I want to enroll but didn't receive an enrollment letter? What do I do?

There are several reasons why some customers may not have received an opt-out notice:

- You may have previously signed a notice from the utility that prohibits them from releasing a customer's information to independent suppliers.
- You may be under contract with another supplier and are not eligible.
- You may have been inadvertently excluded from the database acquired from the utility.
- You may be ineligible because you are on a Percentage of Income Payment Plan (PIPP) or are not current on your payments to the utility.
- You may have requested to be on the "Do Not Aggregate" list.

For more information, contact NOPEC's Customer Service Line at 855-NOPEC01 (855-667-3201).

I want to opt-out of NOPEC, what do I need to do?

Fill out the opt-out card included with your enrollment letter and return it by mail or by fax at 440-774-4422 no later than February 23, 2018.



If someone opted out two years ago, do they have to opt out again?

By law, if a customer opted out 2 years ago and did not choose an alternative supplier (remained with their utility's standard service offer or SCO) they must opt out again.

Why do I have to pay for the stamp on the opt out card?

NOPEC is a non-profit entity. We cover the cost of the letters giving all our customers the option to opt out of NOPEC, but we don't pay the postage to opt out of our program. To save postage costs, you can choose to fax your opt-out form to 440-774-4422.

How do I permanently get removed from the opt-out mailing list?

Call NOPEC's Customer Service Line at 855-NOPEC01 (855-667-3201).

If I'd like to speak to someone regarding my questions, who can I call?

Call NOPEC's Customer Service Line at 1.855.NOPEC01 (855-667-3201). We also encourage you to visit our web site at nopec.org for more information.