



FAQs for 2023 Electric Enrollment

What is NOPEC?

NOPEC is a governmental energy aggregation that combines the buying power of over 240 Ohio communities to negotiate competitively priced electricity and natural gas.

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. NOPEC negotiates electric supply rates exclusively for NOPEC community members. NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to send these opt-out letters every 3 years to all residents and small businesses that qualify to participate in the NOPEC electric aggregation.

What do I need to do?

To enroll as a NOPEC customer, there is no action required from you. You don't need to fill out or return anything. All eligible electric accounts are enrolled into the aggregation's Standard Program Price option. You can view additional NOPEC products, including monthly variable, 12- or 24-month fixed term products, and 100% renewable options online at nopec.org/electric or by calling NOPEC's Customer Care Center at 1-855-667-3201.

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

If you want to choose another electricity supplier or remain on the utility's Standard Service Offer (SSO), fill out the opt-out form included with your letter and return it by mail or by fax to 440-774-4422 by May 2, 2023.

What does NOPEC charge for its services?

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

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

No. You will be billed for the electricity that you use. 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 the Illuminating Company, Ohio Edison, or American Electric Power, depending on where you live. They will continue to deliver your electricity, read your meter and send your bill. NextEra Energy Services Ohio, through NOPEC, will provide your electric supply. Your electric supply charges show up as a separate line item on the bill you receive from your utility.

Will my service be interrupted when I switch suppliers?

No, your electric service will not be interrupted.

What do I need to do to enroll in NOPEC?

If you received an enrollment letter in the mail, you do not need to do anything to enroll in NOPEC's electric program. Your account will automatically be enrolled for the next three-year term starting with your June 2023 meter read date.

What are NOPEC's rates?

NOPEC's initial Standard Program Electric Price will be 6.45 cents per kWh from your June 2023 to your December 2023 meter read dates. This is significantly lower than the projected Standard Service Offer (SSO) rate the utility will be offering during this same period. You can verify NOPEC's Standard Program Price anytime online at nopec.org/electric. All eligible accounts will automatically be enrolled in this option for the term beginning in June 2023.

NOPEC also offers a Monthly Variable Price that is a percentage off the utility's Price to Compare (PTC), 12 and 24-month fixed term rates, and 100% renewable options. To view pricing on these electric program options and prices, go to nopec.org/electric or call 1-855-667-3201.

Enrollment in the Monthly Variable Price is limited and subject to availability.

I previously enrolled in one of the fixed term products. Do I need to do anything now?

There is no action needed at this time to continue your enrollment under your requested Fixed Term product. Your account will remain enrolled under your preferred product based on the confirmation letter and updated Terms of Service that were sent to you at the time of your election.

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 electricity 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 enrollment 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 Home Energy Assistance Program (HEAP) 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 Care Center at 1-855-667-3201 (1-855-NOPEC-01).

If I opted out three years ago, do I have to opt out again?

By law, if a customer opted out 3 years ago and did not choose an alternative supplier (remained with their utility's Standard Service Offer or SSO) they must opt out again.

Why do I have to pay for the stamp to mail my opt out form?

NOPEC is a Council of Governments representing our member communities. We give all of our customers an opportunity to opt-out of NOPEC at any time without any termination fees or penalties. To control operating costs, we do not pay postage costs to mail in an opt-out notice. To save postage costs, you can choose to fax your opt-out form to 440-774-4422 or call NOPEC's Customer Care Center at 855-667-3201.

How do I permanently get removed from the aggregation enrollment mailing list?

You can file with the [Public Utilities Commission of Ohio](#) (PUCO) to be on the "Do Not Aggregate" list.

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

Call NOPEC's Customer Care Center at 1-855-667-3201 (1-855-NOPEC01). They are available 24/7 to take your call. We also encourage you to visit our web site at nopec.org for more information.