



FAQs for 2023 Natural Gas Enrollment

What is NOPEC?

The Northeast Ohio Public Energy Council (NOPEC) is a governmental energy aggregation that combines the buying power of 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 natural gas 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 2 years to all residents and small businesses that qualify to participate in the NOPEC natural gas aggregation.

What do I need to do?

To remain a NOPEC customer, there is no action required from you. You don't need to fill out or return anything. All eligible natural gas accounts are enrolled into the aggregation's Standard Program option. You can view additional NOPEC products, including monthly variable and 12- or 24-month fixed term products, online at nopec.org/gas 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 gas supplier or return to the utility's Standard Choice Offer (SCO), fill out the opt-out form included with your letter and return it by mail, by fax to 440-774-4422, or by calling NOPEC's Customer Care Center at 1-855-667-3201 by May 10, 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 Natural Gas Program?

No. You will be billed for the natural gas 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 Dominion East Ohio or Columbia Gas of Ohio. They will continue to deliver your natural gas, read your meter and send your bill. NextEra Energy Services Ohio, through



NOPEC, will provide your natural gas supply. Your natural gas 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 gas 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 stay in NOPEC's natural gas program. Your account will automatically be enrolled for the next two-year term starting with your June 2023 meter read date.

What are NOPEC's rates?

In the enrollment letter you received, the initial price for NOPEC's Standard Program option is listed for NOPEC customers. You can verify NOPEC's Standard Program price online at nopec.org/gas. 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 \$.02/Mcf below the utility's Standard Choice Offer (SCO) and 12 and 24-month fixed term rates. To view pricing on these natural gas program options and prices, go to nopec.org/gas or call 1-855-667-3201.

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

What if I previously enrolled in NOPEC's Monthly Variable Price program?

Customers currently enrolled in NOPEC's Monthly Variable Price program that want to continue to receive the Monthly Variable Rate must contact NOPEC's Customer Care Center at 1-855-667-3201.

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 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 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 two years ago, do I 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 Choice Offer or SCO) 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 1-855-667-3201.

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

Call NOPEC's Customer Care Center at 1-855-667-3201 (1-855-NOPEC01).

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 website at nopec.org for more information.