



Natural Gas Program FAQs

How do I join NOPEC?

If you live in a NOPEC community, you are automatically included, unless you choose not to be. Ohio has what is called an “opt-out” procedure. This means that all eligible customers in an aggregated community become part of the buying group unless they take specific action to opt-out of the aggregation. Opt-out notices are sent to every eligible natural gas customer every two years.

I live in a NOPEC community, but I am with a different supplier. Can I still join NOPEC?

You should check with your current supplier to determine any early termination fees that may be a part of your contract with them. If you decide to leave before the end date of your contract, you may be subject to those fees. Call the NOPEC customer care line at 855.667.3201 (855-NOPEC01) to enroll.

If I join NOPEC’s natural gas aggregation program, who will deliver my natural gas, read my meter, send my bill, and respond to emergencies?

Your local natural gas utility will be responsible for the delivery of natural gas to your home or business. Since your natural gas utility owns the pipes, they will continue to read your meter usage and send you your bill. On the bill, there will be a line item for NOPEC/NextEra Energy Services Ohio, LLC for your natural gas supply. In the case of a power outage, you would still call your local utility company. The PUCO will still oversee the safety and reliability of the service provided by your natural gas utility.

Is there a termination fee if I decided to switch suppliers after enrolling with NOPEC?

No. You terminate the agreement any time without penalty. You will have to pay for the natural gas supplied by us until the date of the switch.

Can I remain on budget billing?

Call NOPEC's customer care line at 855.667.3201 (855-NOPEC01) to find out more about budget billing.

Are there any monthly fees I should be aware of?

No. There are no additional fees from NOPEC/NextEra Energy Services Ohio, LLC aside from your gas supply charge. You will have separate charges for the delivery services performed by the utility.

What is NOPEC's relationship with NextEra Energy Services Ohio, LLC?

In September 2013, NOPEC entered into an agreement to buy Natural Gas for NOPEC customers from NextEra Energy Services Ohio, LLC. That agreement continues through early 2020.

Does NOPEC require selected gas suppliers to have a "buy Ohio gas" procurement commitment in a percentage to encourage Ohio economic development?

Our current natural gas contract with NextEra Energy Services Ohio, LLC specifies using 70% Ohio shale natural gas resources. We believe in using our buying power to strengthen the Ohio economy.

For more information about NOPEC's Natural Gas Aggregation, go to nopec.org or call 855-667-3201 (855-NOPEC-01).