



## **Electric 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 electric customer every three years.

### **I live in a NOPEC community, but I am with a different electric 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 electricity aggregation program, who will deliver my power, read my meter, send my bill, and respond to emergencies, such as power outages?**

Your local electric utility will be responsible for the delivery of electricity to your home or business. Since your electric utility owns the wires and poles that deliver power to you, they will continue to read your meter, send your bill, and restore power after an outage.

### **My neighbor works for the local utility company. Will my communities’ aggregation program cause him to lose his job?**

No. Governmental aggregation programs such as NOPEC’s have no impact on the local utility or its employees. In fact, there are utility employees that are active members of the aggregation program.

### **Are there any cancellation fees for the electricity aggregation program?**

No. There are no cancellation fees and no early termination fees.

### **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.

### **Who is NextEra Energy Services Ohio, LLC?**

NextEra Energy Services of Ohio, LLC (NESO) is an electric supplier that NOPEC has chosen to serve our electric aggregation customers. NESO's parent company, NextEra Energy, Inc., is a financially strong, leading clean-energy company that is first-in-class among energy suppliers.

### **What is NOPEC's program price?**

Under the NOPEC-NESO retail electric aggregation supply agreement, customers will automatically be enrolled in Option 1: NOPEC's Program Price of competitive rates based on favorable wholesale purchase prices available in the market. Go to [nopec.org](http://nopec.org) to view the current program price.

### **Is there a variable rate option?**

NOPEC electricity customers in The Illuminating Company's and Ohio Edison's territory have the option to choose. Option 2: NOPEC's Variable Rate of 6% off the utility's Price to Compare (PTC) for residential customers and 4% off the PTC for small commercial customers. This variable rate option is available for up to 7,000 NOPEC Customers in The Illuminating Company's territory and 3,000 NOPEC customers in Ohio Edison (OE) territory. To enroll in the variable rate option, call the NOPEC customer care line at 855.667.3201 (855-NOPEC01).

### **Is there a green energy product?**

The electricity supplied by NESO to the NOPEC electric aggregation in 2018 will contain 50% renewable energy credits (REC). In addition to complying with Ohio's 3.5% Renewable Portfolio Standard, NESO will supply 46.5% REC content to NOPEC customers through the inclusion of NextEra Energy's EarthEra REC program at no additional cost to NOPEC customers.

EarthEra REC's are created by wind and solar energy projects from NextEra facilities. All revenues from NOPEC's EarthEra REC purchases will be used for the construction of new renewable energy projects.

**For more information about NOPEC's Electric Aggregation, go to [nopec.org](http://nopec.org) or call 855-667-3201 (855-NOPEC-01).**