NOPEC is a non-profit group of over 235 Ohio communities that negotiates lower utility rates. As Ohio’s largest governmental energy aggregator, NOPEC buys gas and electricity in bulk to help lower your utility bills. In fact, over the past 20 years NOPEC has saved Ohio consumers hundreds of millions of dollars on their energy costs.

NOPEC also provides grants and loans to its member communities to help fund local energy-efficient improvements.

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What is NOPEC (Northeast Ohio Public Energy Council)?
Founded in 2000, NOPEC is a non-profit natural gas and electric energy aggregation representing over 900,000 residential and small business customers in over 235 Ohio communities. We use bulk-buying techniques to purchase competitively priced electricity and natural gas and then supply that power to our customers. Since 2001, we have saved our customers hundreds of millions of dollars on their energy costs. We are also involved in encouraging and implementing energy conservation that saves our customers additional money.

What is the value in NOPEC for me?
As Ohio’s largest non-profit energy aggregation, we protect your energy investment by:
• Negotiating better rates, terms and conditions
• Advocating for consumer-friendly legislation
• Educating consumers on ways to save even more on their energy usage.

NOPEC also provides valuable programs that benefit member communities and their residents such as energy efficiency grants and community event sponsorships. For a list of some of the benefits available to NOPEC member communities, go to the last page of this guide.

Who is in charge of this group?
NOPEC is governed by a General Assembly, made up of one representative from each community. From this group, a Board of Directors is elected.

How do I join NOPEC?
Ohio has what is called an “opt-out” procedure. All eligible residents and small businesses in a member community are automatically enrolled into the aggregation program, unless they choose not to be by opting-out.

How is NOPEC funded?
NOPEC receives fees from the energy suppliers that we buy natural gas and electricity from. These fees are negotiated during the bid process and are calculated based on the value of bringing the load volume of the aggregation to that supplier without them having to incur the marketing costs to land those customers individually. NOPEC does not get any funding from consumers, taxpayers, or the communities that we serve.

What is the difference between NOPEC and other energy suppliers?
NOPEC is a nonprofit, public aggregation of local governments, focused on delivering both savings and stability to the consumers we represent. We are concerned with a long-term approach to the energy market, as well as short-term savings. NOPEC recognizes that long-term savings for consumers will result from regulatory changes and is dedicated to representing the interests of NOPEC member communities and their residents in seeking those changes.

Private, for-profit, energy suppliers are more focused on short-term offers. Their positions on regulatory changes and laws are often aimed at their own bottom lines rather than the interests of consumers.

How can I compare NOPEC to offers from other energy suppliers?
Consumers should be wary of gimmicks and “loss leader” giveaways, in which short-term savings are promised, with no long-range guarantees of continued savings.

Customers can view NOPEC’s pricing at nopec.org. For additional information about evaluating energy offers, go to pages 8 and 14 of this book.

Where can I view NOPEC’s rates?
Go to nopec.org or call NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC01).
Electric Program FAQs

I am currently with another supplier but would like to join NOPEC’s electricity program. What are my options?

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 Center at 855.667.3201 (855-NOPEC01) to enroll.

If I join NOPEC’s electric aggregation who will deliver my power, read my meter, send my bill and respond to emergencies, such as power outages?

Your local electric utility is responsible for the delivery of electricity to your home or business. It will also continue to read your meter, send your bill, and restore power after an outage.

Are there any cancellation fees for the electricity aggregation program?

There are no cancellation fees for our Standard Program Price and Monthly Variable Price programs. However, there may be a small cancellation fee for our Fixed Term products if you cancel before the end of the term, unless you switch to another product within the NOPEC electricity program. For more information, contact NOPEC’s Customer Care Center at 855.667.3201.

Can I remain on budget billing?

Call our Customer Care Center at 855.667.3201 (855-NOPEC01) for more information about budget billing.

Who is NextEra Energy Services Ohio, LLC?

NOPEC buys electricity and natural gas in bulk from NextEra Energy Services Ohio, LLC, a subsidiary of NextEra Energy, Inc. a trusted group of companies with more than 80 years of performance excellence, exceptional credit ratings, and financial stability.

What is NOPEC’s Standard Program Price?

All eligible customers in a NOPEC member community are automatically enrolled into NOPEC’s Standard Program Price, a competitive rate that leverages the bulk buying power of over 235 member communities. Current program prices are available at nopec.org.

Are there other pricing options?

Yes. NOPEC offers plenty of rate options for customers to choose from, including 12- and 24-month Fixed Term, Monthly Variable, and even 100% Renewable products. The Monthly Variable Price is a percentage off of the utility’s price to compare (PTC). Enrollment in this program is limited and subject to availability. For more information, contact NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC01).

Is there a green energy product?

In addition to complying with Ohio’s Renewable Portfolio Standard (RPS), the electricity provided by NextEra Energy Services Ohio, LLC (NESCO) to the NOPEC electric aggregation for the Standard Program Price, Monthly Variable Price, and Fixed Term products includes EarthEra® Renewable Energy Credits (RECs) twice the Ohio RPS – or approximately 13% of the customer’s energy usage at no additional cost to NOPEC customers in 2020. NOPEC also offers 100% renewable products. For more information go to NOPEC.org.

EarthEra® RECs are national voluntary RECs created by wind or solar energy projects located in North America. The EarthEra® program was established by NESCO’s affiliate, NextEra Energy Resources, to provide an innovative way for businesses and consumers to support the development of renewable energy resources with confidence that the proceeds from the purchase of EarthEra® RECs are going to the development and construction of new wind and solar energy projects in the United States. Again, the supplementary REC content provided by NESCO, that is twice the Ohio RPS, is at no additional cost to NOPEC customers.
Understanding Electricity Offers

Mail offers from electric companies can be confusing. Follow these tips to make informed choices when choosing your electricity supplier.

1. Know who you are doing business with.
   • Is this a governmental aggregator or a company with local roots?
   • How long have they been doing business in Ohio?
   • Does the company have a good reputation?
   • Is the company’s offer sponsored by a non-profit organization like NOPEC or only by a for-profit entity?

2. Beware of misleading offers.
   • What is the rate?
   • How long is the rate good for?
   • What happens after the “Special Offer” period?

3. Are there hidden terms and conditions?
   • Read the fine print to find out the terms and conditions.
   • How do you need to enroll to qualify for the offer? Online, by phone?
   • Is there an early termination fee?

4. Is this offer really the best?
   Don’t take their word for it. Compare this offer to similar offers in the market to make an informed choice. Be sure to compare contract lengths as well as rates.

Dear Resident,

We’re very excited to offer you this opportunity to take more control over your energy bills by locking in a low rate of 6.59¢ per kWh for 12 months on your electric supply—that’s lower than the current Price-to-Compare!*

TIMING IS EVERYTHING.

While it may seem odd to think about electricity rates before the extreme heat of summer hits, our 25+ years of experience in purchasing energy has taught us that when air conditioners are off, electric costs tend to be lower—making now a great time to take advantage of this low rate to help control your energy budget.

SAME SERVICE. MORE CONTROL.

When you purchase your power from Electric Company, you take charge of your energy supply with a supplier awarded “Highest in Residential Customer Satisfaction.”‡ For over 25 years we’ve been purchasing energy for customers like you, and delivering it directly to the utility who continues to provide expert distribution, metering, and billing services.

Be sure to enroll by Friday, May 20, 2016 to secure this rate for the year. If you have any questions, please contact our Solutions Center at 1.800.555.1234 or visit us online.

Sincerely,

Bob Smith
Chief Marketing Officer

TO REDEEM YOUR OFFER
USE THIS CODE:

EGC1234567

*Based on Price to Compare as approved by the Public Utilities commission of Ohio effective 1/1/2016 for customers in rate class RS. $100 early termination fee applies to Electric Company’s product offering.

Watch out for high early termination fees!

Check NOPEC’s rates at nopec.org.
Comparing your FirstEnergy Electric Bill to Other Mail Offers

<table>
<thead>
<tr>
<th>Utility company</th>
<th>Electric supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comparison of FirstEnergy Electric Bill</strong></td>
<td><strong>Comparison of Other Mail Offers</strong></td>
</tr>
<tr>
<td><strong>FirstEnergy Electric Bill</strong></td>
<td><strong>Other Mail Offers</strong></td>
</tr>
<tr>
<td><strong>Total Current Charges</strong></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Current Charges</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

As an Automatic Credit Card Payment customer, total charges of $0.00 will be automatically charged to your account.

**Your actual account balance is $0.00**

**Usage Information for Meter Number 1234**

- Jan 17, 2018 KWH Reading (Estimate): XX
- Dec 16, 2017 KWH Reading (Estimate): XX
- KWH used: XX

**Charges From The Illuminating Company**

<table>
<thead>
<tr>
<th>Customer Number: XXXXXXX</th>
<th>XXX</th>
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</thead>
<tbody>
<tr>
<td>Rate: XXX</td>
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<tr>
<td>Customer Charge</td>
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<tr>
<td>Distribution Related Component</td>
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</tr>
<tr>
<td>Cost Recovery Charges</td>
<td>00.00</td>
</tr>
</tbody>
</table>

**Charges From Electric Generation Supplier**

**NOPEC – NextEra Energy Services**

<table>
<thead>
<tr>
<th>Account Number:</th>
<th>Rate:</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXX KWh</td>
<td>00.00</td>
</tr>
</tbody>
</table>

Rates shown are for illustration purposes only.

- The Illuminating Company: 87.68
- NOPEC - NextEra Energy Services: 108.36
- Total Current Charges: 190.04
- Amount Due by April 16, 2016: $190.04

- The Illuminating Company: 87.68
- FE/OHIO EDISON/ILLUMINATING COMPANY – CONSUMPTION: 114.93
- Total Current Charges: 202.61
- Amount Due by April 16, 2016: $202.61

- The Illuminating Company: 87.68
- ABC ELECTRIC SUPPLIER: 122.93
- Total Current Charges: 210.61
- Amount Due by April 16, 2016: $210.61

**Types of Supply Charge Offers**

**Aggregation Program Rate (i.e. NOPEC)**

An aggregation program brings residents and small businesses together to gain group buying power for the purchase of competitively priced electric from a retail electric supplier certified by the Public Utilities Commission of Ohio (PUCO).

**The Price to Compare**

The Price to Compare is calculated by your utility company by taking the amount of your Bypassable Generation and Transmission Related Component and dividing it by the total number of kilowatt-hours used for the month. An alternative supplier’s price for generation and transmission must be lower than your utility’s price to compare for you to save money with that supplier.

**Retail Supply**

An energy supplier of your choice that is not part of an aggregation program.
I am currently with another supplier but would like to join NOPEC’s natural gas program. What are my options?

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 natural gas Customer Care Center at 855.667.3201 (855-NOPEC01) for enrollment information.

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 your bill. You should continue to call your local natural gas utility if you have a natural gas emergency.

Is there a termination fee if I choose to leave NOPEC’s natural gas program?

There are no termination fees for our Standard Program price and Monthly Variable Price programs. However, there may be a small cancellation fee for our Fixed Term products if you cancel before the end of the term, unless you switch to another product within the NOPEC natural gas program.

Can I remain on budget billing?

Contact NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC-01) for more information on budget billing.

How will I be billed?

You will receive one bill from your utility. On the bill there will be a line item for the natural gas supplied to you from NOPEC/NextEra Energy Services Ohio, LLC.

Will my service be interrupted when I switch suppliers?

No, your gas service will not be interrupted.

Do you offer variable or fixed rates?

Yes. NOPEC offers plenty of rate options for customers to choose from. Our Standard Program Price is a competitive rate that varies and is based on favorable wholesale purchase prices available in the market. We also offer Monthly Variable and 12- and 24-Month Fixed Term products. Under our Monthly Variable Price, you will receive a rate that is $0.02/Mcf less than the utility’s monthly Standard Choice Offer price. Enrollment under this option is limited and subject to availability. Call NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC01) for more information.

Does NOPEC require selected gas suppliers to have a “buy Ohio gas” procurement commitment?

We believe in using our buying power to strengthen the Ohio economy. In fact, from April 2014 through December 2019, NextEra Energy Services Ohio, LLC, procured approximately 70% of natural gas to serve the NOPEC load from Ohio shale natural gas resources.

Who is NextEra Energy Services Ohio, LLC?

NOPEC buys electricity and natural gas in bulk from NextEra Energy Services Ohio, LLC, a subsidiary of NextEra Energy, Inc. a trusted group of companies with more than 80 years of performance excellence, exceptional credit ratings, and financial stability.
1 Know who you are doing business with.
   • Is this a governmental aggregator or company with local roots?
   • How long have they been doing business in Ohio?
   • Does the company have a good reputation?
   • Is the company’s offer sponsored by a non-profit organization like NOPEC or only by a for-profit entity?

2 Beware of misleading offers.
   • What is the rate?
   • How long is the rate good for?
   • What happens after the “Special Offer” period?
   • What is the length of the contract? Does the contract automatically renew?

3 Are there hidden terms and conditions?
   • Read the fine print to find out the terms and conditions.
   • How do you need to enroll to qualify for the offer? Online, by phone?
   • How long do you need to be a customer until you get the reward?
   • Is there an early termination fee? And how much is it?

4 Is this offer really the best?
   Don’t take their word for it. Compare this offer to similar offers in the market to make an informed choice. Be sure to compare contract lengths, the renewal process, early termination fees and rates.

Go to nopec.org to check NOPEC’s rates.
Gas Program FAQs

Comparing your Dominion East Ohio Bill to Other Mail Offers

Types of Supply Charge Offers

Rates shown are for illustration purposes only.

Nopec - NextEra Energy Services Charges
- Gas Cost: 10.0 Mcf @ $1.833 = $18.33
- Sales Tax: 1.19
- Total NOPEC - NEXTERA ENERGY SERVICES OHIO, LLC: $19.52
For questions about gas supply costs, contact NOPEC - NEXTERA ENERGY SERVICES at 855-667-3201 or 20455 State Hwy 249 Suite 200, Houston, TX 77070 855-nopec01 or www.nexteraenergyservices.com.

ABC Gas Supply Charges
- Standard Choice Offer (SCO)
  - Gas Cost: 10.0 Mcf @ $1.853 = $18.53
  - Sales Tax: 1.20
  - Total ABC Gas Supply Charges: $19.73
For questions about gas supply costs, contact ABC Gas Supply at 1-800-XXX-XXXX.

Aggregation Program Rate (i.e. NOPEC)
An aggregation program brings residents and small businesses together to gain group buying power for the purchase of competitively priced natural gas from a retail natural gas supplier certified by the Public Utilities Commission of Ohio (PUCO).

Standard Choice Offer (SCO)
The SCO is a regulated price available to all consumers. It is set by the competitive auction overseen by the Public Utilities Commission of Ohio and is based on the market price of natural gas. The SCO usually adjusts on a monthly basis.

Standard Service Offer (SSO)
When changing plans, the Standard Service Offer (SSO) rate may be charged for up to two months while arrangements are made for gas supply through the new plan. The SSO uses the same rate as the SCO.

Monthly Variable Rate (MVR)
The Monthly Variable Rate (MVR) is an unregulated rate that former aggregation customers may be charged if they do not select a retail supplier or aggregation program. Customers on the MVR purchase their natural gas from an assigned MVR retail supplier.
Gas Program FAQs

Comparing your Columbia Gas of Ohio Bill to Other Mail Offers

Supply Charges
Look here to find the price per Ccf that you are currently paying for your natural gas supply.

Utility Company

<table>
<thead>
<tr>
<th>Detail Charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Monthly Delivery Charge</td>
<td>$0.00</td>
</tr>
<tr>
<td>Infrastructure Replacement Program Rider</td>
<td>$0.00</td>
</tr>
<tr>
<td>Usage Based Charges</td>
<td>$0.00</td>
</tr>
<tr>
<td>Delivery</td>
<td>Columbia Gas of Ohio</td>
</tr>
<tr>
<td>Gross Receipts Tax @ 0.00%</td>
<td>$0.00</td>
</tr>
<tr>
<td>Taxes &amp; Fees</td>
<td>+$0.00</td>
</tr>
</tbody>
</table>

Customer CHOICE Program
Gas Supply Cost Incl Sales Tax | $0.00

Supply - Nextera Energy Services Ohio, LLC (NOPEC) | +$35.45

Total Current Utility Charges | $0.00

- Current billing charges include Nextera Energy Services (Nopec) gas supply costs of $33.13 at the rate of $0.3313 per Ccf and sales tax of $2.32.

Customer CHOICE Program
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Nextera Energy Services (Nopec). This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier’s charges for the gas supply. For questions about your gas supply charges, please contact Nextera Energy Services (Nopec), 10455 Sh 249 Suite 200, Houston TX 77070, at 1-855-667-3201. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers’ Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Natural gas supplier

Types of Supply Charge Offers

Rates shown are for illustration purposes only.

Aggregation Program Rate (i.e. NOPEC)
An aggregation program brings residents and small businesses together to gain group buying power for the purchase of competitively priced natural gas from a retail natural gas supplier certified by the Public Utilities Commission of Ohio (PUCO).

Standard Choice Offer
Gas Supply Cost Incl Sales Tax | $35.67
Supply - ABC Gas Supply | +$35.67

- Current billing charges include ABC Gas Supply costs of $33.33 at the SCO rate of $0.3333 per Ccf and sales tax of $2.34.

Standard Choice Offer (SCO)
The SCO is a regulated price available to all consumers. It is set by the competitive auction overseen by the Public Utilities Commission of Ohio and is based on the market price of natural gas. The SCO usually adjusts on a monthly basis.
General Opt-out Questions and Answers

What are these enrollment letters that NOPEC is sending out?
NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to give our members the chance to “opt-out” of NOPEC’s electric aggregation every three years and natural gas aggregation every two years. In other words, you can choose to leave NOPEC and select another electric supplier or return to the Price to Compare or Standard Choice Offer from your local utility. If you would like to continue to be served by NOPEC, there is no action required from you. You don’t have to fill out or return anything.

What if I did not receive an opt-out notice?
There are several reasons why some customers may not have received an opt-out notice:
1. Customers may be under contract with another supplier and are not eligible.
2. Customers may have been inadvertently excluded from the database acquired from the utility.
3. Customers may have been excluded due to having an ineligible rate-code on their account.
4. Customers may have previously signed a notice from the utility that prohibits them from releasing a customer’s information to independent suppliers.
5. Customers also may be ineligible because they are on Percentage of Income Payment Plan (PIPP) or are not current in a payment plan with the utility.

Customers who did not receive a notice and want to join the program should call NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC01).

Why do I have to pay for the stamp on the opt-out card?
NOPEC is a not-for-profit entity. We give all of our customers an opportunity to opt-out of NOPEC, but we don’t pay the postage to opt-out of our program.

Why can’t this be done online?
Unfortunately, we need a signature of the person who is electing to opt-out. That’s why the opt-out form has to be returned by mail or faxed to 440.774.4422.

What happens if I opt-out?
If you choose to opt-out, you can select another natural gas or electricity supplier or default back to the utility for your energy supply.

How do I opt-out?
If you do not want to participate in NOPEC’s natural gas or electric program, sign, date and return the opt-out form included with your enrollment letter by mail or fax to 440.774.4422.

If someone previously opted out, do they have to opt-out again?
By law if the customer opted out previously, but did not choose an alternative supplier and remained with the utility, they are required to opt-out again.

What if I change my mind and decide not to have NOPEC supply my electricity or natural gas?
All consumers who do not opt-out are enrolled for a period of up to two years for natural gas and three years for electric, after which they will be given another opportunity to opt-out. For more information, contact NOPEC’s Customer Care Center at 855.667.3201.

How do I permanently get removed from the electric opt-out mailing list?
You can file with the PUCO to be on the “Do Not Aggregate” list.

How do I permanently get removed from the natural gas opt-out mailing list?
Call our Customer Care Center at 1.855.667.3201 (855-NOPEC01).
NOPEC Member Community Benefits

Energy-Efficiency Financing
Up-front, fixed-rate financing with fixed rates as low as 2.5% for energy-efficiency projects for commercial properties.

Community Events Sponsorship Program
Funding to support local public events in NOPEC member communities.

Community Outreach
Community Education Program
NOPEC spends time in member communities visiting senior centers, libraries and community events to talk with residents about energy and how to save on their utility bills.

Do Not Knock Program
This program is the solution to the growing problem of unwanted door-to-door solicitors. Residents can sign up to have their address added to a list of homes which are off-limits to for-profit solicitors. Visit BlocktheKnock.com to learn more.

NOPEC Energy Bike
We take the NOPEC Energy Bike to community events as a fun, hands-on learning tool used to educate children and adults on energy consumption and conservation.

For a full list of NOPEC member community benefits, visit nopec.org.
NOPEC Customer Care Center
For information regarding NOPEC’s Energy Programs, how to join, or NOPEC pricing:
855-NOPEC01 (855.667.3201)

NOPEC Office
31360 Solon Road, Suite 33
Solon, Ohio 44139
440.248.1992 | nopec.org

For questions regarding your bill or service at your location:

Electric
AEP – 800.672.2231
The Illuminating Company – 800.589.3101
Ohio Edison – 800.633.4766

Natural Gas
Columbia Gas of Ohio – 800.344.4077
Dominion East Ohio – 800.362.7557