



2024 Natural Gas Aggregation FAQs

I am currently with another supplier but would like to join NOPEC's natural gas. 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 NOPEC's 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?

No, there are no termination fees to leave NOPEC.

Can I remain on budget billing?

Contact NOPEC's Customer Care Center at 855-667-3201 (855-NOPEC01) 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 services 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 based on favorable wholesale purchase prices 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.

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.